

## **SWIFT ENERGY GROUP OF COMPANIES**

# BUSINESS CONTINUITY PLAN AND CRISIS MANAGEMENT AND COMMUNICATION PLAN

#### INTRODUCTION

Business Continuity Management ("BCM") describes the processes and procedures that Swift Energy Technology Berhad and its subsidiaries ("the group") have put in place to maintain business functions in the event of an emergency. The Policy seeks to prevent the interruption of critical services and re-establish full functions as swiftly and smoothly as possible.

This Policy comprises the following areas:

- i. BCM includes guidelines for establishing policy, standards, and procedures for the Group to ensure that in the event of service disruptions, the critical business functions may continue and resume within an appropriate timeframe. In this, there is a need to:
  - Identify critical activities
  - Carry our business impact analysis
  - Setting recovery objectives
- ii. Business Continuity Plan ("BCP") shall include the following:
  - Succession Planning will identify and develop internal people with the potential to fill key leadership positions within the Group in the event of resignation or departure of senior management.
  - Disaster Recovery Plan will specify the organisation's planned strategies for
    post-failure procedures on disaster recovery in the event of minor and
    extended service outages caused by factors beyond the organization's control
    (e.g. natural disasters, man-made events), and to restore services to the furthest
    extent possible within a targeted minimum period. The aim is to ensure the
    survival of the organization, facilitate the resumption of operations and protect
    the stakeholders.
  - Pandemic Response Action Plan will manage a pandemic to reduce the risks to employers' health and safety as well as to ensure sustained business operations.
  - Communication Plan includes ways of communication, internal and external, to relevant parties on a timely basis. The communication plan shall specify responsible persons, communication procedures and channels, disclosure levels, names, and phone numbers of staff and relevant external parties.
  - Training Plan will include regular training on Business Continuity for staff and relevant parties to ensure that staff and relevant parties understand their roles and responsibilities when such operational disruptions occur.
- iii. Follow-up testing and evaluation which will include testing and reviewing of BCP.

#### ROLES AND RESPONSIBILITIES

The board of directors and Executive Management are accountable for the Group's BCM program and responsible for drafting and implementing strategies and policy concerning Business Plan and shall allocate adequate resources to support the operations. The Executive management may delegate operational authority to the Business Continuity Management Committee ("BCM Committee").

In the event of an emergency, the BCM Committee will be responsible for declaring emergencies, evacuating or shutting down facilities as necessary, and contacting employees. BCM Committee will be led by the Incident Commander and has the authority to identify critical business functions impacted by the emergency and initiate the process for recovering each function in the order laid out in the BCP.

The BCM Committee is enacted with the purpose of ensuring continued business activity in the event of an emergency and ensuring the safety of all employees. Failure to comply with the BCP or any directives issued by the BCM Committee may result in verbal reprimands, official write-ups, and termination, as deemed appropriate.

The BCM Committee is responsible for controlling all technical aspects of emergency response. The group will be led by Kelvin Kok as the Incident Commander. In the event that Kelvin Kok is not available, Wong Choon Kin shall serve as the Incident Commander.

Members of this group (and only these designated members) have the authority to:

- Order facility shutdown
- Initiate evacuation of employees and customers
- Declare that an incident has ended
- Communicate with the media
- Initiate the emergency response phone tree

The other BCM Committee members that are appointed from each business unit are as below:-

Department	Contact Person 1	Contact Person 2	Contact Person 3
Production	LOH BAN HENG	ADNAN	-
Procurement	SHERMAINE CHEW	RAMMIDA	-
HR & Admin	MAZLIANA	MAHALETCHUMI	DARSHINI
Finance	JOSNIE LIM	YEOW JX	CHAI HONG YENG
Corp. Affairs	SUZANA	E-	-
Project	GUS LOK	YAP YUNG JIAN	-
HSE	SITI FADILA	SHAFEEQ	-
IT	SHIRLEY WONG	FAHMI	WINSON CHEONG

#### BCM COMMITTEE WORKFLOW

In the aftermath of an emergency, immediately take the following steps to resume operations:

- List the business' top priorities for resuming operations.
- Ensure the safety of personnel on the property by evaluating any remaining hazards and controlling security at the scene of the incident.
- Conduct an employee briefing.
- Maintain detailed records. Record all decision-making and videotape or photograph the damage.
- Account for all damage-related costs by establishing charge codes for purchases and repair work.
- Follow your notification procedures. Notify employees' families about on-duty personnel, notify off-duty personnel about their work status, and alert insurance carriers and appropriate government agencies.
- Protect undamaged property by closing building entrances and exits, restoring sprinkler systems, re-establishing power, guarding property against moisture and removing smoke, water and general debris.
- Coordinate your restoration actions with appropriate government agencies.
- Regulate salvage operations by segregating damaged property from undamaged property and retaining damaged goods until an insurance adjuster can view them. However, you should move material outside if it impedes traffic and can withstand exposure to the elements.
- Perform an inventory count on damaged goods with an adjuster or the adjuster's salvor. Obtain a signed inventory listing the quantity and type of goods if you release any to the salvor.
- Restore equipment and property. Do not undertake any major repair work without consulting the insurance adjuster and appropriate government agencies.
- Assess the value of any damaged property and the financial impact of business interruption.
- Maintain constant contact with customers and suppliers to in still confidence.

#### BUSINESS CONTINUITY MANAGEMENT

In developing a suitable Business Plan, the Group shall set up a Business Continuity Management Framework. In this, the BCM Committee led by the Incident Commander shall:

- a) Identify the below: -
  - The critical business functions and the duration that the Group can manage without the function;
  - The types of disruptions that threaten the delivery of the function (loss of staff, building, IT, utilities and etc);
  - The existing actions in place to mitigate against any disruption; and additional actions that may be needed to further mitigate or reduce the consequence of disruption; and
  - The resources (ie: employees, office space, and IT) required to reinstate the critical business functions.
- b) Establish recovery objectives, recovery strategy as well as recovery time objectives and ensure adequate arrangements are in place; and
- c) Ensure that the Critical Business Functions identified are reviewed periodically to ensure arrangements are in place to mitigate against the consequences of a disruption and to decide if a specific BCP is required. In this respective, head of departments as owners of critical activities and events identified will be expected to take the lead in the event of a disruption.

Template for critical business functions, communications Plan checklists, emergency Grab bags, and recovery checklists is set out in Appendix A.

#### **BUSINESS CONTINUITY PLAN**

#### i. SUCCESSION PLANNING

The Board of Directors and the Executive Director shall oversee the development and management of Human Resource Policies within the Group. The key objectives are to ensure that the Group's compensation, Human Resource programmes and practices can attract, manage and retain talented employees to develop SEB as a performance-driven organization as follows:

- a) Succession planning and development ensure that employees are identified, developed and ready to fill key leadership positions within the Group, as and when the position becomes vacant.
- b) All employees are to be appraised based on their performance. Talented employees shall be mentored and given adequate training and opportunities to develop versatile career paths within the Group, to enable them to be ready for leadership positions.

The details of succession planning are stated in the Succession Planning Framework.

#### ii. DISASTER RECOVERY PLAN

#### a) Risks of a Disaster

A disaster incapacitates a business, interrupts normal operations, and impacts its bottom line. A Disaster Recovery Plan is geared toward mitigating the possible negative impact on the Group's business operation.

Each department and/or business unit is to develop its own Business Recovery Plan to ensure prompt resumption of and a return to normal operations within the targeted recovery schedule of the BCP.

#### b) Steps of Disaster Recovery Plan

This Plan delineates the Group's policies and procedures on technology disaster recovery, as well as our process-level plans for managing critical technology platforms and IT infrastructure. This plan shall be activated in the event of a disaster. The BCM Committee team's responsibilities include the following:

- 1. Assess the disaster and initiate this Disaster Recovery Plan;
- 2. Coordinate in activating the plan and notify key management contacts; redirect server operations to the as per IT Disaster Recovery Plan.
- 3. Liaise with insurance agents on the extent of the damage for insurance reporting and procurement of new equipment, if necessary.
- 4. Activate the VPN, VOIP, or laptop/remote desktop availability or set up suitable IT infrastructure as per the IT Disaster Recovery Plan.
- 5. Ensure that all networks, servers, routers, and switches are reconfigured while software and data are reinstalled, and workstations are set up for the resumption of normal operations as per IT Disaster Recovery Plan.
- 6. Provide periodic updates within the BCM Committee on the progress of recovery phases, as set out in (c) below.

