

Value Creation Business Model



VISION: To Make Life and Business Easier, for a Better Malaysia

MISION: We deliver Life Made Easier

OUR CAPITALS...

...ENABLE VALUE-ADDING

BUSINESS ACTIVITIES THAT CREATE...

...VALUE FOR OUR STAKEHOLDERS.

INPUTS



FINANCIAL

- **RM2.2 billion** Free Cash Flow
- **RM1.7 billion** total CAPEX invested



MANUFACTURED

- **>650,000 km** domestic fibre cables
- **>320,000 km** submarine cables with **30** submarine cable systems
- **9** data centres (including 3 world-class Ties III/Rated 3 data centres)
- **>13,000** Wi-Fi hotspots
- **6** regional offices in **6** continents
- **100** global PoPs locations worldwide including **28** international gateway PoPs
- **3.0** million broadband ports
- **3,000** fiberised mobile sites
- **>80** CDN nodes worldwide
- **>30** TMIX nodes nationwide



HUMAN

- **>20,000** Warga TM
- **RM20.2 million** invested in employees training & development
- Launch of #IniCaraKita Culture Statement



SOCIAL & RELATIONSHIP

- **1,827** local suppliers
- **RM14.9 million** contributed towards community
- **RM957,000** contributed to culture and heritage



INTELLECTUAL

- **RM61.4 million** invested in R&D
- **75 years** of experience as a leading telco provider



NATURAL

- **43.1 million kWh** of energy consumption
- **221,590 (m³)** of water withdrawal

BUSINESS OPERATIONS



Enriching customers' lives through a digital lifestyle



Creating value for businesses through digital enablers



Connecting Malaysia to the world with borderless opportunities

We are committed to driving our ESG agenda forward to deliver a better tomorrow.

Read more on page 81.

KEY RISKS

Read more on pages 42 to 43.

MATERIAL MATTERS

Read more on pages 25 to 27.

OUR STRATEGY
NEW TM COMPASS



Read more on pages 37 to 39.

MARKET TRENDS

- Economy
- Connectivity
- Digitalisation
- Internet of Things (IOT)
- Big Data
- Cloud
- Sustainability

Read more on pages 28 to 31.



OUR PURPOSE

Enable Digital Malaysia

- **Key Risks:** Strategic, Technology/System, Sustainability
- **Material Matters:**

- M4 Climate Change
- M6 Community Development
- M7 Governance



OUR CUSTOMERS

Deliver Customer Needs

- **Key Risks:** Strategic, Operational, Sustainability
- **Material Matters:**

- M2 Customer Experience



OUR PEOPLE: WARGA TM

Execution Engine to Perform & Transform

- **Key Risks:** Strategic, Operational, Technology/System
- **Material Matters:**

- M5 Human Capital



OUR BUSINESS

Stronger Financial Position

- **Key Risks:** Strategic, Operational, Financial, Sustainability
- **Material Matters:**

- M1 Product Innovation
- M3 Responsible Supply Chain

OUTCOMES

FINANCIAL

- **RM11.5 billion** Revenue
- **RM895.2 million** PATAMI
- **RM1.7 billion** EBIT
- **RM490.6 million** Total Dividend Payout (13.0 sen per share)

MANUFACTURED

- **3.0 million** total homes served
- **~9,000** Corporate customers
- **1,300** Federal, State Government, Agencies
- **~150** Malaysian Telcos
- **>500** International Telcos, OTT, hyperscalers
- **0.4 million** total SME customers served
- **66%** digitised customers interactions

HUMAN

- **5,937** employees trained with future-ready skills and other key functions
- **36%** women on Board
- **31%** women in the Management
- **7%** drop in recordable injury cases

SOCIAL & RELATIONSHIP

- **RM3.0 billion** contributed to local suppliers
- **RM582.3 million** scholarship disbursed via YTM since 1994
- **>16,000** students benefitted
- **>87,443** individuals/families benefitted from COVID-19 efforts
- **>6,500** teachers and students reached through community & nation-building programmes
- **>5,000** families assisted in flood relief efforts

INTELLECTUAL

- **>17** total awards and accolades received across TM

NATURAL

- **8%** reduction in overall carbon footprint
- **80.1%** reduction in air-travel emissions
- **61.9%** reduction of scheduled waste
- **RM2.4 million** in cost savings for Network Equipment (NE) shutdown

STAKEHOLDERS

- Shareholders & Investment Communities
- Government & Regulators
- Business Partners

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- Government & Regulators
- Business Partners

- Employees
- Unions
- Government & Regulators

- Customers
- Suppliers
- Business Partners
- Communities
- Media

- Employees
- Shareholders & Investment Communities

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