Financial Highlights

	2015	2014[1]	2013[1]	2014-2015 YoY Change
FINANCIAL RESULTS				
Financial Indicators (RM'm)				
Revenue	**8,601**	8,389	9,084	2.5%
Service revenue	**8,539**	8,229	8,514	3.8%
EBITDA	**4,331**	4,229	4,310	2.4%
Normalised EBITDA [2]	**4,425**	4,251	4,537	4.1%
Profit from operations	**2,872**	2,816	2,825	2.0%
Profit Before Tax ("PBT")	**2,460**	2,436	2,496	1.0%
Profit After Tax ("PAT")	**1,747**	1,725	1,772	1.3%
Normalised PAT [3]	**1,960**	1,943	2,110	0.9%
Profit attributable to equity holders of the Company	**1,739**	1,718	1,765	1.2%
Financial Ratios				
EBITDA margin (%)	**50.4**	50.4	47.4	
Normalised EBITDA margin (%)	**51.5**	50.7	49.9	
PBT margin (%)	**28.6**	29.0	27.5	
PAT margin (%)	**20.3**	20.6	19.5	
Normalised PAT margin (%)	**22.8**	23.2	23.2	
Interest cover ratio	**6.1**	6.6	7.9	
Earnings per share (sen)				
- basic	**23.2**	22.9	23.5	
- fully diluted	**23.2**	22.9	23.5	
Dividends per share (sen) [4]	**20.0**	40.0	40.0	
FINANCIAL POSITIONS				
Financial Indicators (RM'm)				
Equity attributable to equity holders of the Company	**4,190**	4,716	6,002	
Total assets	**18,984**	18,109	17,330	
Total borrowings	**9,130**	8,798	7,525	
Financial Ratios				
Return on Invested Capital (%)	**17.9**	16.9	16.1	
Return on Average Equity (%)	**39.1**	32.1	27.1	
Return on Average Assets (%)	**11.8**	12.0	12.0	
Gearing ratio	**1.86**	1.53	1.12	
Net assets per share attributable to equity holders of the Company (RM)	**0.56**	0.63	0.80	

Notes:

(1) The comparative results were restated to provide more comparable information with the current year.

(2) Exclude below items for the respective years:
- (a) Year 2015 - unrealised foreign exchange losses of RM94 million
- (b) Year 2014 - RM22 million comprising unrealised foreign exchange losses of RM44 million offset by reversal of contract obligations of RM22 million
- (c) Year 2013 - RM227 million comprising (i) Career Transition Scheme ("CTS") costs of RM143 million; (ii) provision for contract obligations of RM65 million; (iii) write down of assets of RM4 million; and (iv) unrealised foreign exchange losses of RM15 million

(3) Exclude below items (after tax effects) for the respective years:
- (a) Year 2015 - RM213 million comprising accelerated depreciation of RM143 million and unrealised foreign exchange losses of RM70 million
- (b) Year 2014 - RM218 million comprising accelerated depreciation of RM201 million and unrealised foreign exchange losses of RM33 million offset by reversal of contract obligations of RM16 million
- (c) Year 2013 - RM338 million comprising (i) CTS costs of RM107 million; (ii) provision for contract obligations of RM49 million; (iii) write down of assets of RM65 million; (iv) accelerated depreciation of RM104 million; and (v) unrealised foreign exchange losses of RM13 million

(4) Dividends per share consist of interim and final dividends declared and proposed in respect of the designated financial years.