



mobile

**SUSTAINABILITY
REPORT 2022**

TOWARDS A SUSTAINABLE U



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ABOUT THIS REPORT

[GRI 2-2, 2-3, 2-5]

This is U Mobile Sdn Bhd's inaugural sustainability report, which details our sustainability performance for the 2022 calendar year.

FRAMEWORKS AND STANDARDS

This report has been prepared in accordance with the 2021 Global Reporting Initiative (GRI) Standards. In developing this report, we have also referenced the Bursa 2022 Sustainability Reporting Guide, the 2022 GSMA ESG Metrics for Mobile and the CDP Climate Change assessment indicators. Our material topics and focus areas have also been mapped to the United Nations Sustainable Development Goals (UN SDGs).

SCOPE, BOUNDARIES AND REPORTING PERIOD

The scope of this report covers all operations within our control, namely U Mobile Sdn Bhd and our subsidiaries: U Mobile Services Sdn Bhd and U Mobile Multimedia Sdn Bhd. Outside of our operations, it also includes employment and fatality data for third-party contractors. It does not include joint ventures or management units where we have less than a 51% stake. Unless otherwise indicated, the performance data covers the period from 1 January 2022 to 31 December 2022, with historical data where relevant. Given the timing of this report's publication, some 2023 developments have been included to showcase relevant progress and/or improvements.

RESPONSIVENESS AND ENGAGEMENT

The development of this report follows a materiality assessment facilitated by our sustainability consultant from November 2022 to February 2023. This covered industry desktop studies, peer benchmarking and consultation with our core sustainability team. It also included one-on-one consultation with select stakeholders from the financial, regulatory, youth and digital service provider communities to gauge their sustainability-related expectations. Also reflected are our external engagement key focus areas with other stakeholders throughout the year, based on the sustainability team's inputs.

ASSURANCE

We have not sought verification of the sustainability performance data in this report but we will do so for subsequent reports.



SUSTAINABILITY HIGHLIGHTS

For 2022, unless otherwise stated



GOVERNANCE AND PARTNERSHIPS

SECURED SUSTAINABILITY-LINKED LOAN WITH CIMB AND UOB IN 2023

LAUNCHED REFRESHER PROGRAMMES ON ANTI-BRIBERY AND ANTI-CORRUPTION FOR EMPLOYEES

PARTNERED QUALCOMM® FOR SMART RETAIL INNOVATIONS

ENTERED INTO A PARTNERSHIP WITH TIME DOTCOM TO INCREASE FIBRE BROADBAND HOUSEHOLD REACH BY 7X



ENVIRONMENTAL RESPONSIBILITY

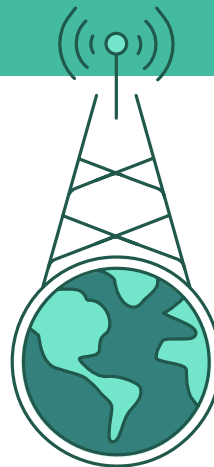
COMPLETED CARBON BASELINE ASSESSMENT

IMPROVED ENERGY EFFICIENCY BY 6% AT TELECOMMUNICATION OPERATION CENTRES (TOCS)

SUBMITTED FIRST CDP CLIMATE CHANGE ASSESSMENT IN 2023

COLLECTED AND RESPONSIBLY DISPOSED 583KG OF E-WASTE

NEW WASTE RECYCLING PROGRAMME: COLLECTED AND RECYCLED > 1,124.3kg OF OFFICE WASTE FROM DEC 2022-JUL 2023





WORKFORCE AND COMMUNITIES

39% OF WORKFORCE ARE WOMEN; 38% OF C-LEVELS ARE WOMEN AS OF JULY 2023

IMPROVED EMPLOYEE BENEFITS

> RM 2 MILLION DONATED FOR COVID-19 RELIEF SINCE 2020

SPONSORED POLIS KUALA LUMPUR'S OP SELAMAT 18 ROAD SAFETY CAMPAIGN

FIRST ON-THE-GROUND TELCO TO PROVIDE NETWORK TECHNICAL SUPPORT DURING DEC 2022 BATANG KALI LANDSLIDE

CONTINUED SUPPORTING NATIONAL AGENDA ISSUES SUCH AS SCAM AWARENESS AND FLOOD RELIEF

REVAMPED @MYUMOBILE INSTAGRAM ACCOUNT TO ENGAGE YOUTH ON SUSTAINABILITY TOPICS

CUSTOMER COMPLAINTS:

