

Disclosure category	Disclosure details	Unit of measurement	2019	2020	2021
<b>Employee count</b>	Total employees	pax	3,571	3,745	3,862
<b>Employee profile by gender</b>	Female employees	pax	1,538	1,619	1,698
	Female employees	%	43%	43%	44%
	Male employees	pax	2,033	2,126	2,164
	Male employees	%	57%	57%	56%
<b>Employee profile by contribution level</b>	Individual Contributor	pax	3,098	3,225	3,317
	Manager	pax	427	472	485
	Senior Leadership Team	pax	38	39	50
	Maxis Management Team	pax	8	9	10
<b>Employee profile by age group</b>	Aged below 30 years old	pax	655	579	579
	Aged 30 to 50 years old	pax	2,736	2,945	3,008
	Aged above 50 years old	pax	180	221	275
	Aged below 30 years old (%)	pax	18%	15%	15%
	Aged 30 to 50 years old (%)	pax	77%	79%	78%
	Aged above 50 years old (%)	pax	5%	6%	7%

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<b>Employee profile by permanent &amp; contract employees</b>	Permanent employees	pax	3,385	3,570	3,791
	Contract employees	pax	186	175	71
	Permanent employees (female)	pax	1,480	1,565	1,674
	Permanent employees (male)	pax	1,905	2,005	2,117
	Contract employees (female)	pax	58	54	24
	Contract employees (male)	pax	128	121	47
	Permanent employees (female)	%	41%	42%	43%
	Permanent employees (male)	%	53%	54%	55%
	Contract employees (female)	%	2%	1%	1%
	Contract employees (male)	%	4%	3%	1%
<b>Employee engagement</b>	Employee engagement score	%	88%	86%	85%
<b>Employees receiving annual performance feedback<sup>(1)</sup></b>	Total number of employees	pax	3,578	3,770	3,916
	Employees receiving annual performance feedback	pax	3,425	3,656	3,749
	Employees receiving annual performance feedback	%	96%	97%	96%

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<b>Employee training hours</b>	Total blended learning hours	hours	>50K	>85K	>135K
	Training hours per employee	hours/ employee	14.84	23.01	34.70
<b>Health and Safety training</b>	Employees and third-party contractors that received Health & Safety training	pax	172	54	123
	Workforce participation in healthy & safety awareness programme	pax	1,637	8,003	6,136
	Health & safety training	sessions	91	176	166
<b>Employee/ Contractor injury</b>	Employee/ Contractor work-related injuries	cases	4	6	3
	Employee/ Contractor lost-time incident Rate from work-related injuries*  (*2020 and 2021 figures include both office and vehicle/road LTIFR)	LTIFR	- 0.56 (in office) - 0.28 (in vehicle/ on road)	0.54	0.26
<b>Employee/ Contractor fatality</b>	Employee fatality	cases	0	0	0
	Contractor fatality	cases	2	0	0
<b>Health and Safety audits</b>	Health & Safety inspections/investigations	sessions	303	300	705
	Partners System HSE audits	audits	5	12	12
<b>Scholarship awarded</b>	Number of Scholarship recipients	pax	N/A	15	21
<b>Employee contribution in community development</b>	Employee volunteering hours	hours	2,185	1,786	1,056
	Employee volunteering value (RM) (derived from volunteering hours by employees)	RM	100,000	80,441	48,649

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<b>Impact created through community development (eKelas initiative)</b>	Beneficiaries from community development initiative (eKelas students)	pax	13,000	26,000	50,300
	Schools under eKelas	No. of schools	23	130	625
<b>Community investments</b>	Community investments	RM	Fundraising for National Cancer Society of Malaysia (NCSM) of RM30k	RM1 million Pledge for COVID-19 relief	<ul style="list-style-type: none"> <li>- RM135k to MRCS</li> <li>- RM50k to vaccination centres</li> <li>- RM100k to COVID-19 assessment centres</li> <li>- RM150k of food boxes</li> </ul>
<b>Impact created for SMEs</b>	Maxis Business Digital Readiness Index - count of participants	pax	N/A <sup>(2)</sup>	>1,600	>7,000
	Maxis Business Digital Readiness Index - % of MSME participants	%	N/A <sup>(2)</sup>	48%	93%
<b>Absolute emissions</b>	Total emissions	CO <sub>2</sub> Tonnes	245,762	261,027	250,653
	Scope 1 emissions	CO <sub>2</sub> Tonnes	9,092	5,080	5,566
	Scope 2 emissions	CO <sub>2</sub> Tonnes	238,841	250,867	245,087
	Building emissions	kg CO <sub>2</sub> e	2,170,756	1,593,187	1,164,269
<b>Emissions intensity</b>	Average emission per Base Station	CO <sub>2</sub> Tonnes/ base station	24.7	24.4	23.4

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<b>Electricity consumption</b>	Building electricity consumption	kWh	2,929,495	2,150,051	1,571,213
	Network electricity consumption	kWh	349,551	364,301	356,997
<b>Waste management</b>	Office waste generated	kg	2,200	515	101
	Office waste recycled	kg	1,600	442	85
	Paper usage	reams	5,996	3,605	2,375
<b>Ethical compliance</b>	Employees trained on Maxis' CoBP via Maxis Academy (includes contract and permanent employees and third-party staff)	pax	4,662	5,219	5,379
	Employees trained on anti-bribery and corruption via Maxis Academy (includes contract and permanent employees and third-party staff)	pax	N/A <sup>(2)</sup>	5,219	6,579
	Employees non-compliant under Maxis Anti-Bribery and Corruption policy	%	N/A <sup>(2)</sup>	0%	0.47%
	Vendor Integrity Programme training	sessions	N/A <sup>(3)</sup>	N/A <sup>(3)</sup>	8
	Vendor Integrity Programme training attendees	pax	N/A <sup>(3)</sup>	N/A <sup>(3)</sup>	467
<b>Network quality</b>	LTE Population Coverage	%	93%	91%	94%
	% of Mobile Speed > 3Mbps	%	95%	90%	92%
<b>Quality of customer service</b>	Net Promoter Score		56	57	63

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<b>App Penetration</b>	Maxis App penetration	%	49%	58%	63%
	Hotlink App penetration	%	64%	73%	74%
<b>Outcomes from digital transformation</b>	Percentage increase in Digital Reload mix (YoY growth)	%	-	-	7%
	Percentage increase in Online Payment mix (YoY growth)	%	-	-	5%
	Percentage increase in Digital Care mix (YoY growth)	%	-	-	12%
	Increase in Digital Sales (YoY growth)		-	-	5x increase

**Notes:**

- (1) Annual performance feedback has a dependency on employees' joining date with Maxis, and includes employees who left the company throughout the year.
- (2) Relevant initiative / programme commenced in 2020.
- (3) Relevant initiative / programme commenced in 2021.