#### ii. DISASTER RECOVERY PLAN (CONT'D)

#### c) Disaster Recovery Plan.

The disaster recovery process consists of four (4) phases.

#### 1. Disaster Assessment

The disaster assessment phase lasts from the inception of the disaster until it is under control and the extent of the damage can be assessed.

#### 2. Disaster Recovery Activation

When the decision is made to move the primary processing server (SEB's server is located within its office premises) to another location, this phase begins. The BCM Committee together with the Emergency Response Team shall call upon team members to perform their assigned tasks. The most important function is to fully restore operations at a suitable location and resume normal functions. Once normal operations are established at the alternative location, Phase 2 is complete. The details of the Emergency Response Team are set out in Emergency Response Team Manual Book Emergency Action Plan and SOPs.

#### 3. Alternate Site/Data Centre Rebuild Phase

This phase involves continuing operations at the alternative location. In addition, the primary site shall be restored.

#### 4. Return to Office

This phase involves the reactivation of the primary data centre at either the original or possibly a new location.

At the end of this phase, the disaster recovery process shall be thoroughly reviewed. Any deficiency in this plan can be corrected by updating it.

For the purpose of this Policy, the Recovery Time Objective (RTO) shall be no longer than 72 hours to resume basic operations following a disaster.

#### iii. PANDEMIC RESPONSE ACTION PLAN

#### a) Risks of a Pandemic

All businesses are exposed to the risk of a pandemic. In addition to the threat to human health, the economic impact of a pandemic, including absenteeism in the workplace or the imposition of travel restrictions affects business operations.

#### b) Pandemic Response Action Plan (PRAP)

This PRAP outlines the Group's measures to safeguard employees' health and well-being during a pandemic while ensuring the organization's ability to maintain essential operations and continue providing essential services to our customers. In addition, it provides guidance on how we intend to respond to specific operational and human resources issues in the event of a pandemic.

In event of a pandemic, the BCM Committee shall have the authority to:

- 1. Establish a Pandemic Response Action Plan as set out in Appendix B.
- 2. Establish mechanisms to allow employees to work from home and restrict nonessential travel.
- 3. Establish contingency plans to maintain delivery services during times of significant and prolonged absenteeism.
- 4. Maintain communication lines to keep all stakeholders and employees informed and updated on the pandemic.
- 5. On IT-related issues: please refer to the IT policy and Disaster Recovery Plan.

#### iv. COMMUNICATIONS AND CONTACT POINTS

It is imperative that all key employees remain contactable during a disaster and/or pandemic. This Policy shall ensure the following:

- a) The database of contact numbers and addresses of all employees is maintained and updated. The Human Resource Manager shall keep the database updated and establish a Call Tree/ Contact list Please refer to Appendix C.
- b) Ensure these contact numbers are made available to everyone.

In the event of a disaster or when the PRAP is triggered, the Head of Human Resource and Head of Corporate Affairs is designated as the principal contact with the media, government agencies, and stakeholders including shareholders and clients.

#### Upon the occurrence of a disaster:

- 1. The CEO shall notify the Board, issue a declaration of a disaster, and activate the Disaster Recovery Plan.
- 2. The Head of Human Resources and Head of Corporate Affairs shall inform all stakeholders (including shareholders and clients) and members of the public as well as provide regular updates to the stakeholders for as long as the declaration of a disaster of the PRAP is in effect, until business operations have resumed.

#### Upon the triggering of the PRAP:

- 1. The CEO shall notify the Board when the pandemic has reached Code Orange Tier 2 status.
- 2. When it has reached Code Red, the Head of Human Resource and Head of Corporate Affairs shall inform all stakeholders (including shareholders and clients) and members of the public as well as provide regular updates to the stakeholders for as long as the Code Red is in effect, unit the pandemic has passed.

Upon resumption of normal operations, the BCM Committee shall, with the consent of the Board, formally revoke the declaration of disaster. The PRAP shall be terminated when the pandemic is no longer deemed so.

#### v. MONITORING, AUDITING, AND TRAINING

The Audit and Risk Management Committee (ARMC) shall be responsible for monitoring the effectiveness of this Policy and submitting an annual report to the Board on its compliance. There shall be a minimum of one (1) annual test conducted and regular updates of business continuity documents and processes by internal or relevant external parties. Training sessions on the key aspects of business continuity shall be held at least once a year.

#### vi. REVIEW

This Policy shall be reviewed annually by the Board. The earlier review may be required in response to exceptional circumstances, organizational changes o relevant changes in legislation or guidelines.

This Business Continuity Plan and Crisis Management and Communication Plan Framework are effective on approval on 1 October 2022.

## **Business Impact Analysis**

Description	Response
Critical Function:	
Function responsibility	
Potential impact on organisation if interrupted	
Likelihood of interruption to organisation	
Recovery timeframe: (minimum for restoration)	
Resources required for restoration: staff/alternative	
List dependencies Data/IT/systems Transportation/utilities	
Premises Relocation options	
Key equipment Recovery and/or replacement processes	
Rules and regulations governing your business	
Supplies Stock replacement	
Measures to be taken to protect and recover	

## **EMERGENCY GRAB BAG**

Tick when complete	Item
	Mobile phone preloaded with emergency and staff contact numbers
	Floor plans of your business premises
	Bank Token
	Laptop computer with charger
	A portable hard drive or flash drive with your latest data backup and critical documents
	Copy of Business Continuity Plan and crisis Management and communication Plan
	First aid kit
	Other. Please specify

#### RECOVERY CHECKLIST

Tick when complete	Action				
	Reconstruct financial records				
	Establish cash position				
	Prepare forecasts				
	List assumptions				
	Conduct overall damage assessment				
	Contact insurance company				
	Source any available government assistance				
	Communicate –stakeholder ie: employees, customers and suppliers				
	Assess mental health – seek counselling				
	Contact banks / ATO etc. – advise situation – seek deferments				
	Re assure customers				
	Revisit cancellations and postponements				
	Demonstrate leadership to staff				
	Maintain customer service standards				
	Take charge of each emerging situation – show overall leadership				
	Other. Please specify				

## COMMUNICATIONS PLAN CHECKLIST

Element	Action	Outcomes	Responsibility Assigned to:
Anticipate the crisis	Hold a team brainstorming exercise to workshop likely crisis. Can also be informed by risk matrix	Crisis Response Plan generated	
Identify / appoint your crisis communication team	Owner / manager and senior personnel. Depending on scale of business, may include engaging / retaining external expertise	Clear identification of responsibility for crisis communications Scheduling of scenario days (annually) as core crisis preparation activity	
Train spokespeople	Ensure all delegated staff are trained in media management and response  If a small business, consider extending training to all staff – a particularly front line hospitality / retail staff most likely to be approached ad hoc for comment	Media ready staff  Protection of brand via appropriate media response	
Establish monitoring / notification systems	Consolidate databases and document platform / channels to be used to reach all relevant stakeholders – mobile numbers for SMS alerts, social media channels, web administration, etc.	Crisis ready communication systems	
Developing holding statements	Develop crisis ready statements based on identified scenarios	Consistent, clear and accurate dissemination of information	
Assessment	Conduct situation analysis during and post crisis to inform messaging	Adaptive / responsive messaging that is accurate and up to date reflecting the latest set of circumstances	
Review	Post crisis, stage debrief to identify enhancements / inclusions	A robust plan	

**Evacuation Plan** 

Action	Whose responsibility?	Relevant contact numbers	Initial, including time and date, when completed
Raise alarm	Whoever sees/finds the disaster first	I	
Notify everybody on the premises to go to the known emergency rendezvous point	fire/emergency wardens, who grab their GO packs, including contact numbers for all staff in their sections, and visitors if possible, or receptionist grabs visitor log	1	
Call relevant authorities		000 Jac 1300	
Inform authorities of location of disaster		ambulance,	
Tell authorities where people have been relocated to		and/or police	
Notify business owner if not on premises			
At emergency rendezvous perform head count to ensure all people are accounted for			
Is everyone accounted for?			
If YES — wait for 'all clear' or await further instructions from authorities			
If NO — identify who is missing and notify the manager in charge of their last-known locations			
Notify authorities of missing persons and last known locations			

