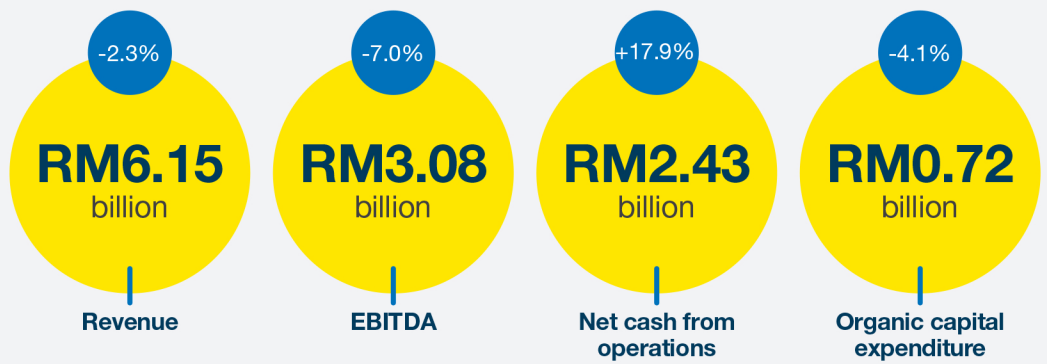


# The Value We Created

## Financial Performance



### FOR OUR CUSTOMERS

Wider network population coverage nationwide

**92%** 4G LTE | **75%** 4G LTE-A | **9,890** sites

Delivered fastest and most consistent network

Ranked #1 in most consistent network\*

Ranked #1 or #2 in download speed across all states\*

\*measured via third-party crowdsourcing data

Increased self-serve transactions on digital channels

**+16%** 4.4 million monthly active users on MyDigi application

**+7%** RM242.5 million of upsell volume transacted

### FOR OUR INVESTORS

Near 100% dividend payout ratio

**RM1.21 billion** (FY2019: RM1.42 billion) declared in dividends to equity shareholders

Recorded the highest return on equity over three years

for Big Cap companies (RM10-40 billion market capitalisation) in Telecommunications and Media by The Edge Billion Ringgit Club 2020



**RM253 million** (FY2019: RM246 million) paid in interest to debt funders

### FOR OUR SOCIETIES

Free 1GB of data daily for selected education and productivity-related sites

Best value offers for over 45,700 senior citizens and 3,900 people with disabilities under Yellow Heart

Provided digital learning contents, accessible to 5 million students and 500,000 teachers, as part of being the Ministry of Education's (MOE) accredited digital content partner

More than 115,000 people engaged on online safety through Safe Internet initiatives

Raising standards by providing 2,426 total training hours for our suppliers

130 new suppliers signed Agreement on Business Conduct as part of the mandatory requirement

511 inspections conducted in line with our strict compliance to Health and Safety policy

### FOR OUR ENVIRONMENT

↑5% improvement

Recorded 166,953 tonnes in total carbon emissions (FY2019: 175,200 tonnes)

Attributed to the on-going network modernisation and operational efficiency initiatives

↑31% improvement

in carbon intensity per data usage of 0.09 tCO<sub>2</sub>e (FY2019: 0.13 tCO<sub>2</sub>e)

Reflecting our commitment to achieve lower carbon footprint and energy usage per unit of data consumed

↑27% improvement

in energy usage per data terabyte of 0.16 MWh (FY2019: 0.22 MWh)

### FOR OUR EMPLOYEES

**RM242.1 million**

(FY2019: RM224.6 million) paid in staff expenses which included bonuses, allowances and all other employment-related benefits for 1,473 employees

**86,420 hours**

of total online learning hours by Digizens, ↑10% through a range of online learning resources, expert courses and annual company-wide learning days

Highly diverse workforce

**50%** of our employees are women

**47%** women in leadership position

**41%** of our employees in 30-39 years old bracket