- RESOLVED 100% RECEIVED ON U MOBILE-MANAGED PLATFORMS
- RESOLVED 99.7% RECEIVED VIA MCMC PORTAL

COMPLETED DIGITAL TRANSFORMATION OF OUR BILLING AND CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM FOR BETTER CUSTOMER EXPERIENCE



DIGITALISATION AND INNOVATION

INCREASED 4G NETWORK COVERAGE WITH 9,170 BASE STATION SITES (93% POPULATION COVERAGE NATIONALWIDE)

SUCCESSFULLY UPGRADED ABOVE TARGETED NUMBER OF BASE STATIONS AS PART OF JENDELA'S PHASE 1 TARGETS

LAUNCHED SIHAT, A TELEMEDICINE PROGRAMME, THROUGH COLLABORATION WITH QUALCOMM AND DOCTORONCALL

BEGAN ROLLOUT OF 5G-READY PLANS IN ANTICIPATION OF 5G COMMERCIAL LAUNCH

AWARDS AND RECOGNITION



PUTRA ARIA BRAND AWARDS: GOLD



FROST & SULLIVAN 2022 BEST PRACTICES AWARD - MALAYSIAN MOBILE SERVICES COMPANY OF THE YEAR



GRADUATES' CHOICE AWARD (GCA) 2022: MOST PREFERRED GRADUATE EMPLOYER

TARGETS AND PROGRESS

Focus area	Target	Target year	2022 progress, unless otherwise stated
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RESPONSIBLE BUSINESS AND GOOD GOVERNANCE


Sustainability roadmap	Develop a sustainability roadmap	2023	In progress: Engaging departments via training to assist in the development of our roadmap.
Sustainability governance	Establish a dedicated Sustainability Committee	2023	In progress: Once established, the Committee will update the Head of Communications and Sustainability.
Transparency and communication	Increase employee awareness of sustainability-related initiatives	2023–2024	On track: 2023-2024 activities include newsletters, webinars, and company-wide sustainability training.
Data privacy and cybersecurity	85% of workforce to receive training on cybersecurity (quarterly) and Information Security Management Systems (ISMS) (annually)	2023 onwards	On track: 70% of employees received quarterly cybersecurity training, and 89% received annual ISMS training. For Q1 and Q2 2023, cybersecurity training increased to over 75%.


ENVIRONMENTAL RESPONSIBILITY


Emissions and energy	Reduce GHG emission intensity by 7.7% against 2021 baseline	2023	In progress: GHG emission intensity increased by 6.25% in 2022. Implementing reduction measures to achieve target: leveraging Green Electricity Tariff (GET) offset, installing solar hybrid solutions for off-grid sites, and replacing legacy equipment at over 200 sites.
	Reduce GHG emission intensity by 11.4% against 2021 baseline	2024	

Targets and Progress

Focus area	Target	Target year	2022 progress, unless otherwise stated
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ENVIRONMENTAL RESPONSIBILITY (Cont'd) 			
Emissions and energy (cont'd)	Submit to CDP's Climate Change assessment for a baseline score	2023	Achieved in 2023: U Mobile will obtain a baseline score in Q4 2023. We will explore improving our CDP score in 2024.
	Improve CDP Climate Change assessment score	2024	
Waste management	Rollout of general waste recycling bins at offices and stores	2022	Achieved: Recycling bins were provided throughout U Mobile's offices and selected retail stores. As of July 2023, 1,124.3kg of recyclable waste was collected.

WORKFORCE AND COMMUNITIES 			
Talent development	Conduct sustainability training for all employees	2023 - 2024	On track: We will provide sustainability training and workshop sustainability roadmap targets.
Community investment	Develop U Mobile's CSR strategy	2023	In progress: We aim to develop a CSR strategy to drive positive community impacts.

DIGITALISATION AND INNOVATION 			
Network quality and connectivity	Meet Jalanan Digital Negara (JENDELA) targets	2022	Significant progress made: U Mobile added <u>302 4G new base station sites</u> . We also upgraded more base stations than pledged as part of Phase 1 of the JENDELA programme.
	Support the government's agenda to provide affordable connectivity to Malaysians	2023	Ongoing: Launched affordable 5G-ready products and services through our prepaid and postpaid plans.

MESSAGE FROM THE CEO

[GRI 2-22]

DEAR STAKEHOLDERS,

I am delighted to present U Mobile's first sustainability report, documenting our efforts, achievements and progress thus far as we chart our course as a responsible telecommunications provider in Malaysia.