Try phoning missing people to check their whereabouts		Use section staff lists from GO packs and visitors' log if necessary	
Make a list on the reverse side of this form of any people missing/contacted, with notes about what transpired			
Notify next of kin of staff members who are injured or missing	Manager in charge		
Return to work once 'all clear' is pronounced			
Follow instructions from authorities if workplace is closed			

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#### Appendix B

Pandemic Response Action Plan

Pandemic Response Codes	Descriptions	Cumulative Actions	Employees & HR Matters
Green	Diseases is mild with no	Minimal disruption, cautious	Sick employees must stay home (with MC).
W. C.	widespread	approach but business as usual.	Upon returning to work, employees must
	transmission/easily	Take daily preventive measures to	wear masks.
	treatable	help stop the spread of germs,	Valid depths A Print - Colores a Laboratoria
		consuming antiviral medication if	
		prescribed	
Yellow	Disease is severe and	STOP THE SPREAD	Employees who are ill must stay home.
	spreads easily	Good personal hygiene and regular	• If anyone at home shows symptoms, all must
		cleaning.	be screened; employee must stay away from
		Make available hand sanitisers and	the office until they are cleared.
		face marks while minimizing	Employees who are exposed to higher-risk
		personal contact.	areas or endemic countries must be
		Stock up on critical supplies (face	quarantined for at least 5 days.
		masks, sanitisers, disinfectants).	• Work from home + VPN access + voice and
		Subject to HOD's clearance,	video calls.
		impose travel restrictions.	
		Staff to alert HR when they travel	
		(for official and personal reasons).	
		Look out for health	
		advisories/doctors	
Orange -Tier 1	Disease is severe and	STOP OR LIMIT SPREAD	Employees who are ill must stay home.
Orange - Free F	spreads easily/human	FROM LOCAL CLUSTER	If anyone at home shows symptoms, all must
	tohuman transmission	• Impose temperature screening.	be screened.
	learness transcriber	• Front-line employees need to wear	• Encouraged to bring notebooks home.
		masks.	Employees who are exposed to higher-risk
		Impose travel restrictions.	areas or endemic countries must be
		• Minimize meetings in the office and	quarantined for at least 7 days.
		also outside.	• Work from home + VPN
		Monitor employees' movements.	Service Control of the Control of th
Orange -Tier 2	Disease is severe and	• Inform the Board and activate Call	Employees to bring notebooks home and be
6	widespread with	Tree.	ready to work from home.
	imminent declaration of		All departments to prepare for full
	Code Red		implementation of Code Red.
Red	Disease is severe,	REDUCE IMPACT THROUGH	Close offices for cleaning and disinfection.
	spreading widely and has	SOCIAL DISTANCING	If necessary, access will be granted to enter
	spread to the Office	Inform the Board and stakeholders.	the premises.
		Activate Call Tree.	Work from home + VPN + voice and video
		Restrict travel.	calls.
		Close offices for cleaning and	Open VPN to all staff.
		disinfection.	Monitor employees.
		Cancel all public engagements and	
		meetings/events	

## **SWIFT GROUP OF COMPANIES – CONTACT LIST**

16.08.2022

SWIFT ENERGY SDN BHD	Lot 48521 (PT 25145), JALAN PALAM 34/17, SEKSYEN 34	TEL: 03 - 5162 5511	FAX: 03 - 5162 5522
SWIFT PMAS SDN BHD	40460, SHAH ALAM, SELANGOR		03 - 5161 1286
SWIFT ENERGY OIL & GAS SDN BHD		ĺ	SACRETY SHIP AREADON AND SOCIAL DATE.
SWIFT SOLUTIONS MSC SDN BHD			
SWIFT AUTOMATION SDN BHD	NO.43G & 43-1, JALAN SURIA PUCHONG 2,	TEL: 03 - 8959 8185	FAX: 03 - 8959 8186
	PUSAT PERDAGANGAN SURIA,	1700 81 5933	
	47110 PUCHONG, SELANGOR DARUL EHSAN.		
ALR TECHNOLOGIES SDN BHD	BLOCK D2-06 (GROUND FLOOR), PUSAT PERDAGANGAN DANA	TEL: 03-7842 7889	FAX: 03-7842 7898
	1, JALAN PJU 1A/46, SECTION PJU 1A		
	47301 PETALING JAYA, SELANGOR DARUL EHSAN.		
JOHOR BAHRU	NO. 11-02, JALAN SIERRA PERDANA 6/3, TAMAN SIERRA	TEL: N/A	FAX: N/A
	PERDANA, 81750 MASAI, JOHOR		
SINGAPORE	629 ALJUNIED ROAD, #06-16,	TEL: 0065 - 6846 8831	FAX: 02 - 6846 8839
SWIFT ENERGY PTE LTD	CITITECH INDUSTRIAL BUILDING	0065 - 6846 8836	
	SINGAPORE 389838.		
CHINA	A-5-5, CHONGQING HI-TECH FORTUNE ZONE 2,	TEL: + 86 23 63021113	FAX: + 86 23 6302111
CHONGQING SWIFT AUTOMATION TECHNOLOGY	NO. 15 CAI FU AVENUE, YU BEI DISTRICT, CHONGQING		
CO. LTD.	CHINA 401121.		
www.senergy.asia			
THAILAND	36, 2 <sup>ND</sup> FLOOR, SOI BANGNA –TRAD 25, BANGNA- TRAD ROAD	TEL: + 66 21736435	FAX: + 66 21736436
SWIFT ENERGY CO. LTD	BANGNA, BANGNA,		1750. 1 00 21/30430
www.senergy.com.my	BANGKOK 10260 THAILAND.		
E-MAIL: enquiry@senergy.com.my	WEBSITE: www.s	senergy.com.mv	

NO.	NAME	DESIGNATION	EXT.	H/P NO.	E-MAIL & SKYPE			
1.	TAN BIN CHEE	CHIEF EXECUTIVE OFFICER	200	016-210 2030 019-668 1802	bctan@senergy.com.my bincheetan			
2.	CHIN SAW YONG	CHIEF OPERATING OFFICER	201	012-292 9508	sawyong@senergy.com.my chinsawyong			
3	JANE, TAN SIEK CHEN	PERSONAL ASSISTANT	202	019- 328 3132	janetan@senergy.com.my			
	CORPORATE OFFICE DEPARTMENT			-	-			
4.	SUZANA BINTI ABU BAKAR	CORPORATE AFFAIR MANAGER	518	016- 210 2090	Suzana@senergy.com.my Suzana.ab			
	HR & ADMIN DEPARTMENT							
5.	MAZLIANA BINTI MOHD SAFIAN	ASSISTANT MANAGER, HUMAN RESOURCES	506	012- 320 1583	mazliana@senergy.com.my mazliana eiza			
6.	MAHALECTHUMI A/P KUPPUSAMY	SENIOR HR EXECUTIVE	506	012- 207 2831	mahaletchumi@senergy.com.mv mahaletchumi kuppusamy			
7.	FATIN NAJIHAH BINTI ZAKARIA	HR EXECUTIVE	506	012- 234 0266	fatin@senergy.com.my			
8.	GUNASUNTHAREE A/P RAJALINGAM	ADMINISTRATIVE ASSISTANT	100 101	016- 246 1802	guna.r@senergy.com.my gunasunthariy			
9.	DARSHINI MITIRA A/P ANGAMUTHU	ADMINISTRATIVE ASSISTANT	508	011- 331 97972	darshini@senergy.com.my Darshini Mitira Angamuthu			
	SALES DEPARTMENT							
10.	CHEONG TUCK MING	SENIOR SALES MANAGER	519	016-3303311	tmcheong@senergy.com.my cheong.tuck.ming			
11.	MOHD IZWAN BIN ISMAIL	SALES ENGINEER	-	016- 216 5877	mohd.izwan@senergy.com.my m.izwan			
12.	MOHD NAJMUDDIN BIN MOHD NASIR	SALES ENGINEER	-	013-693 5325	m.najmuddin@senergy.com.my najmuddin.nasir			
13.	FRANCIS LEE SENG HOE	ASSISTANT SALES MANAGER		012- 664 3067	francislee@senergy.com.my			
	FINANCE							
14.	JOSNIE, LIM CHAI YAN	FINANCE MANAGER	507	017- 3836 917	cylim@senergy.com.my			
15	YEOW JIAN XIN	ASSISTANT MANAGER FINANCE	521	012-663 8830	jxyeow@senergy.com.my			
16.	CHAI HONG YENG	SENIOR FINANCE EXECUTIVE	510	012 – 286 6948	hychai@senergy.com.my chai hongyeng			
17.	JIMMY,YIP CHOON MENG	ACCOUNTS EXECUTIVE	509	014- 626 0999	cmyip@senergy.com.my			

