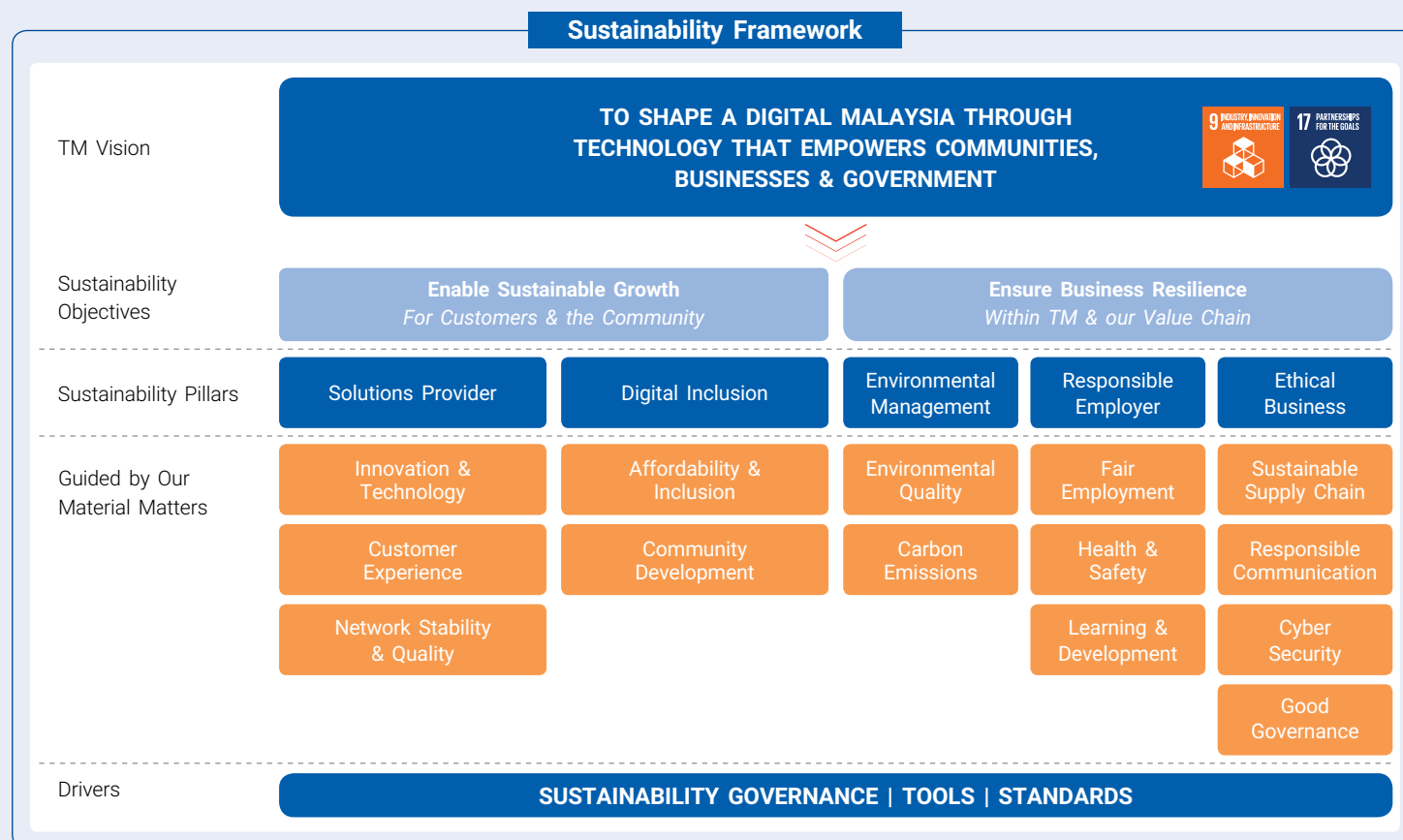


Sustainability at TM

This year marks a significant milestone in our sustainability journey, with a strategic emphasis on integrating sustainable practices across all levels of our organisation. The endgame is for all *Warga TM* to instinctively consider the sustainability impact of their decisions and actions, thus integrating sustainability into our business strategies, operations and corporate culture.

SUSTAINABILITY FRAMEWORK & INTEGRATION PLAN

Aligning our impacts with TM's strategic goal, we catalysed the expansion of our sustainability objectives, resulting in a refined Sustainability Framework and Integration Plan, which has been endorsed by our BOD.



The new framework, rooted in TM's vision and mission, aims to achieve two (2) strategic objectives supported by five (5) sustainability pillars:

1

Enable Sustainable Growth for Customers & the Community



Solutions Provider

We employ innovative and technology-based solutions to deliver sustainable value and superior customer experiences while maintaining a stable and high quality network.



Digital Inclusion

We are committed to narrowing the digital divide and fostering digital inclusion, ensuring widespread access to connectivity and the ability for everyone to enjoy digital technology

2

Ensure Business Resilience within TM & Our Value Chain



Environmental Management

We actively manage our environmental impacts and resource use through mitigation and adaptation strategies, enhancing resilience to environmental and climate-related challenges



Responsible Employer

We prioritise our *Warga TM*'s professional growth and personal well-being, fostering an ethical and safe workplace culture that supports their development



Ethical Business

We establish trust through ethical business practices, covering sustainable supply chain, cyber security, data privacy and responsible communication to foster long-term relationships with stakeholders

The framework incorporates a systematic approach to sustainability highlighted by robust governance, clear policies, key performance indicators (KPIs), top management and board oversight and effective tools for data management. It aligns with global best practices and standards, ensuring that TM's sustainability strategy is both comprehensive and impactful.

Sustainability Integration Plan

To advance our sustainability objectives, we have crafted a comprehensive three-year plan for sustainability integration, meticulously designed to further our goals in alignment with our core sustainability pillars. These deliverables will be implemented progressively through various stages of integration across our business operations:



Legend:

| Stage | Integration Efforts |
|-------------------------------------|---|
| Building the Foundation | <ul style="list-style-type: none"> Refine our baselines and target-setting |
| Early Integration | <ul style="list-style-type: none"> Institutionalise and integrate sustainability into policies and processes Integrate sustainability metrics into the KPIs of relevant members of top management |
| Scaling Up/Expansion of Integration | <ul style="list-style-type: none"> Build relevant sustainability competencies across various levels of employees and external stakeholders Improve the breadth and depth of sustainability-related data |
| Advanced Integration | <ul style="list-style-type: none"> Integrate relevant sustainability metrics into KPIs among a wider group of employees Enhance the scope of disclosures |
| Fully Integrated | <ul style="list-style-type: none"> Fully integrate relevant sustainability metrics into policies, processes and KPIs across various levels of employees Advanced disclosure of sustainability metrics |