

# GRI Content Index

<b>Statement of use</b>	Telekom Malaysia has reported the information cited in this GRI content index for the period 1 January 2023 to 31 December 2023 with reference to the GRI Standards.
<b>GRI 1 Used</b>	GRI 1: Foundation 2021

## GRJ version

GRI Standard	Disclosure	Reference Page
<b>GRI 2: General Disclosures</b>	2-1 Organisational details	About TM, pages 8 to 15
	2-2 Entities included in the organisation's sustainability reporting	Our Reporting Journey, pages 4 to 5
	2-3 Reporting period, frequency and contact point	Our Reporting Journey, pages 4 to 5
	2-4 Restatements of information	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Environmental Management (Carbon Emissions), pages 126 to 131
	2-5 External assurance	Our Reporting Journey, pages 4 to 5, 257 to 259
	2-6 Activities, value chain and other business relationships	About us: Value Creation Story – Value Creation Business Model, pages 58 to 59 Our Business: Unifi, page 72 Our Business: TM One, page 76 Our Business: Credence, page 80 Our Business: TM Global, page 82
	2-7 Employees	About Us: Value Creation Story – Value Creation Business Model, pages 58 to 59 About Us: Value Creation Story – Our Capitals, pages 60 to 62 Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Responsible Employer (Fair Employment), pages 133 to 140
	2-8 Workers who are not employees	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Responsible Employer (Fair Employment), pages 133 to 140
	2-9 Governance structure and composition	Our Governance: Corporate Governance Overview Statement, pages 170 to 193
	2-10 Nomination and selection of the highest governance body	Our Governance: Corporate Governance Overview Statement, pages 170 to 193
	2-11 Chair of the highest governance body	Our Governance: Corporate Governance Overview Statement, pages 170 to 193
	2-12 Role of the highest governance body in overseeing the management of impacts	Our Sustainability Journey: Sustainability Governance – Governance Structure, page 94 Our Governance: Corporate Governance Overview Statement, pages 170 to 193 Our Governance: Director's Statement on Risk Management and Internal Controls, pages 218 to 226 Our Governance: Enterprise Risk Management, pages 230 to 233 Our Governance: Business Continuity Management, pages 234 to 241
	2-13 Delegation of responsibility for managing impacts	Our Sustainability Journey: Sustainability Governance – Governance Structure, page 94 Our Governance: Corporate Governance Overview Statement, pages 170 to 193
	2-14 Role of the highest governance body in sustainability reporting	Our Sustainability Journey: Sustainability Governance – Governance Structure, page 94
	2-15 Conflicts of interest	Our Governance: Corporate Governance Overview Statement, pages 170 to 193 Our Governance: Statement of Internal Audit (SIA), pages 227 to 229
	2-16 Communication of critical concerns	Our Governance: Corporate Governance Overview Statement, pages 170 to 193
	2-17 Collective knowledge of the highest governance body	Our Governance: Corporate Governance Overview Statement, pages 170 to 193
	2-18 Evaluation of the performance of the highest governance body	Our Governance: Corporate Governance Overview Statement, pages 170 to 193
	2-19 Remuneration policies	Our Governance: Corporate Governance Overview Statement, pages 170 to 193
	2-20 Process to determine remuneration	Our Governance: Corporate Governance Overview Statement, pages 170 to 193
	2-22 Statement on sustainable development strategy	About us: Words from the leaders – Chairman's Message, page 16 About us: Words from the Leaders – GCEO's Message, page 20 Our Sustainability Journey: Sustainability at TM – Sustainability Framework & Integration Plan, pages 88 to 89
	2-23 Policy commitments	Our Sustainability Journey: Sustainability at TM – Sustainability Framework & Integration Plan, pages 88 to 89 Our Sustainability Journey: Sustainability Governance – Policies, Guidelines & Certifications, pages 95 to 96