13.   NURLILA NA BIRITY LYSOFF	18.	JENNY, GUI SOO CHEN	ACCOUNTS EXECUTIVE	509	012-671 1207	jennygui@senergy.com.my
WAREHOUSE	19.	NURUL AIN BINTI YUSOFF	ACCOUNTS EXECUTIVE	510	014- 926 5626	nurulain@senergy.com.my
21.   NURLILAKMA BINTI AHMAD	20.	LYE TECK THONG	FINANCE EXECUTIVE	521	016-255 8322	ttlye@senergy.com.my
22.   CHUA BOON CHENG   STOREKEEPER   420   017-682 9884		WAREHOUSE				
CHUN BOON CHENG	21.	NURULAKMA BINTI AHMAD	WAREHOUSE EXECUTIVE	420		nurulakma@senergy.com.my
23.   SHERMAINE, CHEW SIEW LEE   ASSISTANT MANAGER, PROCUREMENT   513   012-318 2278   Shermalinechew Shermalineche Shermalineche Shermalineche Shermalineche Shermalinec	22.	CHUA BOON CHENG	STOREKEEPER	420		-
24. RAMMIDA BINTI SAIRIN PURCHASING EXECUTIVE 525 012-978 8492 Immidia@Senery.com.ml	-	PURCHASING	<del></del>			
	23.	SHERMAINE, CHEW SIEW LEE	ASSISTANT MANAGER, PROCUREMENT	513	012- 318 2278	shermainechew@senergy.com.n
IT	24.	RAMMIDA BINTI SAIRIN	PURCHASING EXECUTIVE	525	012-978 8492	rammida@senergy.com.my aida_senergy70
26.         SHIRLEY, WONG YEU WEN         ASSISTANT MANAGER, IT         500         012-393 2699         shirley wong @senergy.com.mr           27.         MUHAMMAD FAHMI BIN SUHAINI         IT SYSTEM ADMINISTRATOR         520         016-211 7700         fabmi@senergy.com.mr           28.         WINSON, CHEONG THEAN WENG         SYSTEM ANALYST         520         018-950 1879         winsoncheor@Renergy.com.mr           29.         YEE YONG SHENG         SYSTEM ANALYST         508         012-322 3301         ysvee@senergy.com.mr           29.         YEE YONG SHENG         SYSTEM ANALYST         508         012-322 3301         ysvee@senergy.com.mr           20.         NOR ELYNA SINITI ABDUL WAHAB         SENIOR EXECUTIVE, LOGISTIC /PROJECT         524         014-332 1004         elvna@senergy.com.mr           31.         NURFARHANA BINTI JAMAL         PROJECT & LOGISTIC COORDINATOR         524         017-428 3530         nurfarhana@senergy.com.mr           32.         FELICIA, CHIA AI WAH         PROJECT COORDINATOR         524         016-222 4312         awchia@senergy.com.mr           33.         MOHAMAD FAZRIN BIN NORDIN         LOGISTIC /PROJECT ASSISTANT         524         017-312 3969         fazrin@senergy.com.mr           40.         YAP YUNG JIAN         ASSISTANT PROJECT MANAGER         501         019-719 7	25.	MAISYA, NORMAZURAI BINTI RETHUAN	SENIOR PURCHASING EXECUTIVE	525	016- 2132363	Maisya@senergy.com.my
27. MUHAMMAD FAHMI BIN SUHAINI IT SYSTEM ADMINISTRATOR 520 016-211 7700 Fahmi@senergy.com.my Far Hana Fahmi@senergy.com.my Fallocal.11636 farrin@senergy.com.my Far Hana Fahmi@senergy.com.my Fallocal.11636 farrin@senergy.com.my Fallocal.11636 farrin@senergy.com.my Fallocal.11636 farrin@senergy.com.my Farringsenergy.com.my Farringsenergy.com.my Fallocal.11636 farrin@senergy.com.my Farringsenergy.com.my Farringsenergy.com		<u> </u>				
28. WINSON, CHEONG THEAN WENG SYSTEM ANALYST 520 018-950 1879 MINSONCHEONG SHENG 29. YEE YONG SHENG SYSTEM ANALYST 508 012-322 3301 VSYME@SENERGY.COM.mV 30. NOR ELYNA BINTI ABDUL WAHAB SENIOR EXECUTIVE, LOGISTIC /PROJECT 524 014-332 1004 elyna wahab 11. NURFARHANA BINTI JAMAL PROJECT & LOGISTIC COORDINATOR 524 017-428 3530 Far Hana 31. NURFARHANA BINTI JAMAL PROJECT COORDINATOR 524 016-222 4312 gms.hia@senergy.com.mv 31. NURFARHANA BINTI JAMAL PROJECT COORDINATOR 524 016-222 4312 flexin@senergy.com.mv 32. FELICIA, CHIA AI WAH PROJECT COORDINATOR 524 017-312 3969 farin@senergy.com.mv 6 felicia11673 flexingsenergy.com.mv 7 FEROJECT 7 STANDAM PROJECT MANAGER 501 019-719 7189 ckwong@senergy.com.mv 8 FROJECT 8 WONG CHOO KIN ASSISTANT PROJECT MANAGER 501 019-719 7189 ckwong@senergy.com.mv 9 FROJECT 8 SEOW YEE XUAN PROJECT ENGINEER 526 019-220 1128 Wywg@senergy.com.mv 13. JANE, LAI QIT INN PROJECT ENGINEER 526 016-531 5636 glilai@senergy.com.mv 7 Yung Jian Vap Yung Jian PROJECT ENGINEER 526 016-531 5636 glilai@senergy.com.mv 9 MUHAMMAD RUZAIRI BIN RAMLI PROJECT ENGINEER 526 017-625 6550 ruzair@senergy.com.mv 9 MUHAMMAD RUZAIRI BIN RAMLI PROJECT ENGINEER 526 017-625 6550 ruzair@senergy.com.mv 9 MUHAMMAD ARRAFIQ BIN AZADIN PROJECT ENGINEER 527 010-405 1176 graff@@senergy.com.mv 9 PROPOSAL 1 GUS, LOK MUN JOON SENIOR PROJECT ENGINEER 527 010-405 1176 graff@@senergy.com.mv 14. MUHAMMAD SYARQAWI BIN RUSLI DESIGN & PROPOSAL ENGINEER 522 019-791 1103 nurdiana@senergy.com.mv 14. MUHAMMAD SYARQAWI BIN RUSLI DESIGN & PROPOSAL ENGINEER 522 019-791 1103 nurdiana@senergy.com.mv 14. MUHAMMAD SYARQAWI BIN RUSLI DESIGN & PROPOSAL ENGINEER 522 013-660 8040 Syargawi@senergy.com.mv 14. MUHAMMAD SYARQAWI BIN RUSLI DESIGN & PROPOSAL ENGINEER 522 013-660 8040 Syargawi@senergy.com.mv 14. MUHAMMAD SYARQAWI BIN RUSLI DESIGN & PROPOSAL ENGINEER 522 013-660 8040 Syargawi@senergy.com.mv 14. MUHAMMAD SYARQAWI BIN RUSLI DESIGN & PROPOSAL ENGINEER 522 013-660 8040 Syargawi@senergy.com.mv 14. MUHAMMAD SYARQAWI BIN RUSLI DESIGN & PROPOSAL ENGINEER 522	55,505,00		ASSISTANT MANAGER, IT	500	012-393 2699	
28. WINSON, CHEONG THEAN WENG SYSTEM ANALYST 520 018–950 1879 Winsoncheong@senergy. 29. YEE YONG SHENG SYSTEM ANALYST 508 012-322 3301 ysvee@senergy.com.my    LOGISTIC	27.	MUHAMMAD FAHMI BIN SUHAINI	IT SYSTEM ADMINISTRATOR	520	016-211 7700	fahmi@senergy.com.my
	28.	WINSON, CHEONG THEAN WENG	SYSTEM ANALYST	520	018-950 1879	Fahmi Suhaini winsoncheong@senergy.com.my
NOR ELYNA BINTI ABDUL WAHAB   SENIOR EXECUTIVE, LOGISTIC / PROJECT   524   014-332 1004   elyna@senergy.com.my   elyna.wahab   elyna.wahab   114-332 1004   elyna.wahab   elyna.wahab   115-36   117-428 3530   elyna.wahab   115-36   117-428 3530   elyna.wahab   117-312 3969   farrin@senergy.com.my   115-36   117-312 3969   farrin@senergy.com.my   115-36   115-3	29.	YEE YONG SHENG	SYSTEM ANALYST	508	012- 322 3301	ysyee@senergy.com.my
NOR ELYNA BINTI ABDUL WAHAB   SENIOR EXECUTIVE, LOGISTIC / PROJECT   524   014-332 1004   elyna@senergy.com.my   elyna.wahab   elyna@senergy.com.my   elyna.wahab   elyna.wahab   132   017-428 3530   elyna.wahab   232   016-222 4312   elyna@senergy.com.my   232   EELICIA, CHIA AI WAH   PROJECT COORDINATOR   524   016-222 4312   elyna@senergy.com.my   233   MOHAMAD FAZRIN BIN NORDIN   LOGISTIC / PROJECT ASSISTANT   524   017-312 3969   fazrin@senergy.com.my   felical11536   fazrin@senergy.com.my   243   600   6		LOGISTIC				
31.   NURFARHANA BINTI JAMAL   PROJECT & LOGISTIC COORDINATOR   524   017-428 3530   nurfarhana@senergy.com.rr	30.		SENIOR EXECUTIVE, LOGISTIC /PROJECT	524	014-332 1004	elyna@senergy.com.my
32.         FELICIA, CHIA AI WAH         PROJECT COORDINATOR         524         016-222 4312         awchia@senergy.com.m felicia11636           33.         MOHAMAD FAZRIN BIN NORDIN         LOGISTIC/ PROJECT ASSISTANT         524         017-312 3969         fazrin@senergy.com.my felicia11636           34.         WONG CHOO KIN         ASSISTANT PROJECT MANAGER         501         019-719 7189         ckwong@senergy.com.my ck wong           34.         YAP YUNG JIAN         ASSISTANT PROJECT MANAGER         526         019-220 1128         Wyap@senergy.com.my yung Jian Yap           36.         SEOW YEE XUAN         PROJECT ENGINEER         527         018-968 0595         yxseow@senergy.com.my yung Jian Yap           37.         JANE, LAI QIT INN         PROJECT ENGINEER         526         016-531 5636         glial@senergy.com.my yung Jian Yap           38.         NUR LIYANA MOD ZAKY         PROJECT ENGINEER         527         013 - 204 1825         liyana@senergy.com.my yanasunmi           39.         MUHAMMAD RUZAIRI BIN RAMLI         PROJECT ENGINEER         526         017-625 6550         ruzairi@senergy.com.my yanasunmi           40.         MUHAMMAD ARRAFIQ BIN AZADIN         PROJECT ENGINEER         527         010-405 1176         ørrafiq@senergy.com.my scootyty           41.         GUS, LOK MUN JOON         SENIOR PROJECT MANA	31.	NURFARHANA BINTI JAMAL	PROJECT & LOGISTIC COORDINATOR	524	017-428 3530	nurfarhana@senergy.com.my