Over the past decade, our subscriber base has more than doubled, a testament to the appeal of our products and services. As of end 2022, to ensure our growing number of customers enjoy a superior network experience, we have expanded our network aggressively, increasing the number of network sites by almost twofold between 2018 and 2022 for our close to 9 million users nationwide. We will continue to enhance our customers' total experience in 2023 and beyond, prioritising the widening of our network footprint in East Malaysia and the upgrading of our network capacity throughout Peninsular Malaysia. We will also be increasing our customer touchpoints to bring about greater convenience and continue innovating so that our subscribers will have access to even more affordable quality products and services.

Even with the robust growth that we have experienced, we are aware that for the business to be viable long-term, we must proactively evaluate our actions to mitigate risks and discover opportunities to address areas such as climate change, resource scarcity, changing regulations, evolving customer preferences and stakeholders' expectations. With this new phase of our sustainability journey, we are adopting a practical, systematic and structured approach to environmental, social and governance (ESG) issues.

WONG HEANG TUCK
Chief Executive Officer



BUILDING FIRM FOUNDATIONS

In line with our business expansion objectives, U Mobile is dedicated to increasing our environmental and societal investment. We have taken major strides in developing the right frameworks and measures to integrate the ESG agenda throughout our company. Guided by our sustainability purpose of making a sustainable future possible for our people and planet, in 2022 as part of our ESG journey, we determined our material sustainability topics and carbon baseline as a foundation to guide our comprehensive sustainability framework and policies for the next five years.

Our materiality assessment will help us to continue building upon our strengths and target measures that address critical issues where we can make a meaningful impact. An example is managing e-waste and contributing to circular economy initiatives. On our own accord, we collected and responsibly disposed of over 500kg of e-waste in 2022. We also have programmes to recycle our operational waste and in the coming years, we are looking at various initiatives such as a half-SIM to reduce plastic usage. We will now look to broaden our

Message from the CEO

waste management, especially e-waste and end-of-life network equipment disposal measures to increase our impact. U Mobile will also use our framework to address our environmental footprint in the areas of rapidly increasing data consumption levels, energy consumption and carbon emissions. Apart from that, the framework will also guide us in our approach to enhance employee welfare, benefits and training and implement initiatives that support the communities in which we operate with impact.

To meet our sustainability objectives, U Mobile is also committed to cultivate an ESG-focused mindset in our workforce, resulting in ESG-focused practices throughout our operations. This will begin with training programmes and co-development of sustainability targets with management for our future roadmap. As we look ahead to the next five to 10 years, this is how I envision us making a meaningful impact.

UNDERSTANDING OUR CARBON BASELINE

One of the most critical focus areas of our sustainability agenda is prioritising the reduction of our carbon footprint. This is pertinent to meet upcoming regulations and satisfy stakeholder expectations. We conducted a comprehensive carbon assessment in 2022 to establish our baseline and have since set a carbon emissions intensity reduction target of 11.4% in 2024, against our 2021 baseline. We will also be investing in renewable energy sources and replacing outdated legacy equipment to enhance efficiencies and reduce our reliance on the grid. Thanks to our energy optimisation fixtures and operational measures, we improved energy efficiency at our telecommunication operation centres (ToCs) by 6% in 2022.

As we gain a better understanding and build momentum, we will create a more ambitious carbon roadmap. This includes future plans to address Scope 3 emissions and evaluate the financial implications of climate risks and opportunities following the Taskforce on Climate-related Financial Disclosure (TCFD) framework. We will also remain transparent on carbon reduction efforts, which is why in 2023 U Mobile participated in the CDP Climate Change assessment for our stakeholders.

Our vision to make positive environmental impacts has also been supported by members of the financial community. In 2023, U Mobile successfully converted an existing loan with CIMB Bank Berhad Malaysia and UOB Malaysia into sustainability-linked financing. This adds an extra layer of accountability and serves as motivation to embed sustainability key performance indicators (KPIs) in the company.

SUPPORTING THE NATIONAL AGENDA

U Mobile fully supports the national agenda to improve connectivity throughout the country and has achieved 93% of population coverage in Malaysia while maintaining high network quality and reach. This has led to our commendable performance in the Jalanan Digital Negara (JENDELA) programme since its launch. In 2022, as part of JENDELA, we added 302 new 4G base station sites and exceeded the target for upgrading the base stations.

