

| Disclosure category | Disclosure details | Unit of measurement | 2021 | 2022 | 2023 |
|--|--------------------------------------|---------------------|-------|-------|-------|
| Employee count | Total employees | Pax | 3,862 | 4,066 | 3,682 |
| Employee profile by gender | Female employees | Pax | 1,699 | 1,771 | 1,574 |
| | Female employees | % | 44% | 44% | 43% |
| | Male employees | Pax | 2,163 | 2,295 | 2,108 |
| | Male employees | % | 56% | 56% | 57% |
| Employee profile by contribution level | Senior Management Team | Pax | 61 | 55 | 51 |
| | Manager | Pax | 492 | 529 | 504 |
| | Individual Contributor | Pax | 3,309 | 3,482 | 3,127 |
| Bursa C3(a) Percentage of employees by gender and age group, for each employee category | | | | | |
| Age Group by Employee Category | | | | | |
| Bursa (Diversity) | Senior Management Team Below 30 | % | 0% | 0% | 0% |
| | Senior Management Team 30-49 | % | 52% | 47% | 43% |
| | Senior Management Team 50 and above | % | 48% | 53% | 57% |
| | Managers Below 30 | % | 2% | 1% | 1% |
| | Managers 30-49 | % | 80% | 79% | 78% |
| | Managers 50 and above | % | 18% | 20% | 21% |
| | Individual Contributors Below 30 | % | 17% | 17% | 15% |
| | Individual Contributors 30-49 | % | 75% | 74% | 76% |
| | Individual Contributors 50 and above | % | 8% | 9% | 9% |
| | Gender by Employee Category | | | | |
| | Senior Management Team Male | % | 75% | 75% | 75% |

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| | Senior Management Team Female | % | 25% | 25% | 25% |
| | Managers Male | % | 62% | 63% | 62% |
| | Managers Female | % | 38% | 37% | 38% |
| | Individual Contributors Male | % | 55% | 55% | 56% |
| | Individual Contributors Female | % | 45% | 45% | 44% |
| | Bursa C3(b) Percentage of directors by gender and age group | | | | |
| | Male | % | 11% | 80% | 80% |
| | Female | % | 89% | 20% | 20% |
| | 30-39 | % | 11% | 0% | 0% |
| | 40-49 | % | 11% | 20% | 20% |
| | 50-59 | % | 44% | 50% | 40% |
| | Above 50 | % | 34% | 30% | 40% |
| Employee profile by permanent & contract employees | Permanent employees | Pax | 3,791 | 3,978 | 3,609 |
| | Contract employees | Pax | 71 | 88 | 73 |
| | Permanent employees (female) | Pax | 1,674 | 1,742 | 1,549 |
| | Permanent employees (male) | Pax | 2,117 | 2,236 | 2,060 |
| | Contract employees (female) | Pax | 25 | 29 | 25 |
| | Contract employees (male) | Pax | 46 | 59 | 48 |
| | Permanent employees (female) | % | 43% | 43% | 42% |
| | Permanent employees (male) | % | 55% | 55% | 56% |
| | Contract employees (female) | % | 1% | 1% | 1% |

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| Employee who received annual performance feedback ⁽¹⁾ | Contract employees (male) | % | 1% | 1% | 1% |
| | Total number of employees | Pax | 3,862 | 4,066 | 3,682 |
| | Employees receiving annual performance feedback | Pax | 3,749 | 3,931 | 3,654 |
| | Employees receiving annual performance feedback | % | 97% | 97% | 99% |
| | Bursa C6(a) Total hours of training by employee category | | | | |
| | Senior Management Team | Hours | 1,017 | 2,233 | 1,253 |
| | Managers | Hours | 13,784 | 18,498 | 12,689 |
| | Individual Contributors | Hours | 65,877 | 91,012 | 84,519 |
| | Average training hours per employee ⁽²⁾ | Hours / Employees | 25.95 | 32.06 | 25.99 |
| Bursa (Labour practices and standards) | Bursa C6(b) Percentage of employees that are contractors or temporary staff | % | 2% | 2% | 2% |
| | Bursa C6(c) Total number of employee turnover by employee category | | | | |
| | Senior Management Team | Pax | - | - | 8 |
| | Managers | Pax | - | - | 78 |
| | Individual Contributors | Pax | - | - | 610 |
| | Bursa C6(d) Number of substantiated complaints concerning human rights violations | Complaints | - | - | 1 |
| | Bursa C5(a) Number of work-related fatalities | Cases | 0 | 0 | 0 |
| | Bursa C5(b) Lost time incident rate ("LTIR") | LTIR | 0.05 | 0.04 | 0.34 |
| Bursa (Health and safety) | Bursa C5(c) Number of employees trained on health and safety standards | | | | |
| | Employees and third-party contractors that received health & safety training | Pax | 123 | 217 | 467 |