33.   MOHAMAD FAZRIN BIN NORDIN   LOGISTIC/ PROJECT ASSISTANT     524   017-312 3969   fazrin@senergy.com.my	32.	FELICIA, CHIA AI WAH	PROJECT COORDINATOR	524	016- 222 4312	awchia@senergy.com.my
34.   WONG CHOO KIN	33.	MOHAMAD FAZRIN BIN NORDIN	LOGISTIC/ PROJECT ASSISTANT	524	017- 312 3969	fazrin@senergy.com.my
34.   YAP YUNG JIAN		PROJECT				
36. SEOW YEE XUAN PROJECT ENGINEER 527 018-968 0595	34.	WONG CHOO KIN	ASSISTANT PROJECT MANAGER	501	019- 719 7189	ckwong@senergy.com.my
37. JANE, LAI QIT INN PROJECT ENGINEER 526 016-531 5636 gilai@senergy.com.my  38. NUR LIYANA MOD ZAKY PROJECT ENGINEER 527 013 – 204 1825 liyana@senergy.com.my  39. MUHAMMAD RUZAIRI BIN RAMLI PROJECT ENGINEER 526 017-625 6550 ruzairi@senergy.com.my  40. MUHAMMAD ARRAFIQ BIN AZADIN PROJECT ENGINEER 527 010-405 1176 arrafiq@senergy.com.m  PROPOSAL  41. GUS, LOK MUN JOON SENIOR PROJECT MANAGER 504 016-210 2029 guslok@senergy.com.my  42. NORZAHIDA BINTI ADNAN SENIOR PROPOSAL EXECUTIVE 522 010-983 7969 norzahida@senergy.com  Eda Adnan  43. NURDIANA AKHMAR BINTI ABD RAHIM PROPOSAL ENGINEER 522 019 – 791 1103 nurdiana@senergy.com.  44. MUHAMMAD SYARQAWI BIN RUSLI DESIGN & PROPOSAL ENGINEER 522 013-660 8040 syarqawi@senergy.com.  45. NORHAYATI BINTI MOHD NOOR ESTIMATOR 522 011-1011 4839 norhayati.binti.mohd.no  OA/ QC  46. SITI FADILA BINTI MISKAM ASSISTANT MANAGER QA/QC 512 013-266 6085 sitifadila@senergy.com.m  dila.miskam  M. FAIRUS BIN MESTAR SENIOR QC TECHNICIAN - 019-306 0130 m.fairus@senergy.com.m		YAP YUNG JIAN	ASSISTANT PROJECT MANAGER	526	019- 220 1128	yjyap@senergy.com.my Yung Jian Yap
38. NUR LIYANA MOD ZAKY  PROJECT ENGINEER  527 013 – 204 1825	36.	SEOW YEE XUAN	PROJECT ENGINEER	527	018- 968 0595	yxseow@senergy.com.my
39. MUHAMMAD RUZAIRI BIN RAMLI PROJECT ENGINEER 526 017-625 6550 ruzairi@senergy.com.my 40. MUHAMMAD ARRAFIQ BIN AZADIN PROJECT ENGINEER 527 010-405 1176 arrafiq@senergy.com.my  PROPOSAL  41. GUS, LOK MUN JOON SENIOR PROJECT MANAGER 504 016-210 2029 guslok@senergy.com.my  scootyty 42. NORZAHIDA BINTI ADNAN SENIOR PROPOSAL EXECUTIVE 522 010-983 7969 norzahida@senergy.com Eda Adnan 43. NURDIANA AKHMAR BINTI ABD RAHIM PROPOSAL ENGINEER 522 019-791 1103 nurdiana@senergy.com.  44. MUHAMMAD SYARQAWI BIN RUSLI DESIGN & PROPOSAL ENGINEER 522 013-660 8040 syarqawi@senergy.com.  45. NORHAYATI BINTI MOHD NOOR ESTIMATOR 522 011-1011 4839 norhayati.binti.mohd.no  QA/ QC  46. SITI FADILA BINTI MISKAM ASSISTANT MANAGER QA/QC 512 013-266 6085 dilia.miskam  47. MD FAIRUS BIN MESTAR SENIOR QC TECHNICIAN - 019-306 0130 m.fairus@senergy.com.n	37.	JANE, LAI QIT INN	PROJECT ENGINEER	526	016- 531 5636	gilai@senergy.com.my
40. MUHAMMAD ARRAFIQ BIN AZADIN PROJECT ENGINEER 527 010-405 1176 arrafig@senergy.com.m  PROPOSAL  41. GUS, LOK MUN JOON SENIOR PROJECT MANAGER 504 016-210 2029 guslok@senergy.com.m scootyty  42. NORZAHIDA BINTI ADNAN SENIOR PROPOSAL EXECUTIVE 522 010-983 7969 norzahida@senergy.com Eda Adnan  43. NURDIANA AKHMAR BINTI ABD RAHIM PROPOSAL ENGINEER 522 019-791 1103 nurdiana@senergy.com.  44. MUHAMMAD SYARQAWI BIN RUSLI DESIGN & PROPOSAL ENGINEER 522 013-660 8040 syargawi@senergy.com.  45. NORHAYATI BINTI MOHD NOOR ESTIMATOR 522 011-1011 4839 norhayati@senergy.com.  QA/ QC  46. SITI FADILA BINTI MISKAM ASSISTANT MANAGER QA/QC 512 013-266 6085 sitifadila@senergy.com.rdia.miskam  47. MD FAIRUS BIN MESTAR SENIOR QC TECHNICIAN - 019-306 0130 m.fairus@senergy.com.n	38.	NUR LIYANA MOD ZAKY	PROJECT ENGINEER	527	013 – 204 1825	liyana@senergy.com.my yanasunmi
PROPOSAL  41. GUS, LOK MUN JOON SENIOR PROJECT MANAGER 504 016-210 2029 guslok@senergy.com.my scootyty  42. NORZAHIDA BINTI ADNAN SENIOR PROPOSAL EXECUTIVE 522 010-983 7969 norzahida@senergy.com Eda Adnan  43. NURDIANA AKHMAR BINTI ABD RAHIM PROPOSAL ENGINEER 522 019 - 791 1103 nurdiana@senergy.com.  44. MUHAMMAD SYARQAWI BIN RUSLI DESIGN & PROPOSAL ENGINEER 522 013-660 8040 syarqawi@senergy.com.  45. NORHAYATI BINTI MOHD NOOR ESTIMATOR 522 011-1011 4839 norhayati@senergy.com norhayati.binti.mohd.no  QA/ QC  46. SITI FADILA BINTI MISKAM ASSISTANT MANAGER QA/QC 512 013-266 6085 sitifadila@senergy.com.rdial.miskam  47. MD FAIRUS BIN MESTAR SENIOR QC TECHNICIAN - 019-306 0130 m.fairus@senergy.com.n	39.	MUHAMMAD RUZAIRI BIN RAMLI	PROJECT ENGINEER	526	017- 625 6550	ruzairi@senergy.com.my
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42. NORZAHIDA BINTI ADNAN SENIOR PROPOSAL EXECUTIVE 522 010- 983 7969 norzahida@senergy.com Eda Adnan  43. NURDIANA AKHMAR BINTI ABD RAHIM PROPOSAL ENGINEER 522 019 - 791 1103 nurdiana@senergy.com.  44. MUHAMMAD SYARQAWI BIN RUSLI DESIGN & PROPOSAL ENGINEER 522 013- 660 8040 syarqawi@senergy.com.  45. NORHAYATI BINTI MOHD NOOR ESTIMATOR 522 011-1011 4839 norhayati.binti.mohd.no  QA/QC  46. SITI FADILA BINTI MISKAM ASSISTANT MANAGER QA/QC 512 013- 266 6085 sitifadila@senergy.com.rdia.miskam  47. MD FAIRUS BIN MESTAR SENIOR QC TECHNICIAN - 019- 306 0130 m.fairus@senergy.com.n		PROPOSAL				
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44. MUHAMMAD SYARQAWI BIN RUSLI DESIGN & PROPOSAL ENGINEER 522 013- 660 8040 syarqawi@senergy.com.  45. NORHAYATI BINTI MOHD NOOR ESTIMATOR 522 011-1011 4839 norhayati@senergy.com norhayati.binti.mohd.no  QA/ QC  46. SITI FADILA BINTI MISKAM ASSISTANT MANAGER QA/QC 512 013- 266 6085 sitifadila@senergy.com.r  dila.miskam  47. MD FAIRUS BIN MESTAR SENIOR QC TECHNICIAN - 019- 306 0130 m.fairus@senergy.com.r	42.	NORZAHIDA BINTI ADNAN	SENIOR PROPOSAL EXECUTIVE	522	010- 983 7969	norzahida@senergy.com.my Eda Adnan
45. NORHAYATI BINTI MOHD NOOR ESTIMATOR 522 011–1011 4839 norhayati@senergy.com orhayati.binti.mohd.no  QA/ QC  46. SITI FADILA BINTI MISKAM ASSISTANT MANAGER QA/QC 512 013– 266 6085 sitifadila@senergy.com.r dila.miskam  47. MD FAIRUS BIN MESTAR SENIOR QC TECHNICIAN - 019- 306 0130 m.fairus@senergy.com.r	43.	NURDIANA AKHMAR BINTI ABD RAHIM	PROPOSAL ENGINEER	522	019 – 791 1103	nurdiana@senergy.com.my
QA/ QC  46. SITI FADILA BINTI MISKAM ASSISTANT MANAGER QA/QC 512 013- 266 6085 sitifadila@senergy.com.r dila.miskam  47. MD FAIRUS BIN MESTAR SENIOR QC TECHNICIAN - 019- 306 0130 m.fairus@senergy.com.r	44.	MUHAMMAD SYARQAWI BIN RUSLI	DESIGN & PROPOSAL ENGINEER	522	013- 660 8040	syargawi@senergy.com.my
QA/ QC  46. SITI FADILA BINTI MISKAM ASSISTANT MANAGER QA/QC 512 013- 266 6085 sitifadila@senergy.com.r. dila.miskam  47. MD FAIRUS BIN MESTAR SENIOR QC TECHNICIAN - 019- 306 0130 m.fairus@senergy.com.n	45.		ESTIMATOR	522	011-1011 4839	norhayati@senergy.com.my norhayati.binti.mohd.noor
47. MD FAIRUS BIN MESTAR SENIOR QC TECHNICIAN - 019-306 0130 m.fairus@senergy.com.n		QA/ QC				
			ASSISTANT MANAGER QA/QC	512	013-266 6085	sitifadila@senergy.com.my dila.miskam
48. SHAFEEQ AHLAMI BIN KHAIRUL AMAN HSE OFFICER CUM PRODUCTION EXECUTIVE - 017- 478 5840 shafeeq@senergy.com.m			SENIOR QC TECHNICIAN	-	019- 306 0130	m.fairus@senergy.com.my
	48.	SHAFEEQ AHLAMI BIN KHAIRUL AMAN	HSE OFFICER CUM PRODUCTION EXECUTIVE	-	017- 478 5840	shafeeq@senergy.com.my