Besides providing a reliable and high-quality network experience, we also stress the importance of accessibility and affordability to ensure everyone benefits from connectivity. As part of our sustainability efforts, we aim to bridge the digital divide and prioritise digital inclusion initiatives. Over the past few years, we continued to support youth by enhancing digital skills-building, introducing cashless payment programmes to schools, and creating spaces for young adults to express themselves through art and sports. As we advance, digital inclusion and youth engagement remain as top priorities of our national contribution efforts.

CONCLUDING REMARKS

I am incredibly proud of U Mobile's recent exponential growth. Although we are only at the beginning of our sustainability journey, as a responsible corporation, I believe we will be able to make huge strides as we strive with passion to make a sustainable future possible for our people and planet. U Mobile is committed to our sustainability promise: Towards a sustainable U.

ALL ABOUT

[GRI 2-1, 2-6]

WHO WE ARE

Founded in 2007, U Mobile Sdn Bhd ('U Mobile' or 'the Group') is Malaysia's youngest telecommunications ('telco') provider. Aimed at making things possible for our customers through innovation, we infuse our modern network infrastructure with technology that enables us to be responsive to customer needs and consistently improve network quality and connectivity. Today, as of end 2022, we help **over 8.6 million users nationwide** stay connected through a diverse range of products and services – from mobile data plans and broadband services to digital services and business solutions.

The U Mobile Group is headquartered in Kuala Lumpur with an operational presence across Malaysia.

OUR PRIORITY

We strive with passion to make a sustainable future possible for our people and planet.

OUR PURSUIT

We are considerate of the environment and communities that our business impacts, while encouraging and empowering others to be a part of our sustainable journey.

TOWARDS A SUSTAINABLE



“ **Our vision is to be Malaysia’s favourite digital services provider through innovations that constantly make things possible.** ”

WHAT WE DO

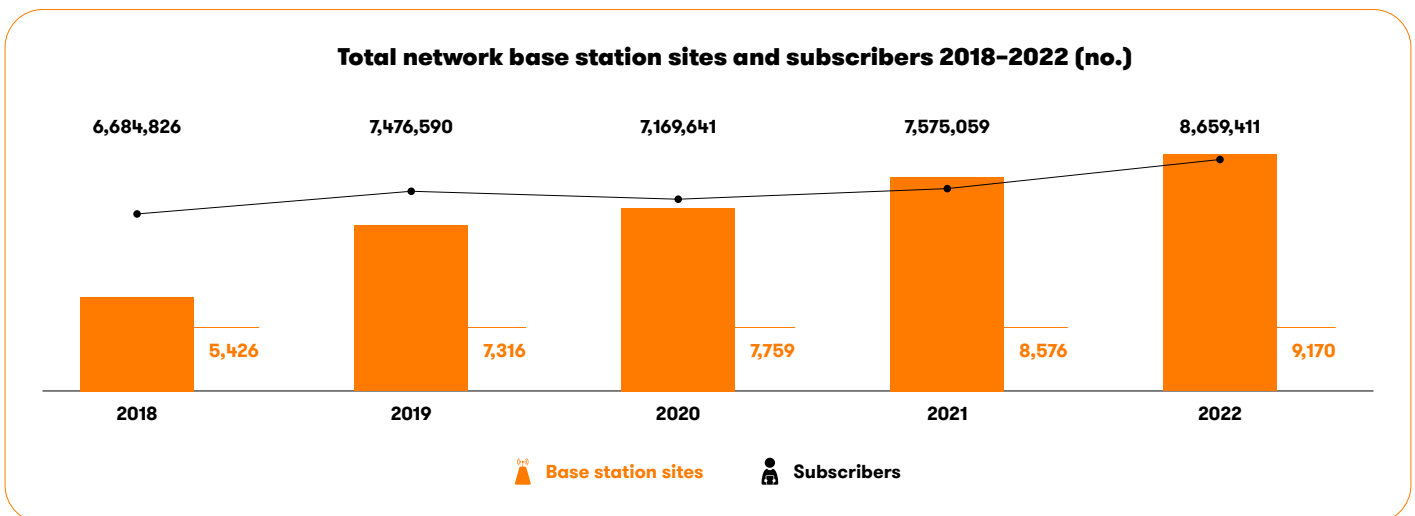
DIGITAL TELECOMMUNICATIONS

As Malaysia’s youngest network provider, we host a legacy-free network infrastructure powered by the latest technology. Equipped with single radio access networks (RAN), it meets multiple mobile communications standards, supports wireless services on a single network and is modern, agile and 5G-ready.

