ENVIRONMENTAL QUALITY

WHY WE CARE

As we work towards improving the lives of Malaysians, we must also take responsibility for our impact on the environment. With so much emphasis on the climate agenda, we must not forget about other environmental issues like air quality, noise pollution and the availability of natural resources. Staying true to our commitment, we are adopting a comprehensive approach to protecting the environment.

While safeguarding the interests of our communities and stakeholders, good practices in environmental protection is also good for our business. It helps us avoid wastages, pollutions and environmental non-compliances, which can negatively impact public trust and lead to potential losses i.e., fines and penalties. On the other hand, impactful environmental initiatives can lead to cost savings and a healthy work environment. By minimising our environmental impact, we contribute to our business resilience while supporting a more sustainable economy for the country.

What Our Stakeholders Expect

- Environmental health and well-being
- Regulatory compliance

WHAT IS OUR APPROACH

At TM, we are committed to building a culture of high environmental standards and compliance. Our approach is to be proactive in which we actively monitor our impact on the environment while raising awareness of best practices amongst our employees and stakeholders. Through environmental monitoring, we stay ahead of environmental risks and opportunities that might have been overlooked. To ensure strong governance, the outcomes of our environmental monitoring are reviewed by the Group Risk Management and Transformation Office, who deliver a quarterly report to TM's Board Risk Committee (BRC).

At our data centres, several activities have been introduced in line with environmental protection:

- Legal & Regulatory Requirements: Compliance risk identification and assessment on DOE, DOSH and Suruhanjaya Tenaga legal requirements
- Establishment on Register of Legal & Regulatory Requirements Form to evaluate compliance

- Waste Control Guidelines – Monitoring of wastes generated by the organisation, involving or in relation to environmental issues
- Chemical Control Guideline – Guideline for chemicals used by the organisation, involving or in relation to any environmental, occupational health and safety issues.

We have also implemented an Environmental Management System (EMS) at eight (8) TM sites to help us achieve our environmental goals through review, evaluation and improvements of our environmental performance. Our activities and operations are guided by TM's Environmental Policy, which articulates our commitments and approach to taking care of our natural world. All employees and relevant stakeholders are expected to adhere to this policy in their daily work, with action taken against any misconduct.

Deployed Capitals: *Met Strategic Aspirations:*   *Stakeholders Affected:*   *Sustainability Impact:*

HOW WE CREATED VALUE IN 2022

1 **Monitoring Our Environmental Impact**

We adopt a proactive approach to Environmental Stewardship by actively monitoring the air, noise and water quality surrounding our operations across the Group. This ensures our compliance with DOE's requirements for environmental monitoring.

Dust Monitoring

Acceptable Dust Limit: 400mg/m³		Genset 1 (mg/m³)	Genset 2 (mg/m³)	Genset 3 (mg/m³)	Genset 4 (mg/m³)	Genset 5 (mg/m³)
Commercial Buildings	Menara TM, Kuala Lumpur	397.7	142.3	260.2	178.5	-
	Admin Complex & IDC, Cyberjaya	39.14	33.46	44.98	32.88	29.37
	Wisma TM MITC	118	-	-	-	-
Exchange	Bukit Timbalan	74	55	88	-	-

Noise Monitoring

Acceptable Noise Limits: Day - 68.6 dBa Night - 65.0 dBa		Point 1 (dBa)		Point 2 (dBa)		Point 3 (dBa)		Point 4 (dBa)	
		Day	Night	Day	Night	Day	Night	Day	Night
Commercial Buildings	Menara TM, Kuala Lumpur	72.4	65.9	63.3	57.6	60.2	54.9	64.2	61.4
	Wisma TM MITC	57.3	51.9	60.3	50.2	62.8	51.8	52.1	47.2
Exchange	Bukit Timbalan	56.2	61.6	53.5	52.7	55.2	48.7	52.1	46.6
	Hiliran Terengganu	54.0	N/A	54.3	N/A	54.1	N/A	N/A	N/A

2 **Minimising Waste Generation**

In 2022, we continued to practice responsible waste disposal while striving to minimise waste generation. For instance, we segregate waste at EMS sites according to solid and scheduled waste, as per the First Schedule of Environmental Quality (Scheduled Wastes) Regulations 2005. To further minimise the waste produced within our offices, employees are encouraged to prioritise paperless activities and adopt the 3R concept of Reduce, Reuse and Recycle.

Waste Management

Total Solid Waste (kg)

Year	Value
2022	1,013,888.81
2021	467,125.10
2020	447,582.11

Total Scheduled Waste (kg)

Year	Value
2022	1,065.16
2021	1,323.35
2020	3,474.67
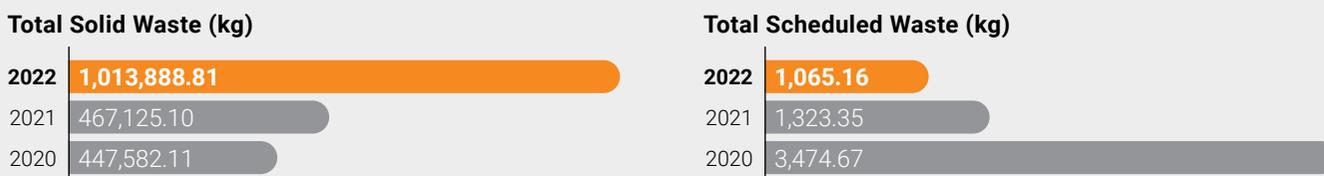
3 Responsible Water Practices

To reduce water waste in our offices, we reused water from our surau for other purposes, such as watering plants. We also used smart solutions to improve water efficiency in our buildings. In high-population areas, we organised water-saving programmes to raise awareness of responsible water practices, such as installing sensor-operated water taps and optimising cistern systems.

Water Management

Water Withdrawal from Municipal Water Suppliers (m³)

Year	Value
2022	179,400
2021	221,590
2020	228,458

Total Water Recycled (m³)

Year	Value
2022	3,696.72
2021	2,342.85
2020	3,501.60

4 Protecting Against Chemical Spills

Chemical leaks at data centres can lead to significant environmental and health concerns for nearby communities. Therefore, we have strong preventive programmes in place to protect our people, operations and the environment from potential leakages and spills. This is spearheaded by our Spillage Recovery Team, who is trained to mitigate and swiftly respond to potential incidents.

Prevention Against Chemical Spills

- Distribution of Spill Kit Set and chemical labelling
- Proper housekeeping through quarterly inspections
- Awareness on prevention and response
- Spillage Response Training

5 Raising Environmental Awareness

We believe in the power of collective action, with every member of society playing a part in protecting the environment. Therefore, we continue to implement internal and external green campaigns and programmes that help shift society's behaviour towards better environmental protection.

TM's Environmental Programmes 2022

Water-Saving Programmes

What We Did:
We installed sensor operated water taps at eight (8) EMS sites, optimised water for cistern systems and increase awareness on water saving within the TM staff.

Impact & Achievements:
60,251 m³ water saved (~RM147,000 in savings)

Tree Planting

What We Did:
In 2022, we planted 10,137 trees to contribute to the country's 100 million tree campaign and towards our 10% carbon offset plan for net zero emissions by 2050. 5,120 trees were planted with Yayasan Hijau Malaysia and 5,017 Gutta Percha trees planted in conjunction with World's Telecommunications Day 2022.

Impact & Achievements:
>1,000 people reached