distancing and SOPs. For 2021, mSquad members clocked in 1,056 volunteer hours, reflecting a total volunteering value* of RM48,649. Volunteering hours stood at 1,786 hours and valued at RM80,441 in 2020. While for 2019, we recorded 2,185 volunteer hours, valued at RM100,000.

* *Total value of volunteer hours is calculated as follows: Volunteering value = Average Hourly Rate x Total Maxis Volunteering Hours*

For 2022, we will continue to champion education in our community outreach and help drive digital adoption especially among entrepreneurs and micro SMEs from the B40 group. We will leverage our position as Malaysia's leading converged solutions provider to deliver our brand promise of Always Be Ahead in supporting the nation in times of need and in adapting to a rapidly expanding digital landscape so that no one is left behind.

OUR ENVIRONMENT

Minimised the environmental impact of our operations through reduction in emissions and proactive waste management

At Maxis, we are deeply concerned about the impact our business has on the environment especially through global warming. The extreme weather events of the past year, as evidenced by the recent flood events in Malaysia, have highlighted the growing reality and urgency of climate change focus.

We continue to implement initiatives that minimise our impact on the environment and closely monitor our business operations to address the impact of climate change on our business. Our main priorities are improving energy efficiency, optimising the use of resources and reducing greenhouse gas (GHG) emissions in our network hence helping to preserve our environment.

The two units responsible for managing our environmental impact are the Corporate Services department and the Network division team. The Corporate Services team monitors energy consumption, implements savings initiatives and facilitates recycling and waste management. The Network team is responsible for waste management of the Network side of the business, including seeking ways to maximise, reutilise or refurbish decommissioned equipment and redeploy it back as live network equipment (as opposed to buying new ones).

Our Energy Reduction Initiatives

Our network and information technology infrastructures account for most of our electricity consumption. Maxis is always looking for new technology and innovative ways that will help us improve energy efficiency across our Network Services and Data Centres. We continued to tune and refresh our equipment to obtain greater efficiencies as well as started to introduce solar energy system in our network. As part of these efforts, we are also excited with the acknowledgment and certification by the Malaysia Book of Records for having the "First Off-Grid Telecommunications Tower Powered by Green Energy (Solar & Wind Turbine)" in Malaysia.

Key Initiatives at Technical Operation Centers (TOC):

- **Modernise:** Ensure uninterruptable power system (UPS) and DC plant for Data and Switch Center by leveraging on new energy efficient capabilities and clean power supply
- **New initiative:** Introduce use of on grid solar system as renewable energy to power up Maxis' servers inside Data and Switch Center. Work is currently in progress and due to be completed by June 2022, expected to accommodate about 10% of TOC building total consumption
- **Modernise:** Improve facilities for administrative and office area by using smart control and energy efficient system for minimum use of energy
- **Modernise:** Install utility power system for the entire building with energy efficient filtering system to minimise energy losses

Key initiatives at Base Stations include:

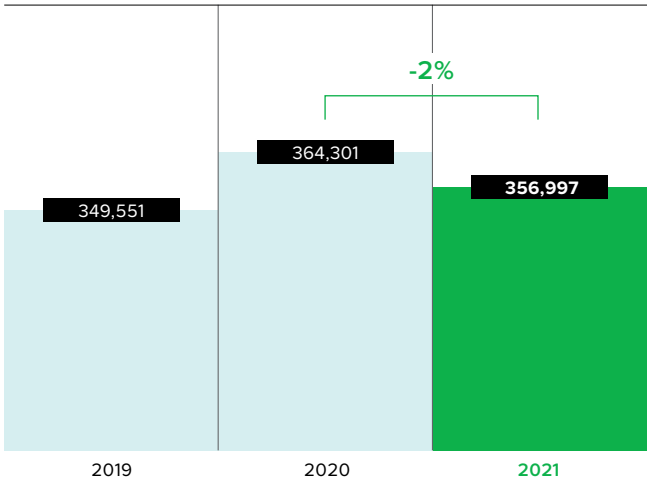
- **New Initiative:** Optimise use of energy at base stations by using intelligent control and energy efficient motor to reduce energy loss for cooling system
- **Modernise:** Change-out of an old air-conditioning to free cooling system for selected base stations, hence significantly reducing the sites' power consumption
- **New initiative:** Install full off-grid solar system in rural sites of Peninsular and East Malaysia to eliminate use of continuous run generator set and diesel
- **New Initiative:** Reduce energy use for Radio Access Network (RAN) by leveraging on software capabilities, compact radio design and energy efficient equipment
- **New Initiative:** Sunsetting 3G network equipment to reduce energy and reuse for 4G/5G expansion

Performance Data Trend

As a result of our efforts to improve efficiency, we have managed to record a 2% decrease in electricity consumption at network sites – in comparison to the 17% increase in our total traffic. This has not only contributed to a decrease in overall carbon emissions but also savings in electricity costs.