Since 2017, we have worked hard to increase 4G, LTE and LTE-A coverage to all users by aggressively expanding our network bases. **As of December 2022, our networks are hosted across 9,170 base station sites, including 1,530 owned by our group. In line with becoming more sustainable, the remaining 7,640 base station sites are leased from tower owners instead, with services shared with other operators.**

By ensuring our plans remain affordable and accessible, we have become the preferred choice for many users. Our network offers our consumers and businesses a broad range of products and services; **this includes competitive prepaid and postpaid plans that serve over 8.6 million subscribers, as of end 2022.** We also bring wireless broadband and home fibre broadband services to both consumers and businesses.

Building on our achievements, we will press ahead with our expansion plans into 2023 and beyond, with a keen focus on broadening our reach in East Malaysia and upgrading network capacity throughout Peninsular Malaysia. In early 2022, and in anticipation of the commercial launch of 5G in November, we were one of the first to unveil 5G-ready prepaid and postpaid plans.



DIGITAL SERVICES

Recognising the growing need for digital and interoperable financial products and services, U Mobile launched its own digital financial ecosystem in 2019. Licensed by Bank Negara Malaysia, the ecosystem consists of two main platforms – GoPayz and GoBiz.

GoPAYZ™

GoPayz is a universal digital wallet offering customers financial and lifestyle services such as remittance, online currency exchange, insurance and investment. At end 2022, GoPayz was the e-wallet with the highest number of zakat collection centres on its platform, enabling Muslim users to pay their zakat online across 12 states.

> More on [GoPayz](#)



GoBiz™

GoBiz is a digital payment acceptance solution designed for businesses of any size.

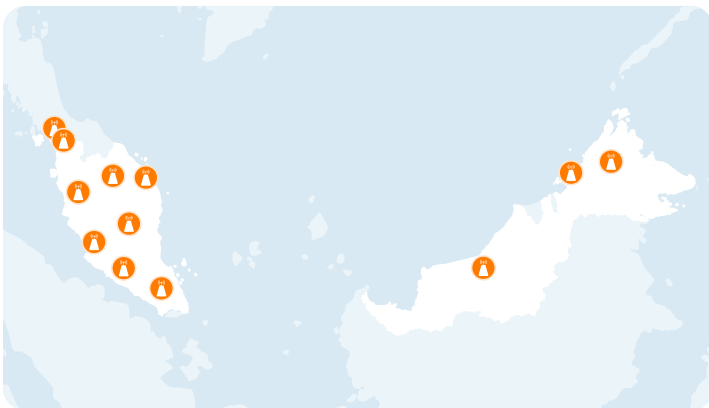
> More on [GoBiz](#)



SUPPORTED BY TOCS

Our operations are supported by five ToCs that are equipped with cloud computing, data storage facilities and managed service solutions.

OUR REACH



**PROVIDING 4G
ACROSS > 9,000
BASE STATION SITES
NATIONWIDE**

**> 8.6 MILLION
MOBILE NETWORK
SUBSCRIBERS
NATIONWIDE**

**OPERATING 5
U MOBILE TOCS**

**EMPLOYING
> 1,000 PEOPLE**

*as of end 2022

> See our [interactive coverage map](#)

SERIOUS ABOUT SUSTAINABILITY

Laying the foundation for a better future

[GRI 2-24]

We are guided by our sustainability priority and pursuit. We have consistently responded to environmental and societal needs through initiatives like operational energy efficiency improvements, disaster response community measures (e.g. flood relief or COVID-19), supporting B40 communities and people with disabilities, youth empowerment, supporting microbusinesses and ensuring U Mobile employees receive competitive benefits.

We are serious about sustainability and adopt a structured approach to guide our efforts. In Q2 2022, we engaged a consultant to further our endeavours. Following a materiality assessment which identified our key sustainability priorities, a carbon assessment was carried out for operations within our control to better understand our primary impact areas and total footprint. The outcomes of these processes can be found in this report and will be used to support our 2023 sustainability roadmap development.

We strive to holistically address all aspects of sustainability with strategic focus areas, and have identified four main pillars to achieve our goals. Additionally, our material issues are aligned with eight United Nations Sustainable Development Goals (UN SDGs) and 12 targets to highlight the areas in which our measures contribute to the national and global sustainability agenda.

> See [U Mobile's SDG contributions](#) for the complete list of goals and targets.