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	DESIGN			1	
49.	TUNG PANG YEONG	ENGINEERING MANAGER	502	016-216 2436 016-352 9813	pytung@senergy.com.my pytung11
50.	ANNIE, LIM GUAK FONG	SENIOR DRAFTSPERSON	528	016-627 7959	gflim@senergy.com.my annielgf-klg
51.	CHONG WEN YEE	SENIOR DESIGN ENGINEER	528	012-360 3625	wychong@senergy.com.my wychong_1
52.	MUHD AZIZU BIN ABDULLAH	SENIOR DESIGN ENGINEER	528	012-287 0735	azizu@senergy.com.my Azizu
53.	NORHASLINA BINTI YUSOP	MECHANICAL DRAFTER	528	019-644 2909	norhaslina@senergy.com.my ina.airnual
54.	LIM YU SONG	DESIGN ENGINEER	529	019- 2804 801	yslim@senergy.com.my
55.	AFIZAH BINTI ARIFFIN	DRAFTPERSON	529	013-837 1424	afizah@senergy.com.my afizah_senergy
56.	LIYANA BINTI ISHAK	DESIGN ENGINEER	529	013-415 4869	liyanaishak@senergy.com.my
57.	EKMAL HAZRUL BIN ZAHARIMAN	DESIGN ENGINEER	-	019- 334 6634	ekmalhazrul@senergy.com.my
	DCC				
58.	ELVIN, SOH CHUN VUI	ASSISTANT MANAGER, DOCUMENT CONTROL	516	016- 210 2070	elvinsoh@senergy.com.my
59.	AZURA BINTI AHMAD RONY	SENIOR DOCUMENT CONTROLLER	532	013- 631 0028 016- 688 1220	elvinwil azura@senergy.com.my azura.ahmad.rony
60.	NUR KHAIRUNNISA BINTI SAYUDI	DOCUMENT CONTROLLER	532	011- 1563 5660	khairunnisa@senergy.com.my kNisa
	PRODUCTION				KIVISA
61.	LEONG AH KOW	TECHNICAL ADVISER	503	016-228 2077 019-321 4730	akleong@senergy.com.my
62.	KELVIN, KOK WENG FOOK	PRODUCTION MANAGER	-	019-3214/30	kelvinkok@senergy.com.my
63.	LOH BAN HENG	ASSISTANT MANAGER PRODUCTION	-	012-651 5221 016-652 8221	bhloh@senergy.com.my bhloh 3488
64.	KIEW CHIN HENG	SENIOR SERVICE ENGINEER	-	016 - 702 9917	chkiew@senergy.com.my
65.	SELVAM S/O KRISHNAN	SERVICE & TEST ENGINEER	-	016-920 6992 012-310 9055	selvam.k@senergy.com.my
66.	GANESH S/O KRISHNAN	SERVICE & TEST ENGINEER	-	012-393 1566 012-296 9286	ganesh@senergy.com.my ganeshkrishnan.ganeshkrishnan
67.	NUR SAIFUL BIN MAHAMAD	FIELD SERVICE TECHNICIAN	-	012-933 5592	nursaiful@senergy.com.my
68.	MOHD ASHRAF BIN IBERAHIM	FIELD SERVICE TECHNICIAN	-	013-792 8910	mohd.ashraf@senergy.com.my
69.	KAMARULZA BIN ALI	PRODUCTION ENGINEER	-	019- 244 7144	kamarulza@senergy.com.my
70.	MOHAMAD IZZAT BIN ABDUL RAHMAN	SERVICE ENGINEER	-	019-672 1039	izzat@senergy.com.my
71.	NURUL FATIN AZUANA BINTI ZAINUDIN	PRODUCTION EXECUTIVE	-	011- 1140 5182	fatinazuana@senergy.com.my
72.	ADNAN BIN ISMAIL	PRODUCTION SUPERVISOR	-	013-979 0927	adnan@senergy.com.my
73.	CHAN JIUNN CHANG	SENIOR PRODUCTION MECHANICAL ENGINEER	-	012-250 6596	jcchan@senergy.com.my
74.	WAN MUHAMMAD AZERI BIN WAN ABDULLAH	SENIOR TECHNICIAN	-	013 – 651 4194	mazeri@senergy.com.my
75.	CHAI SENG TECK	SENIOR PRODUCTION SUPERVISIOR	-	011- 1183 0076	stchai@senergy.com.my
76.	THAM SOON YEW	SENIOR PRODUCTION EXECUTIVE	-	016 545 5587	- sytham@senergy.com.my
77.	ALVIN LUM KOK LOONG	SENIOR PRODUCTION EXECUTIVE	-	016-906 0255	alvinlum@senergy.com.my
78.	LEE KWAI PING	MECHANICAL ASSISTANT SUPERVISOR	1-	016- 504 7099	-
		TESTER	-	016-236 9179	mwloh@senergy.com.my

