

Disclosure Category	Disclosure details	Unit of measurement	2020	2021	2022
Employee count	Total employees	pax	3,746	3,862	4,066
Employee profile by gender	Female employees	pax	1,621	1,699	1,771
	Female employees	%	43%	44%	44%
	Male employees	pax	2,125	2,163	2,295
	Male employees	%	57%	56%	56%
Employee profile by contribution level	Individual Contributor	pax	3,222	3,309	3,482
	Manager	pax	476	492	529
	Senior Leadership Team	pax	46	39	51
	Maxis Management Team	pax	9	10	9
Employee profile by age group	Aged below 30 years old	pax	580	579	590
	Aged 30 to 49 years old	pax	2,869	2,922	3,034
	Aged 50 years old and above	pax	297	361	442
	Aged below 30 years old	%	15%	15%	14%
	Aged 30 to 49 years old	%	77%	76%	75%
	Aged 50 years old and above	%	8%	9%	11%
Employee profile by permanent & contract employees	Permanent employees	pax	3,571	3,791	3,978
	Contract employees	pax	175	71	88
	Permanent employees (female)	pax	1,566	1,674	1,742
	Permanent employees (male)	pax	2,005	2,117	2,236
	Contract employees (female)	pax	55	25	29
	Contract employees (male)	pax	120	46	59

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Employee profile by permanent & contract employees (cont'd)	Permanent employees (female)	%	42%	43%	43%
	Permanent employees (male)	%	54%	55%	55%
	Contract employees (female)	%	1%	1%	1%
	Contract employees (male)	%	3%	1%	1%
Employee engagement	Employee engagement score	%	86%	85%	83%
Employee who received annual performance feedback ⁽¹⁾	Total number of employees	pax	3,746	3,862	4,066
	Employees receiving annual performance feedback	pax	3,656	3,749	3,931
	Employees receiving annual performance feedback	%	98%	97%	97%
Employee training hours	Total blended learning hours	hours	>85k	>135k	>130k
	Training hours per employee	hours / employee	21.37	25.95	32.06
Health and Safety training	Employees and third-party contractors that received health & safety training	pax	54	123	217
	Workforce participation in health & safety awareness programme	pax	8,003	6,136	3,501
	Health & safety training programmes	sessions	176	136	191
Employee / Contractor injury	Employee / contractor work-related injuries	cases	6	3	4
	Employee / contractor Lost-Time Injury Frequency Rate (LTIFR) from work-related injuries*	LTIFR	0.63	0.27	0.18
	* Figures include both office and vehicle/road LTIFR				
Employee / Contractor fatality	Employee fatality	cases	0	0	0
	Contractor fatality	cases	0	0	0
Health and Safety audit	Health & safety inspections / investigations	sessions	300	705	773
	Partners system audits	audits	12	12	25
Scholarship awarded	Number of scholarship recipients	pax	15	21	19

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Employee contribution in community development	Employee volunteering hours	hours	1,786	1,056	1,355
	Employee volunteering value (RM) (derived from volunteering hours by employee)	RM	80,441	48,649	64,474
Impact created through community development (eKelas initiative)	Beneficiaries from community development initiative (eKelas students)	pax	26,000	50,300	73,000
	Schools under eKelas	no. of schools	130	625	2,184
Community investments	Community investments	RM'000	2,348	2,386	3,963
Impact created for SMEs	Number of SMEs digitalised through SME Digitalisation Grant as of date	SMEs	-	>20k	>25k
Absolute emissions	Total emissions	CO ₂ Tonnes	207,762	212,996	225,205 ⁽²⁾
	Scope 1 emissions	CO ₂ Tonnes	4,578	4,756	4,695
	Scope 2 emissions	CO ₂ Tonnes	203,184	208,240	220,510
	Building emissions	CO ₂ Tonnes	2,969	2,489	3,114
Electricity consumption	Total energy consumption	MJ	1,414,515,547	1,424,946,725	1,498,129,396
	Building electricity consumption	MJ	19,285,415	16,066,703	20,017,267
	Network electricity consumption	MJ	1,395,230,132	1,408,880,022	1,478,112,129
Waste management	Recyclable office waste generated	kg	515	101	296
	Office waste recycled	kg	442	85	263
	Paper usage	reams	3,605	2,375	2,909
Ethical compliance	Employees trained on Maxis' CoBP via Maxis Academy (includes contract and permanent employees and third-party staff)	pax	5,219	5,379	5,473
	Employees trained on anti-corruption and bribery (includes contract and permanent employees and third-party staff)	pax	5,219	6,579	7,306
	Number of employees who were disciplined or dismissed due to non-compliance with MABC Policies	pax	0	18	2

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Ethical compliance (cont'd)	Total number of operations (divisions)	operations	11	11	11
	Total number of operations assessed for corruption-related risks	operations	11	11	11
	Percentage of operations assessed for corruption-related risks	%	100%	100%	100%
	Amount of political contribution	RM	0	0	0
	Vendor Integrity Programme training	sessions	-	8	14
Network quality	LTE Population Coverage	%	91%	94%	95%
	% of Mobile Speed > 3Mbps	%	90%	92%	95%
Quality of customer service	Net Promoter Score (NPS)	NPS	57	63	66
Outcome from digital transformation	Percentage increase in Digital Reload mix (YoY growth)	%	-	7%	0%
	Percentage increase in Online Payment mix (YoY growth)	%	-	5%	1%
	Percentage increase in Digital Recontracting (YoY growth)	%	-	-	2%
	Percentage increase in Digital Care mix (YoY growth)	%	-	12%	6%
	Increase in Digital Sales (YoY growth)	%	-	5x increase	2.5x increase

Notes:

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

(2) In 2022, a change in methodology has been implemented in the calculation of GHG emissions, transitioning from payment amount to actual fuel consumption and electricity consumption for the majority of base stations