OUR FOUR SUSTAINABILITY PILLARS

Upholding our sustainability priority and pursuit



Maintaining good governance and responsible business practices within the business and for all our stakeholders

RESPONSIBLE BUSINESS AND GOOD GOVERNANCE



Minimising negative environmental impacts, including action to combat the climate emergency

ENVIRONMENTAL RESPONSIBILITY



TOWARDS A SUSTAINABLE U



DIGITALISATION AND INNOVATION

Using innovative technology to connect communities



WORKFORCE AND COMMUNITIES

Making lasting, positive societal impacts



MATERIALITY MATTERS

[GRI 2-14, 2-29, 3-1, 3-2]

Together with our external consultant, we conducted our first comprehensive materiality assessment to identify priority material topics from November 2022 to February 2023. The initiative involved a scoping and benchmarking exercise to determine key industry issues in line with relevant reporting standards and frameworks, as well as interviews with five selected external stakeholders: two financial institutions, a regulator, a financial and technology services company and our former youth engagement partner. A total of 17 issues were flagged as material to U Mobile in 2022. These were mapped to our four strategic pillars and aligned with the UN SDGs. The material issues are presented in the materiality matrix on page 16 which reflects their relevance to internal and external stakeholders. Importantly, these guidelines will help us prioritise our reporting and develop our strategies.

Our materiality matrix will be reviewed and updated every two to three years to ensure they accurately reflect our changing priorities and focus areas.



OUR MATERIALITY PROCESS

1

Topic Identification

Identified material topics based on peer benchmarking and industry reports.

Consulted with internal teams on key focus areas.

2

Prioritisation

Determined the importance of each topic with input from the U Mobile sustainability team – incorporating internal viewpoints and external stakeholder feedback received through regular dialogue.

3

Stakeholder Consultation

Tested and revised topic prioritisation by consulting with five external stakeholders: a regulator, two financial institutions, a youth programme partner, and a financial and technology services company.

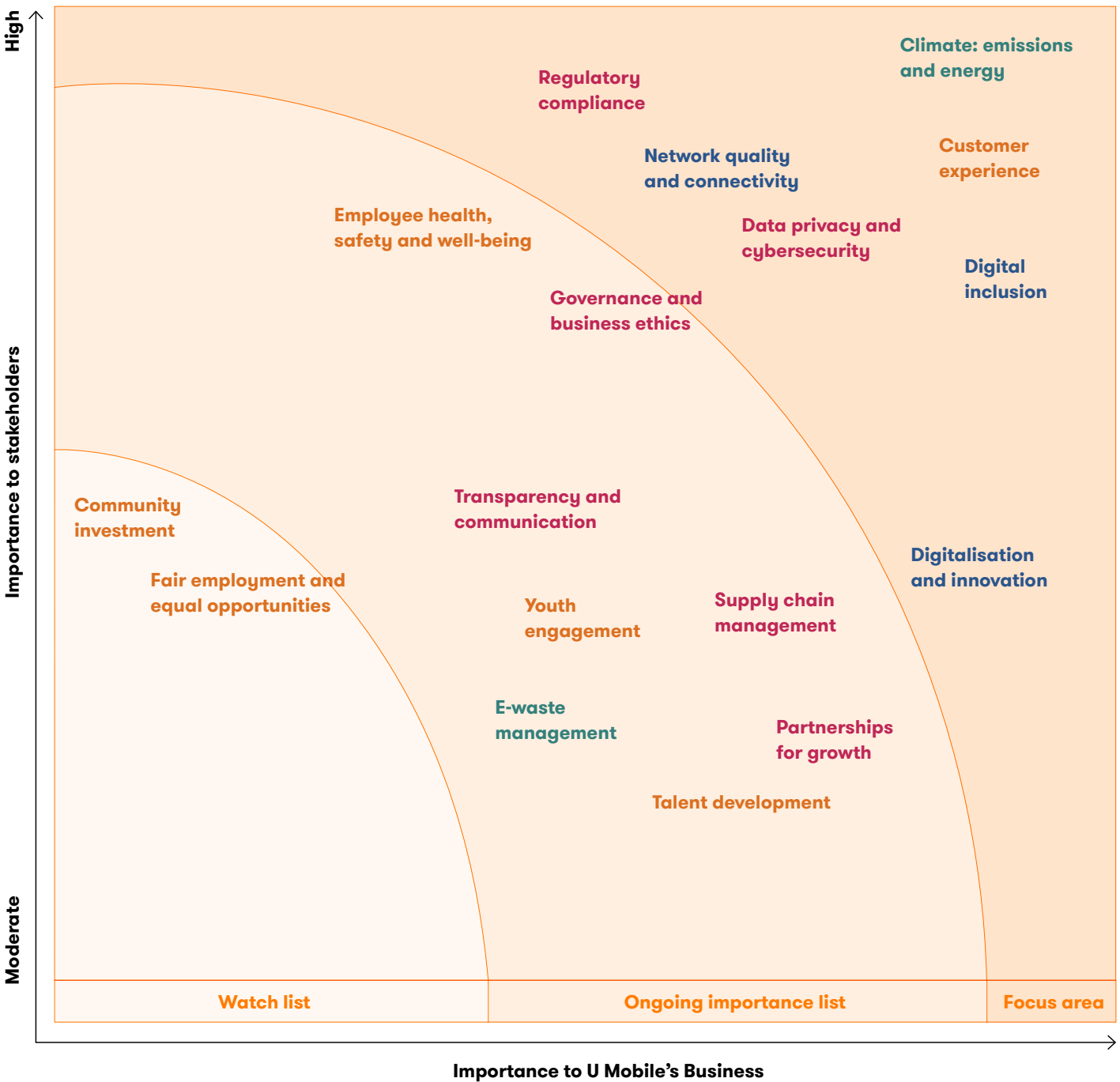
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Validation and Approval

