

# Performance Highlights

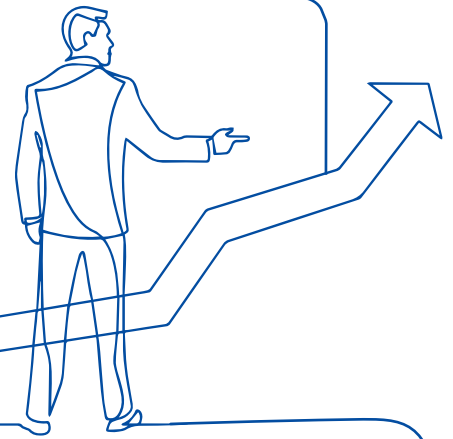
## KEY ACHIEVEMENTS

GROUP REVENUE  
**RM11.5 billion**

GROUP PATAMI  
**RM895.2 million**

EBIT  
**RM1.7 billion**

TOTAL DIVIDEND PAYOUT  
**RM490.6 million**  
(13.0 sen per share)



## OUR CUSTOMERS

TOTAL CUSTOMERS NATIONWIDE  
**3.4 million**

HOME  
**3.0 million**  
includes voice, broadband, unifi Mobile and unifi TV

SME  
**0.4 million**  
includes voice, broadband, unifi Mobile and solutions



- **≈9,000** Corporate customers
- **1,300** Federal, State Governments, Agencies
- **9** Data centres (including 3 world-class Tier III/Rated 3 data centres)



- **≈150** Malaysian Telcos
- **>500** International Telcos, OTT, hyperscalers
- **6** Regional Offices in **6** continents

## OUR NETWORK

### CABLES

**>900,000 km**

fibre cables globally including:

▶ **>650,000 km** domestic fibre cables

▶ **>320,000 km** submarine cables with **≈30** submarine cable systems



## ESG PERFORMANCE

### FTSE4Good Bursa Malaysia:

- **4** out of 4 stars rating
- Among top **25%** of Malaysian public listed companies on FTSE4Good Bursa Malaysia

### Environmental Footprint:

- **8%** reduction of overall GHG emission

### WARGA TM

**>20,000**

NON-EXECUTIVES  
**51%**

EXECUTIVES  
**49%**

### DIVERSITY:

**36%** women on Board and  
**31%** women in Management

## OUR PEOPLE



# What We Do

TM has served the nation with its comprehensive suite of communication services and solutions for over 75 years, and will proudly continue to play its role in ensuring inclusive connectivity for all Malaysians. First established as the Malayan Telecommunications Department in 1946, TM has grown leaps and bounds through various cycles of the country’s telecommunication technology evolution. Now, TM is ready to enable digital to create a more sustainable future for all Malaysians. The Group is leveraging its innovative culture to deliver smart solutions that not only make lives easier, but also safeguard people and the environment. This is part of our sustainability commitment.

The Group is focused on growing the business to better serve the *Rakyat*, Businesses, Public Sector, Industry as well as its Shareholders with excellence in customer experience, solutions and connectivity at the core of its foundation. Being a digital growth company, TM is also well on its transformation journey from a public utility provider into a technology and digital solutions partner to enterprises, Government as well as customers.

As the nation’s premier telecommunications and digital infrastructure provider, TM is ready to support the implementation of the Government’s MyDIGITAL Blueprint in creating a fully-connected Digital Malaysia with the widest fibre backhaul infrastructure across the country. TM is also well-positioned to support the 5G rollout for the country, with continuous upgrade and expansion of its fibre network. In addition, as the sole home-based cloud service provider under the Blueprint, the Group is all geared up towards realising a fully digital Government with cloud and cybersecurity improvements.

TM continues to support and enable the implementation of the Jalinan Digital Negara (JENDELA) action plan, which aims to accelerate digital connectivity through widespread deployment of mobile, fibre and Fixed Wireless Access (FWA).

Striking a balance between performing as a Public Listed Company (PLC) and responsibilities towards nation-building as a Government-Linked Company (GLC), TM drives strong commercial and sustainable returns to invest in strengthening its core business, new growth areas as well as the communities and nation at large.

TM continues to evolve to meet the needs of its stakeholders and the demands of the future, and lead the industry in innovation, customer centricity and value creation; driven by its aspirations to be a human-centred technology company in delivering Digital Malaysia.

## OUR VISION

**To Make Life and Business Easier, for a Better Malaysia**

## OUR VALUES

- ▷ Total Commitment to Customers
- ▷ Uncompromising Integrity
- ▷ Respect & Care

## OUR MISSION

**We deliver Life Made Easier:**

- 1 To customers, through converged lifestyle communication experiences
- 2 To businesses, by collaborating and supporting them with integrated solutions
- 3 To the nation, by supporting socio-economic development through education, innovation & social initiatives

## OUR PURPOSE

To Enable **Digital Malaysia**  
Powered by TM

## OUR SUSTAINABILITY VISION

**To Make Life Easier, Towards a Sustainable Tomorrow**