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| | Workforce participation in health & safety awareness programme | Pax | 6,136 | 3,501 | 6,342 |
| Employee / Contractor injury | Employee / contractor work-related injuries | Cases | 3 | 4 | 13 |
| Health and Safety audit | Health & safety inspections / investigations | Sessions | 705 | 773 | 777 |
| | Partners system audits | Audits | 12 | 25 | 41 |
| Bursa C2(a) Total amount invested in the community where the target beneficiaries are external to the listed issuer | | | | | |
| | Maxis Scholarship | MYR ('000) | 495 | 605 | 1,294 |
| | Community Initiatives | MYR ('000) | 2,386 | 3,963 | 3,179 |
| Bursa C2(b) Total number of beneficiaries of the investment in communities | | | | | |
| Bursa (Community/Society) | Number of scholarship recipients | Pax | 21 | 19 | 16 |
| | Beneficiaries from community development initiative (eKelas®) | Pax | 24,300 | 22,700 | 26,216 |
| | Beneficiaries from community development initiative (eKelas® Usahawan) | Pax | 1,020 | 1,703 | 3,142 |
| Employee contribution in community development | Employee volunteering hours | Hours | 1,056 | 1,355 | 4,803 |
| | Employee volunteering value (RM) (derived from volunteering hours by employee) | MYR | 48,649 | 64,474 | 228,538 |
| Bursa (Emissions management) | Total emissions | CO ₂ Tonnes | 278,110 ⁽³⁾ | 290,912 ⁽³⁾ | 324,117 |
| | Bursa C11(a) Scope 1 emissions in tonnes of CO₂e | CO ₂ Tonnes | 4,748 ⁽³⁾ | 4,688 ⁽³⁾ | 4,280 |
| | Bursa C11(b) Scope 2 emissions in tonnes of CO₂e | CO ₂ Tonnes | 273,362 ⁽³⁾ | 286,224 ⁽³⁾ | 319,837 |
| | Building emissions | CO ₂ Tonnes | 3,324 ⁽³⁾ | 3,919 ⁽³⁾ | 3,986 |

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| Bursa (Energy management) | Bursa C4(a) Total energy consumption | MJ | 1,437,140,031 | 1,494,805,953 | 1,687,680,034 |
| | Building energy consumption | MJ | 16,378,276 | 19,225,908 | 19,128,534 |
| | Network energy consumption | MJ | 1,420,761,755 | 1,475,580,045 | 1,668,551,500 |
| Waste management | e-waste items recycled | Items | - | - | 49,879 |
| | Paper usage | Reams | 2,375 | 2,909 | 3,511 |
| Bursa (Water) | Bursa C9(a) Total volume of water used | Megalitres | - | - | 43.224 |
| Bursa C1(a) Percentage of employees who have received training on anti-corruption by employee category | | | | | |
| Bursa (Anti-corruption) | Senior Management Team | % | 100% | 100% | 100% |
| | Managers | % | 100% | 100% | 100% |
| | Individual Contributors | % | 100% | 100% | 100% |
| | Bursa C1(b) Percentage of operations assessed for corruption-related risks | % | 100% | 100% | 100% |
| | Bursa C1(c) Confirmed incidents of corruption and action taken | Cases | - | - | 0 |
| Ethical compliance | Employees trained on Maxis' CoBP via Maxis Academy (includes contract and permanent employees and third-party staff) | Pax | 5,379 | 5,473 | 5,293 |
| | Employees trained on anti-corruption and bribery (includes contract and permanent employees and third-party staff) | Pax | 6,579 | 7,306 | 6,716 |
| | Total number of operations (divisions) | Operations | 11 | 11 | 11 |
| | Total number of operations assessed for corruption-related risks | Operations | 11 | 11 | 11 |
| | Vendor Integrity Programme training | Sessions | 8 | 14 | 12 |

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| Bursa (Supply chain management) | Bursa C7(a) Proportion of spending on local suppliers | % | - | - | 86% |
| Bursa (Data privacy and security) | Bursa C8(a) Number of substantiated complaints concerning breaches of customer privacy and losses of customer data | Complaints | - | - | 0 |
| Network quality | LTE Population Coverage | % | 94% | 95% | 95% |
| | % of mobile speed > 3 Mbps | % | 92.3% | 95.4% | 95.6% |
| Quality of customer service | Net Promoter Score (NPS) | NPS | +63 | +66 | +68 |
| Outcome from digital transformation | Growth in Digital Care | % | 12% | 6% | 4.2% |
| | Growth in online customer renewals | % | - | 2% | 6.7% |

Notes:

⁽¹⁾ Annual performance feedback depends on employees' first day of employment with Maxis.

⁽²⁾ Training hours reported exclude mandatory compliance modules.

⁽³⁾ Total emissions data from 2021-2022 is restated as there was a revision on the emission factor which was released in 2023. The new emission factor takes effect on data from 2019 onwards.