Total Electricity Consumption at Network Sites (MWh)

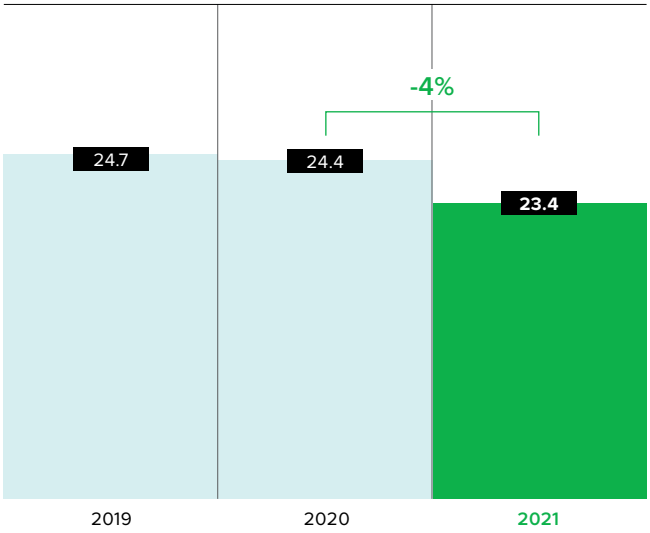
Total Electricity Consumption (MWh)



Average tonCO$_2$ emission per Base Station

The main consumption of energy stems from our base station sites, extensive network capacity upgrades for core and transmission networks to address the exponential increase in demand for data from our customers. In tandem, our electricity consumption forms the largest contributor to our GHG emissions. Impressively, despite the increase in demand for data and our extensive network expansion programme, the average emission per base station reduced by 4% compared to 2021.

Average tonCO$_2$ emission per Base Station



The continuous effort to drive operational efficiency and minimise the environmental impact of our operations has also resulted in an overall 4% reduction in total emissions across our operations in 2020.

Total Emissions at Maxis (CO$_2$ tonnes)

Scope 1 - Direct emissions e.g. from fuel and gas usage	2019	2020	2021
Network and Technology	9,092	5,080	**5,566**
SUB-TOTAL	9,092	5,080	**5,566**

Scope 2 - Indirect emissions e.g. from electricity consumption	2019	2020	2021
Network and Technology	236,670	249,274	**243,923**
Building Electricity Consumption	2,171	1,593	**1,164**
SUB-TOTAL	**238,841**	**250,867**	**245,087**
Total Emission (CO$_2$ tonnes)	**245,762**	**261,027**	**250,653**

Reusing and Optimising our Resources

Through our approach to sustainability, we aim to maximise reuse and recycling, and avoid incineration and landfill. This includes our procurement process, operations, and the impact of our products and services before, during and after use.

Internally, our network supply chain team focuses on optimising and reusing parts for network maintenance. As part of our network modernisation and simplification we are phasing out older generation technologies and transferring customers and services to new-generation technologies that are deemed to be more energy efficient.

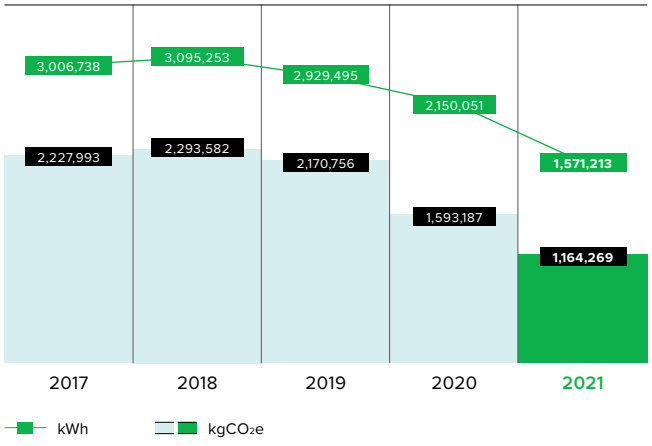
Minimising impact at our main corporate offices

Closer to home, we continue our efforts to minimise the environmental impact at our main corporate offices. Our offices have saved 27% in energy and 80% in waste as compared to 2020 through an energy-saving programme, optimising workspace, and using less office space as people worked from home for most of the year, as a result of the COVID-19 lock-downs.

Performance data

Building Electricity Consumption

Total Building Electricity Consumption kWh & $kgCO_2e$



We are now in our sixth year of partnership with the NGO, Pertubuhan Kebajikan Masyarakat Melalui Kitar Semula (CRC), in a bid to recycle office waste at our main offices. Recyclables or funds collected from our recycling efforts are donated to charity. In 2021, total office waste collected reduced by 80% compared to 2020, as most of our staff from main offices were working from home, coupled with minimal office operations due to the government's movement restrictions.

Total Office Waste Generated & Recycling (kg)

Year	2019	2020	2021
Total waste generated	2,200	515	**101**
Total recyclable waste	1,600	442	**85**

Our paper consumption decreased by a further 34% in 2021 compared to 2020 as most of our staff from our main offices were working from home coupled with minimal office operations due to the government's movement restrictions and most of our operational processes went digital. Upon 100% of our staff returning to office, we are forecasting a return to the numbers seen in 2019 with an increase of 100% from 2021 usage.

Total Paper Usage (Reams)

Year	2019	2020	2021
Total Reams used	5,996	3,605	**2,375**

Future Plan and Priorities

Going forward, Maxis is committed to continuously minimise our environmental impact by optimising operational efficiency and finding ways to progressively reduce our emissions stake, in line with our overarching ESG strategy that is currently being developed. As part of this process, we are also planning how to enhance our policies to enable better tracking and monitoring of our environmental impact, such as improving how we account for greenhouse gas emissions. Ultimately, we are positive that these efforts can lead us setting concrete GHG targets in the near future.