GRI Standard	Disclosure	Reference Page
<b>GRI 2: General Disclosures</b>	2-24 Embedding policy commitments	Our Sustainability Journey: Sustainability at TM – Sustainability Framework & Integration Plan, pages 88 to 89 Our Sustainability Journey: Sustainability Governance – Policies, Guidelines & Certifications, pages 95 to 96 Our Sustainability Journey: Enable Sustainable Growth for Customers and the Community, pages 98 to 121 Our Sustainability Journey: Ensure Business Resilience within TM and our Value Chain, pages 122 to 165
	2-25 Processes to remediate negative impacts	Our Governance: Corporate Governance Overview Statement, pages 170 to 193
	2-27 Compliance with laws and regulations	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Ethical Business (Good Governance), pages 161 to 165
	2-28 Membership associations	Our Sustainability Journey: Sustainability at TM – Becoming a Sustainability Thought Leader, page 93
	2-29 Approach to stakeholder engagement	About Us: Value Creation Story – Stakeholder Priorities, pages 32 to 35
<b>GRI 3: Material Topics 2021</b>	2-30 Collective bargaining agreements	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Responsible Employer (Fair Employment), pages 133 to 140
	3-1 Process to determine material topics	About Us: Value Creation Story – Material Matters, pages 37 to 44
<b>GRI 3: Material Topics 2021</b>	3-2 List of material topics	About Us: Value Creation Story – Material Matters, pages 37 to 44 About Us: Value Creation Story – Value Creation Business Model, pages 58 to 59
<b>Innovation &amp; Technology</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Our Sustainability Journey: Enable Sustainable Growth for Customers & the Community – Digital Inclusion (Innovation & Technology), pages 100 to 102
<b>Customer Experience</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Our Sustainability Journey: Enable Sustainable Growth for Customers & the Community – Digital Inclusion (Customer Experience), pages 103 to 107
<b>Network Stability &amp; Quality</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Our Sustainability Journey: Enable Sustainable Growth for Customers & the Community – Digital Inclusion (Network Stability & Quality), pages 108 to 110
<b>Affordability &amp; Inclusion</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Our Sustainability Journey: Enable Sustainable Growth for Customers & the Community – Digital Inclusion (Affordability & Inclusion), pages 112 to 115
<b>GRI 203: Indirect Economic Impacts 2016</b>	203-1 Infrastructure investments and services supported	About Us: Value Creation Story – Market Trends, page 45 Our Sustainability Journey: Enable Sustainable Growth for Customers & the Community – Digital Inclusion (Affordability & Inclusion), pages 112 to 115
	203-2 Significant indirect economic impacts	Our Sustainability Journey: Enable Sustainable Growth for Customers & the Community – Digital Inclusion (Affordability & Inclusion), pages 112 to 115
<b>Community Development</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Our Sustainability Journey: Enable Sustainable Growth for Customers & the Community – Digital Inclusion (Community Development), pages 116 to 121
<b>GRI 203: Indirect Economic Impacts 2016</b>	203-1 Infrastructure investments and services supported	Our Sustainability Journey: Enable Sustainable Growth for Customers & the Community – Digital Inclusion (Community Development), pages 116 to 121
	203-2 Significant indirect economic impacts	Our Sustainability Journey: Enable Sustainable Growth for Customers & the Community – Digital Inclusion (Community Development), pages 116 to 121
<b>GRI 413: Local Communities 2016</b>	413-1 Operations with local community engagement, impact assessments, and development programmes	Our Sustainability Journey: Enable Sustainable Growth for Customers & the Community – Digital Inclusion (Community Development), pages 116 to 121

# GRI Content Index

GRI Standard	Disclosure	Reference Page
<b>Environmental Quality</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Environmental Management (Environmental Quality), pages 124 to 125
<b>GRI 303: Water and Effluents 2018</b>	303-2 Management of water discharge-related impacts	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Environmental Management (Environmental Quality), pages 124 to 125
	303-3 Water withdrawal	About Us: Value Creation Story – Value Creation Business Model, pages 58 to 59 About Us: Value Creation Story – Our Capitals, pages 60 to 62 Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Environmental Management (Environmental Quality), pages 124 to 125
	303-5 Water consumption	About Us: Value Creation Story – Value Creation Business Model, pages 58 to 59 About Us: Value Creation Story – Our Capitals, pages 60 to 62 Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Environmental Management (Environmental Quality), pages 124 to 125
<b>GRI 306: Waste 2020</b>	306-1 Waste generation and significant waste-related impacts	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Environmental Management (Environmental Quality), pages 124 to 125
	306-2 Management of significant waste-related impacts	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Environmental Management (Environmental Quality), pages 124 to 125
	306-3 Waste generated	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Environmental Management (Environmental Quality), pages 124 to 125
<b>Carbon Emissions</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Environmental Management (Carbon Emissions), pages 126 to 131
<b>GRI 302: Energy 2016</b>	302-1 Energy consumption within the organisation	About Us: Value Creation Story – Value Creation Business Model, pages 58 to 59 About Us: Value Creation Story – Our Capitals, pages 60 to 62 Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Environmental Management (Carbon Emissions), pages 126 to 131
	302-4 Reduction of energy consumption	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Environmental Management (Carbon Emissions), pages 126 to 131
<b>GRI 305: Emissions 2016</b>	305-1 Direct (Scope 1) GHG emissions	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Environmental Management (Carbon Emissions), pages 126 to 131
	305-2 Energy indirect (Scope 2) GHG emissions	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Environmental Management (Carbon Emissions), pages 126 to 131
	305-3 Other indirect (Scope 3) GHG emissions	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Environmental Management (Carbon Emissions), pages 126 to 131
	305-5 Reduction of GHG emissions	About Us: Words from the Leaders – GCFO's Message, page 26 About Us: Words from the Leaders – Chairman's Message, page 16 About Us: Words from the Leaders – GCEO's Message, page 20 About Us: Value Creation Story – Our Capitals, pages 60 to 62 About Us: Value Creation Story – Value Creation Business Model, pages 59 to 59 About Us: Value Creation Story – Risks Linked to Value Creation, pages 51 to 57 Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Environmental Management (Carbon Emissions), pages 126 to 131 Our Governance: Corporate Governance Overview Statement, pages 170 to 193
<b>Fair Employment</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Responsible Employer (Fair Employment), pages 133 to 140

