

# SUSTAINABILITY UPDATE



Japan, 15 September 2017, Friday

## MISC FIRST CUSTOMER APPRECIATION RECEPTION IN JAPAN



MISC held the inaugural "Appreciation Reception" at Hotel New Otani in Tokyo on September 8, 2017 as a "Thank You" for our customers' valued partnerships. Close to 80 representatives from terminal operators and service providers were represented at the reception.

The event was an opportunity to connect and network with customers, and to thank everyone for their loyalty and support to MISC. The event also demonstrates the importance of customer relationships and continuous engagement and our customer-focus approach in the way we do our business.

The event was hosted by Mr. Yee Yang Chien, President/Group CEO of MISC Berhad and with the presence of MISC Management Mr. Zahid Osman, Vice President of LNG Business and Captain Raja Sager, MD/CEO, Eaglestar Marine Holdings (L) Pte. Ltd.

The main event commenced with safety briefing followed by an inspirational speech by Mr. Yee Yang Chien. In his speech, he expressed his respect, gratitude and appreciation to all our valued customers in Japan as well as provided some background information on MISC's history of LNG deliveries to Japan with the first delivery of our first LNG tanker Tenaga Satu dated way back in February 1983. Mr. Yee was proud to share that MISC had never failed a delivery and will continue to uphold this level of service and efficiency in many years to come. Over the years, MISC has expanded our partnership with other global energy suppliers and today, we are proud to play a significant role in supporting the growth towards a sustainable LNG future.

Mr. Toshiro Sasaki General Manager, Futtsu Thermal Power Station TEPCO Fuel & Power, Inc. gave a speech on behalf of all terminal operators where he thanked MISC for successfully delivered the largest volume of LNG from Malaysia to Japan eight years ago when the Grate East-Japan Earthquake occurred. It was indeed a good recognition to the Group's performance from the terminal operators in Japan.

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After a toast led by Mr. Zahid Osman, the event carried on with all the guests enjoying the great company while networking and sharing of information and knowledge of the LNG industry. The reception was incredibly well received by all attendees.



From the reception, we have received many more opportunities for engagement with customers including open invitation to visit their receiving terminals/facilities. The venue was the perfect setting, allowing for guests to mingle while enjoying the drinks together with the sumptuous Japanese and Malaysian delicacies. It was an event to be repeated and our goal is to make it an even bigger event next year.

Besides celebrating a significant milestone for MISC in its long-term relationship with the terminal operators and service providers in Japan, the event was a celebration of Shared Success where both parties have Nurtured Trust over many years of working efficiency.

**END**

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