<b>,80</b> ª	LIM KIM TECK	LEAD TESTER	-	018- 2803768	-
81.	LEE LOONG CHUAN	TECHNICIAN		018-7874715	-
82.	SHAHRI BIN ABDUL HAMID	TECHNICIAN	-	011-2103 0574	shahri@senergy.com.my
83.	NG QING JIAN	TECHNICIAN	-	014-628 4868	-
84.	NG HAN SIONG	TECHNICIAN	-	018-212 7832	-
85.	ABDUL AZIZ BIN A HAMID	CNC TECHNICIAN	-	016-366 6961	a.aziz@senergy.com.my
86.	LEONG YEW HOE	LEAD MACHINIST	-	011- 2612 8812	-
87.	MUHAMMAD AQIL BIN SHAHRUL RIZAL	TECHNICIAN	-	011- 2543 5215	-
88.	MUHAMMAD AFIQ IRFAN BIN AFANDI	TECHNICIAN		011- 3725 5505	-
89.	MOHD AMARUDDIN BIN KHALID	TECHNICIAN	-	016-208 3684	-
90.	MOHAMAD HAMIDI BIN AMIN	TECHNICIAN	<b>-</b>	016-935 2058	-
91.	ZAID DANIAL BIN BAHAROLNIZAM	TECHNICIAN	-	016-917 6192	-
92.	MUHAMMAD HELMI BIN MOHD BAKIR	TECHNICIAN		013 - 360 7578	-
93.	MOHD SHAHIZWAN BIN MOHD YUSOF	TECHNICIAN		018- 957 8441	-
94.	MOHAMMAD AQIFF FIRDAUS BIN AZHAR	TECHNICIAN	-	017- 313 9326	-
95.	KHAIRUL AMINUDDIN BIN ROZIB	WELDER	-	011- 374 75384	-
96.	MAADAH BINTI IBRAHIM	PLANNER		019-403 7758	maadah@senergy.com.my
97.	MUHAMMAD AKMAL HAKIM BIN MOHD NAZLIAHTULAZAM	MECHANICAL TECHNICIAN	-	011-3903 2730	-
-	SWIFT SOLUTIONS MSC			L	
F	SALES & SALES SUPPORT Dept	1000 M M M M M M M M M M M M M M M M M M			
98.	TAN KIAN PENG	DIVISION MANAGER	517	016-228 7991	kptan@senergy.com.my
99.	YONG PING YEW	ASSISTANT SALES MANAGER		017-875 7991 016-879 5657	kpoddysee
99.	杨斌耀	ASSISTANT SALES WANAGER	-	012-396 5657	pyyong@senergy.com.my pingyew81
100.	PANG CHING KOK	SALES & SYSTEM MANAGER	•	012- 268 5373	ckpang@senergy.com.my
101.	LOGESWARI A/P AMERASAN	BUSINESS ADMINISTRATIVE EXECUTIVE	-	016- 685 8991	logeswari@senergy.com.my logeswari.amerasan
)) <del>.</del>	SYSTEM ENGINEERING Dept				
102.	GOO JAC KER 吴杰克	SENIOR SYSTEM ENGINEERING MANAGER	514	012-393 5109 019-303 7633	jkgoo@senergy.com.my jker411
103.	SHIM ANG XIAN 沈昂贤	ASSISTANT SYSTEM MANAGER	-	012-491 8071	axshim@senergy.com.my sebastianshim
104.	TEOH WEN XUAN	SYSTEM ENGINEER	-	019-428 6925	leonteoh@senergy.com.my
105.	FOO WEIJON	SYSTEM ENGINEER	-	011- 1249 7685	wjfoo@senergy.com.my
106.	ISAAC,ONG WEI SHIN	SYSTEM ENGINEER	-	010- 213 9520	isaacong@senergy.com.my
107.	HARLEY ANAK EDWIN@JOHNNY	SYSTEM ENGINEER	-	014- 311 1811	harley@senergy.com.my
108.	CHONG CHAN YEE	SENIOR SYSTEM ENGINEER		016-516 3890	cychong@senergy.com.my chan0430@live.com
109.	LAI KIAN HONG	SENIOR SYSTEM ENGINEER	-	019-650 7795	khlai@senergy.com.my Kobe Lai (live:kianhong93)
110.	NORAISHAH BINTI MOHAMMAD	SENIOR SYSTEM ENGINEER	-	013-960 8321	noraishah@senergy.com.my aishahmohammad
111.	AHMAD NAQIUDDIN BIN AHMAD ZAHARIL	SYSTEM ENGINEER	-	016- 647 9205	naqiuddin@senergy.com.my Ahmad Naqiuddin Zaharil
112.	MOHAMAD DANIAL RIFHAN BIN ABDUL HAFIZ	SYSTEM ENGINEER	-	013-3403559	danial@senergy.com.my Danial Rifhan
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113.	LIM CHEE XIANG	SYSTEM ENGINEER	-	016- 365 0495	cxlim@senergy.com.my
114.	YONG DEK WEI	SYSTEM ENGINEER	-	011- 550 50185	dwyong@senergy.com.my
115.	AFHAM AFIF BIN SHARUDIN	SYSTEM ENGINEER	-	013-463 5486	afham@senergy.com.my
116.	KHAN HUNG MENG	SYSTEM ENGINEER	-	016-629 2360	hmkhan@senergy.com.my
	SYSTEM DEVELOPMENT & R&D Dept.				
117.	STANLEY, KUAN YEW BOON 关友文	SENIOR MANAGER, PRODUCT DEVELOPMENT	515	016-385 0438 012-368 1063	ybkuan@senergy.com.my bombkuan
118.	SEE LEE WEI	SENIOR PRODUCT DEVELOPER AND SUPPORT	-	016-286 9248	seansee@senergy.com.my LEEWEISEE
119.	ARIFF SHAZAL BIN MOHD. SALIM	PRODUCT SUPPORT ENGINEER	3-3	010- 8245447	ariffshazal@senergy.com.my
	MISC @ HQ				
	SECURITY GUARD HOUSE		410		
	FAT TRANSFORMER ROOM				
	HARMONY MEETING ROOM				
	OUTRIVAL ROOM				
	MEETING ROOM				<u> </u>

