

FROM THE COO'S DESK



Having visited the various work sites and Roadcare offices, I would say that the work performance on the ground is satisfactory.

At the same time, I am confident that all our employees will be able to raise their output. As we continue to progress in our R&D efforts and Total

Infrastructure Management System, I see no reason why we cannot improve further, for instance, in periodic maintenance.

Having seen them in action, I believe that Roadcare staff know and can deliver what is expected of them.

That does not mean Roadcare is all about work...

Our first Family Day, from July 26 to 28 in Kuantan brought together all employees and their families. With a fair amount of budget allocation, ten chartered coaches and two hotels, we really had plenty of fun and excitement.

The inaugural Roadcare Olympic was held last year. Whilst we are not going to have it again this year, I am happy to note that many sport, recreation and social activities do take place on a regular basis, with participation from staff at HQ, regional and area offices.

Enjoy the fun and keep up the good work. **SR**

Wassalam and Best Wishes,

MHD NAJILI BIN SOJO
Chief Operating Officer

FROM THE GM'S DESK



Ladies and Gentlemen,

I would like to take this opportunity to re-iterate three major themes, which the company has been emphasizing since the beginning of the year.

It will be easier to use the acronym **ISQ**.

I stands for **Image**. We would like to see a continuous build-up of Roadcare's positive image, both in the eyes of the clients and the community. We have already come up with uniform for different categories of staff and sub-contractors. But that is not all. Please think of the impact on the company's **Image** in whatever we do.

S stands for **Safety**. To us, the safety of road users and our own employees is of paramount importance. For instance, we have bought various traffic safety equipment and distribute these to our sub-contractors. At the end

of the contract period, they have to return the equipment to us. Remember **Safety** and do your bit to make sure that Roadcare has an excellent **Safety** record.

Things will not be complete without **Q**, which stands for **Quality**. In our quest to become a **Quality-driven** company, Roadcare has two written guidelines, the **Company Operating Procedures** and the **Project Quality Plan**. To me, these documents should not be left idle collecting dust. Keep **Quality** in mind, and use these operating tools without hesitation.

I will be extremely happy and thankful if all of us practise **ISQ** wherever we are. **SR**

Wassalam & Regards,

MOHD KHALIL DAN
General Manager