Validated the final materiality topics with input from U Mobile’s sustainability team.

The final matrix was approved by senior management.

MATERIALITY MATRIX 2022



DESCRIPTION OF MATERIAL ISSUES

Material issue	Description
RESPONSIBLE BUSINESS AND GOOD GOVERNANCE	
Governance and business ethics	Ensure effective governance framework and internal controls; establish sustainability governance structure to implement sustainability initiatives
Regulatory compliance	Maintain robust controls to comply with existing and changing regulatory landscapes
Data privacy and cybersecurity	Provide a reliable network for a secure online experience, including safeguarding personal information and consumer data and guarding against cybersecurity breaches
Supply chain management	Consideration of environmental, social and governance (ESG) factors across supply chain management, processes and engagement
Transparency and communication	Publish transparent and clear disclosures in line with sustainability frameworks and stakeholder expectations; engage stakeholders on sustainability measures, programmes and progress
Partnerships for growth	Collaborate with other corporations and specialists to support common goals
ENVIRONMENTAL RESPONSIBILITY	
Climate: emissions and energy	Identify and reduce our climate change impact, primarily through energy efficiency, low-carbon energy generation and exploring the use of renewable energy; understand and ensure infrastructure resilience/network adaptation to climate-related risks
E-waste management	Responsibly collecting, managing and disposing e-waste at U Mobile operations; advocating for responsible end-of-life-product e-waste management
WORKFORCE AND COMMUNITIES	
Fair employment and equal opportunities	Foster equitable recruitment practices, offer fair compensation and benefits, embrace workforce diversity and inclusion
Employee health, safety and well-being	Ensure the health, safety and mental well-being of our employees and contractors
Talent development	Foster an environment that attracts, retains and develops a high-performance talent pool
Community investment	Contribute to and support local communities, underprivileged and under-served groups; implement CSR activities; assist communities during natural disasters
Youth engagement	Empower youth with the necessary tools and/or facilities; collaborate with partners and government stakeholders to realise our shared objective of helping young people reach their full potential through digitalisation
Customer experience	Exceed our customer needs and overall satisfaction, provide a differentiated user experience
DIGITALISATION AND INNOVATION	
Network quality and connectivity	Provide a quality, consistent customer network experience through investment in infrastructure, technology, 4G and future-ready projects
Digital inclusion	Ensure that everyone in society, including the underserved and elderly, has access to our products and services; provide affordable, competitive solutions; support our consumers through digital literacy initiatives
Digitalisation and innovation	Strive to provide our customers with innovative products and services, offer digital solutions and streamline our operations through digitalisation

SECURING SUSTAINABLE FINANCING

Beyond shaping the development of this inaugural report, our materiality and carbon assessment efforts also played a crucial role in helping us secure sustainability-linked financing from CIMB Bank Berhad Malaysia and United Overseas Bank (UOB) Malaysia in 2023. The sustainability requirements requested from the banks overlay an existing financial facility with CIMB and UOB.

REPORTING CLEAR COMMITMENTS AND GOALS

Commentary by
SUSTAINABLE FINANCE, CORPORATE BANKING MALAYSIA AND GROUP SUSTAINABILITY, CIMB GROUP (“CIMB”, “WE”, “OUR” OR “US”).