#### SWIFT AUTOMATION SDN BHD

NO.	NAME	DESIGNATION	EXT.	H/P NO.	E-MAIL & SKYPE
1.	KENNY, LOK WEI SENG	ASSISTANT GENERAL MANAGER	-	012-288 0286	kennylok@sasb.com.my kennylok8813
2.	LIM AH CHUAN	DIVISION MANAGER	-	012-313 8318	aclim@sasb.com.my aclimsasb
3.	FAM SHEN BOON	ASSISTANT SALES MANAGER	-	012-881 3676	sbfam@sasb.com.my
4.	IRENE, HENG YEN LU	INDOOR SALES & ADMIN MANAGER	-	016-920 7682	ireneheng@sasb.com.my irene29072
5.	NORSHAZANA BINTI SAADUN	INDOOR SALES & ADMIN EXECUTIVE	-	012- 247 5956	norshazana@sasb.com.my
6.	EVANGELINE D/O NELSON ROBERT	ADMINISTRATIVE ASSISTANT	-	016-254 8220	angel@sasb.com.my evangeline3088
7.	NURULNISA BINTI SALIMAN	ADMINISTRATIVE ASSISTANT	-	014-617 9045	nurulnisa@sasb.com.my nurul.nisa22
8.	NOR ATIKA BINTI MOHD AZAR	TECHNICAL SALES & SUPPORT ENGINEER	-	013- 277 0235	noratika@sasb.com.my
9.	NOR ISMAIL BIN MD TASI	COMPANY DRIVER CUM STORE ASSISTANT	-	016-920 8313	-
	SASB HUNTING LINE			1700 81 5933 012 - 983 7450 012 - 450 0612	SASB HUNTING LINE

#### ALR TECHNOLOGIES SDN BHD

NO.	NAME	DESIGNATION	EXT.	H/P NO.	E-MAIL & SKYPE
1.	JIMMY, WAN CHEE MENG	DIVISION MANAGER		012-278 8773	jimmywan@alr.com.my jimmywan
2.	NG TIEN SENG	SALES MANAGER	2 <b>-</b> 22	012-225 0528	tsng@alr.com.my tsng0528
3.	HOH VEON LAI	SENIOR ADMINISTRATIVE CUM SALES EXECUTIVE	-	016-270 9935	vlhoh@alr.com.my carmengrace910

#### JOHOR BAHRU OFFICE

#### SWIFT ENERGY SDN BHD

NO.	NAME	DESIGNATION	EXT.	H/P NO.	E-MAIL & SKYPE
1.	TAN AH HO @ TAN CHONG HO	BRANCH MANAGER	_	016-330 7919	chtan@senergy.com.my
				013-719 1928	chtan_08

#### SINGAPORE OFFICE

#### SWIFT ENERGY PTE LTD

NO.	NAME	DESIGNATION	EXT.	H/P NO.	E-MAIL & SKYPE
1.	GEORGE, KOH KHEE MENG	BUSINESS DEVELOPMENT MANAGER	-	+ 65 9788 7759	george.koh@swiftenergy.com.sg georgekoh
2.	NAWED US SALAM BIN ABDUL BASIT	PROJECT ENGINEER		+ 65 8385 6438	nawed@swiftenergy.com.sg nawedussalam
3.	IVY, SOO AI CHOO	ADMINISTRATIVE EXECUTIVE	-	+ 65 9664 3438	ivy@swiftenergy.com.sg ivy soo

#### THAILAND OFFICE

#### SWIFT ENERGY CO., LTD

NO.	NAME	DESIGNATION	EXT.	H/P NO.	E-MAIL & SKYPE
1.	PACHARAPAT PETPUDPONG (PUENG)	SALES MANAGER	-	+66 8687 99654	pacharapat.pet@senergy.com.my pacharapat.pet
2.	NATTHAPAN KORNTHONG (EARTH)	SALES ENGINEER	-	+66 9897 29965	natthapan.k@senergy.com.my
3.	SARANNAPAK THAREEBOONCHAI (AU)	PROJECT ENGINEER	-	+66 949258945	sarannapak@senergy.com.my
4.	SUPAPORN NAMSAKUL KWANTHONG (BOWIE)	ACCOUNT & ADMIN EXECUTIVE	+	+66 805874627	supaporn@senergy.com.my

#### **CHINA OFFICE**

## CHONGQING SWIFT AUTOMATION TECHNOLOGY CO. LTD. 重庆旭富自动化科技有限公司

NO.	NAME	DESIGNATION	EXT.	H/P NO.	E-MAIL, SKYPE & QQ
1.	CHANG XING LONG 常兴隆	DEPUTY GENERAL MANAGER 中国区副总经理	128	+ 86 13996253223	changxl@senergy.asia chang-chongqing QQ: 82424962
	FINANCE/ADMIN/HR Dept				
2.	ZHANG HAI YAN 张 海 燕	ACCOUNT DIRECTOR	104	+ 86 13883835875	zhanghy@senergy.asia zhanghy QQ:347582162
3.	WANGSHAN 王珊	BUSINESS ASSISTANT	-	+86 15823622385	wangshan@senergy.asia QQ:1106439381
	SALES & SALES SUPPORT Dept				
4.	XIAO BIN 肖 彬	SENIOR SALES ENGINEER	113	+ 86 15123188567	xiaobin@senergy.asia xiaobin99999 QQ:59134572
5.	CHEN LING (LINDA) 陈玲	BUSINESS EXECUTIVE	108	+ 86 13008314663	lindachen@senergy.asia lindachen_09 QQ:124148906
	SYSTEM ENGINEERING Dept.				
6.	SHEN DING 沈 定	PROJECT MANAGER 工程部经理	120	+ 86 15823280058	shending@senergy.asia shending8 QQ:48155030
7.	CHENG CHANG QUAN 程昌全	ASSISTANT PROJECT MANAGER 工程部副经理	110	+ 8618523570495	chenchangquan@senergy.asia chengchangquan720 QQ:125635256
8.	WEN SHAO HUA 文少华	SYSTEM ENGINEER	113	+ 86 18696696825	wenshaohua@senergy.asia live:wenshaohua_1 QQ:283072543
9.	LIU ZHI PENG 刘治鹏	SYSTEM ENGINEER	-	+8615730429063	liuzp@senergy.asia QQ:510968692
10.	YI YU HUA 易昱桦	SYSTEM ENEGINEER	-	+86 13551006792	yiyuhua@senergy.asia QQ: 842110688@qq.com

» <b>11</b> .	HUANG KE XUN 黄克珣	SYSTEM ENGINEER	-	+86 15696173967	huangkexun@senergy.asia QQ: 1241286122
12.	LONG JIA GEN 隆佳根	SYSTEM ENGINEER	-	+86 1291045558	longjiagen@senergy.asia QQ:19936329567
13.	ZHU HONG 朱洪	SYSTEM ENGINEER		+86 15683796008	zhuhong@senergy.asia QQ:1535156604
14.	YANG WEN SHENG 杨雯盛	SYSTEM ENGINEER		+86 15111942731	yangwensheng@senergy.asia QQ: 1012482126
15.	BAO AN KANG 包安康	SYSTEM ENGINEER		+86 15736101058	baoankang@senergy.asia QQ:893271519
16.	WANG QIN XI 王钦熙	SYSTEM ENGINEER		+86 17623883923	wangqinxi@senergy.asia QQ:845089271
	DESIGN & MANUFACTURING Dept.				
17.	GE MAO 葛 茂	DESIGN & PRODUCTION LEAD 设计工厂部主管	131	+86 153 3456 2376 + 86 138 8354 3007	gemao@senergy.asia christgm1 QQ:4654817
18.	CHENDEZHI 陈德志	SYSTEM ENGINEER	-	+86 17783854049	chendz@ senergy.asia QQ: 406103535
19.	HEMENGHUA 贺梦华	SYSTEM ENGINEER	-	+86 13048334422	hemh@senergy.asia QQ: 852894218