

SERVING THE NATION IN TIMES OF NEED

This year has brought real challenges to Progress for All. As Malaysians struggle with the prolonged impacts of the COVID-19 pandemic, we were then hit hard by severe flooding in late 2021. These disasters have impacted lives and livelihoods. It is our duty in nation-building to step-up and help our stakeholders and communities. Through our strong foundation of values and the caring efforts of our people, we were relentless in keeping our customers and communities connected and protected.



CUSTOMERS

How They Were Affected:

- Prolonged service restorations and installations
- Business customers were unable to operate during the MCO
- Service disruption from floods



How We Provided Support:

- Provided 24-hour Service Restoration Guarantee and maintained services throughout the MCO
- Regularly updated customers on installation and restoration progress
- Offered low-cost services to customers eligible for Bantuan Prihatin Rakyat (BPR)
- Set up an online directory for SMEs to expand their customer reach
- Allocated RM13.0 million to replace customers' flood-damaged equipment
- Offered a two-week bill waiver from customers' bills estimated at RM5.0 million, and a 60-day credit term extension to flood-affected customers



EMPLOYEES

How They Were Affected:

- Health risks to frontline employees, particularly for those with existing medical conditions
- Challenges to employee motivation and productivity



How We Provided Support:

- Implemented COVID-19 policies, guidelines and flexible work arrangements
- Offered COVID-19 benefits such as allowances, free screening and medical benefits
- Intensified our 360 Well-being programmes
- Helped employees get vaccinated
- Sent out regular alerts and email blasts on COVID-19 related issues
- Deployed digital tools and applications to help employees WFH



ALWAYS THERE FOR THE NATION

Beyond times of crisis, TM remains at the forefront of empowering people and keeping them safe. As a national telecommunications provider, we take pride in our unique role in safeguarding the well-being of Malaysians while driving the nation forward.

KEEPING THE NATION SAFE 24x7x365

Whether it is for the nation's police force, army, medical emergency team or Government agencies, we ensure our network is resilient, particularly in responding to critical times. Our services are crucial to ensuring the safety and security of the country.



REBUILDING THE COUNTRY THROUGH DIGITAL

As enablers of **JENDELA** and **MyDIGITAL**, we continue to expand our network to improve broadband coverage and quality. Additionally, through partnerships with other operators, local and international players and hyperscalers, we are positioning Malaysia as the region's digital hub. Our aim is to reach all corners of society to ensure nobody gets left behind as we propel the nation toward new heights through a Digital Malaysia.





SUPPLIERS

How They Were Affected:

- Impacted income and revenue due to disruptions
- Supply and delivery disruptions due to global supply chain issues



How We Provided Support:

- Accelerated payments to minimise their financial constraints
- Implemented TM's PERINTIS Vendor Financing Programme (VFP) to improve their cash flow and liquidity
- Engaged with key regulatory bodies to obtain operational approvals for suppliers and manufacturers during the MCO
- Worked closely with local manufacturers to produce sufficient network materials



GOVERNMENT

How They Were Affected:

- Pressure to minimise socio-economic contraction
- Public expectation to mobilise aid and support during floods



How We Provided Support:

- Supported the Government's JENDELA and MyDIGITAL plan to expand our network
- Collaborated with GLC Demi Rakyat dan Negara (GDRN) (formerly known as GLC/GLIC Disaster Response Network) to help the Government's COVID-19 response
- Accelerated the delivery of fibre infrastructure solutions in support of the Government's recovery plan



COMMUNITIES

How They Were Affected:

- Impacted the livelihoods and income of B40 communities
- Loss of homes and bare essentials amidst the flooding disaster



How We Provided Support:

- Collaborated with various NGOs and humanitarian bodies to distribute financial assistance and essential items
- Mobilised our volunteers, TMROvers, to distribute relief packs and essential aid to communities affected by the MCO and floods
- Established MMU campuses in Melaka and Cyberjaya, and Kompleks TM Taiping as Vaccination Centres (PPV)
- Set up Tabung Solidarity COVID-19 to collect donations from *Warga TM*
- Expanded broadband services in rural areas to enable them to work and learn from home
- Provided free internet access to B40 school students nationwide
- Allocated RM2.0 million to GDRN in aid of the recovery and flood relief effort
- Distributed over 3,500 care packs to flood-stricken areas



ACHIEVEMENTS & HIGHLIGHTS



CUSTOMERS

- Restored **74%** of customers' internet services within 24 hours to reduce downtime
- Reconnected **84,274** customers who faced flood-related service disruption
- **RM36.4 million** channelled to help customers affected by the flood with CPE replacements, customer rebates, donation and service restoration efforts



EMPLOYEES

- **~RM2.3 million** spent on employee COVID-19 screening
- **46 COVID-19 alerts** sent to employees in 2021
- **99.6%** of *Warga TM* vaccinated
- Received awards for actions taken to protect the safety and well-being of employees throughout COVID-19:
 - **Best Companies to Work for in Asia 2020 (Malaysia Chapter)** by HR Asia Awards
 - **WeCare: HR Asia Most Caring Companies Award 2020**



COMMUNITIES

- Over **RM20.0 million** in COVID-19 assistance contributed since 2020
- **> 87,443** individuals and families reached
- **> 85** NGOs supported
- **2,000 B40 students** received free internet access, with total contribution of **RM500,000**
- **RM46.0 million** contributed by GDRN towards disaster relief



GOVERNMENT

- Remain actively committed to serving the nation by upholding the national agenda through JENDELA Plan:
 - **Achieved over 100%** of TM's 2021 JENDELA target
 - Installed **over 1.0 million** broadband ports nationwide
 - Expanded the 4G and 5G fibre infrastructure:
 - **Achieved the highest active port subscription** for wholesale High-Speed Broadband (HSBB) access with **more than 550,000** total ports for other Malaysian fibre broadband telcos
 - **Recorded 190 new deals** from hyperscalers and global service providers for various wholesale International Data services