GRI Standard	Disclosure	Reference Page
<b>GRI 401: Employment 2016</b>	401-1 New employee hires and employee turnover	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Responsible Employer (Fair Employment), pages 133 to 140
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Responsible Employer (Fair Employment), pages 133 to 140
	401-3 Parental leave	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Responsible Employer (Fair Employment), pages 133 to 140
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-1 Diversity of governance bodies and employees	A Snapshot of 2023, page 2 About Us: Words from the Leaders – GCEO's Message, page 20 Our Sustainability Journey: Our Impact Scorecard, page 97 Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Responsible Employer (Fair Employment), pages 133 to 140
	405-2 Ratio of basic salary and remuneration of women to men	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Responsible Employer (Fair Employment), pages 133 to 140
<b>GRI 406: Non-discrimination 2016</b>	406-1 Incidents of discrimination and corrective actions taken	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Responsible Employer (Fair Employment), pages 133 to 140
<b>GRI 407: Freedom of Association and Collective Bargaining 2016</b>	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Responsible Employer (Fair Employment), pages 133 to 140
<b>Health &amp; Safety</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Responsible Employer (Health & Safety), pages 141 to 145
<b>GRI 403: Occupational Health and Safety 2018</b>	403-1 Occupational health and safety management system	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Responsible Employer (Health & Safety), pages 141 to 145
	403-2 Hazard identification, risk assessment, and incident investigation	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Responsible Employer (Health & Safety), pages 141 to 145
	403-3 Occupational health services	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Responsible Employer (Health & Safety), pages 141 to 145
	403-4 Worker participation, consultation, and communication on occupational health and safety	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Responsible Employer (Health & Safety), pages 141 to 145
	403-5 Worker training on occupational health and safety	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Responsible Employer (Health & Safety), pages 141 to 145
	403-6 Promotion of worker health	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Responsible Employer (Health & Safety), pages 141 to 145
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Responsible Employer (Health & Safety), pages 141 to 145
	403-8 Workers covered by an occupational health and safety management system	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Responsible Employer (Health & Safety), pages 141 to 145
	403-9 Work-related injuries	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Responsible Employer (Health & Safety), pages 141 to 145
	403-10 Work-related ill health	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Responsible Employer (Health & Safety), pages 141 to 145

# GRI Content Index

GRI Standard	Disclosure	Reference Page
<b>Learning &amp; Development</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Responsible Employer (Learning & Development), pages 146 to 150
<b>GRI 404: Training and Education 2016</b>	404-1 Average hours of training per year per employee	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Responsible Employer (Learning & Development), pages 146 to 150
	404-2 Programmes for upgrading employee skills and transition assistance programmes	About Us: Value Creation Story – Value Creation Business Model, pages 58 to 59 About Us: Value Creation Story – Our Capitals, pages 60 to 62 Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Responsible Employer (Learning & Development), pages 146 to 150
	404-3 Percentage of employees receiving regular performance and career development reviews	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Responsible Employer (Learning & Development), pages 146 to 150
<b>Sustainable Supply Chain</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Ethical Business (Sustainable Supply Chain), pages 152 to 154
<b>GRI 204: Procurement Practices 2016</b>	204-1 Proportion of spending on local suppliers	About Us: Value Creation Story – Value Creation Business Model, pages 58 to 59 About Us: Value Creation Story – Our Capitals, pages 60 to 62 Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Ethical Business (Sustainable Supply Chain), pages 152 to 154
<b>GRI 308: Supplier Environmental Assessment 2016</b>	308-1 New suppliers that were screened using environmental criteria	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Ethical Business (Sustainable Supply Chain), pages 152 to 154
<b>GRI 409: Forced or Compulsory Labor 2016</b>	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Ethical Business (Sustainable Supply Chain), pages 152 to 154
<b>GRI 414: Supplier Social Assessment 2016</b>	414-1 New suppliers that were screened using social criteria	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Ethical Business (Sustainable Supply Chain), pages 152 to 154
<b>Responsible Communication</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Business Ethics (Responsible Communication), pages 155 to 157
<b>Cyber Security</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Business Ethics (Cyber Security), pages 158 to 160 Our Governance: Corporate Governance Overview Statement, pages 170 to 193
<b>GRI 418: Customer Privacy 2016</b>	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Business Ethics (Cyber Security), pages 158 to 160
<b>Good Governance</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Business Ethics (Good Governance), pages 161 to 165 Our Governance: Corporate Governance Overview Statement, pages 170 to 193
<b>GRI 205: Anti-corruption 2016</b>	205-1 Operations assessed for risks related to corruption	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Business Ethics (Good Governance), pages 161 to 165
	205-2 Communication and training about anti-corruption policies and procedures	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Business Ethics (Good Governance), pages 161 to 165
	205-3 Confirmed incidents of corruption and actions taken	Our Sustainability Journey: Ensure Business Resilience within TM & our Value Chain – Business Ethics (Good Governance), pages 161 to 165