CIMB strongly advocates our clients to adopt sustainable practices (e.g. renewable energy usage, energy efficiency improvement, etc.) to deliver a net positive environmental and social impact, supported by clear and transparent reporting. CIMB is actively mobilising and augmenting its sustainable finance products and services that are aligned with both industry and CIMB’s principles by supporting clients, such as U Mobile, on their sustainability journey.

For example, CIMB is committed to achieving net-zero emissions for all businesses we finance by 2050, aligning with both the national and international environmental agenda. In the case of U Mobile, we worked closely with U Mobile’s team to understand their footprint as well as GHG reduction targets and trajectory. This enables us to support U Mobile’s sustainability strategy to achieve both U Mobile’s and CIMB’s overall sustainability targets.

It is commendable that U Mobile is embarking on their sustainability journey and leveraging the Sustainability-Linked Financing solution as an instrument to drive the implementation of their sustainability goals. Moving forward, it would be beneficial for them to establish a clear and ambitious sustainability stance as well as their commitment as a telecommunications provider in Malaysia. The next phase for U Mobile is to address the material issues, track, measure and report progress annually. Additionally, acknowledging both successes and challenges will be essential, ensuring their overall sustainability strategy aligns with peer positions and market standards.

About: CIMB is one of ASEAN’s leading banking groups and Malaysia’s second largest financial services provider, by assets. Listed on Bursa Malaysia via CIMB Group Holdings Berhad, it has a market capitalisation of approximately RM54.0 billion as at 30 June 2023. It offers consumer banking, commercial banking, wholesale banking, transaction banking, Islamic banking and asset management products and services. Headquartered in Kuala Lumpur, the Group is present in nine ASEAN nations (Malaysia, Indonesia, Singapore, Thailand, Cambodia, Brunei, Vietnam, Myanmar and the Philippines). Beyond ASEAN, the Group has a market presence in China, Hong Kong, India, South Korea, the US and the UK. CIMB has been a key banker to U Mobile since 2016.



SUSTAINABILITY-LINKED FINANCING: A PUSH FOR CLIMATE ACTION

Commentary by
ESG SOLUTIONS, SECTOR SOLUTIONS GROUP AND CORPORATE BANKING MALAYSIA, UOB GROUP (“UOB”, “WE”, “OUR” OR “US”)

Financial institutions like UOB play a vital role in supporting the market transition to a sustainable, low-carbon economy. Products like sustainability-linked loans (SLLs) encourage borrowers to measure, manage and continually improve their sustainability performance. SLLs can be used for general corporate purposes, as opposed to Green Loans which only enable borrowers to use the proceeds for an eligible list of green projects and activities.

The Sustainability-Linked Loan Principles (SLLPs)¹ outline the core components of an SLL. Borrower companies must select key performance indicators (KPIs) and set ambitious sustainability performance targets (SPTs). Meeting predefined SPTs determines the economic outcome, and borrowers are required to report on their KPIs-SPTs annually and seek independent, external verification.

A combination of approaches can be adopted to calibrate an SPT. One example includes setting meaningful, ambitious greenhouse gas (GHG) emission reduction targets, where companies are strongly advised to refer to the Science Based Targets Initiative (SBTi) and/or sectoral, national or regional targets, where available. During the pre-signing process, borrowers are also advised to seek an independent second-party opinion (SPO), which provides lenders with additional confidence in the credibility of the KPI-SPTs.

U Mobile has set a GHG emissions reduction target and is currently undergoing the SPO process. In addition, U Mobile has also committed to climate disclosures through the CDP rating platform and seeks to improve its score annually. UOB looks forward to seeing U Mobile progress in their climate action plans and reporting.

About: UOB (Malaysia) is rated among the top banks in Malaysia with a long-term AAA rating from Ratings Agency of Malaysia, and has over seven decades of presence in the country with 55 branches in operation nationwide. It offers an extensive range of commercial and personal financial services including commercial lending, Islamic banking, investment banking, treasury services, trade services, cash management, home loans, credit cards, wealth management, general insurance and life assurance. UOB (Malaysia) is a subsidiary of UOB, a leading bank in Asia with a global network of around 500 offices in 19 countries and territories in Asia Pacific, Europe and North America. UOB (Malaysia) has been supporting U Mobile as a valued partner since 2018.

¹ APLMA/LMA/LTSA (2023)



GOOD GOVERNANCE FOR A BETTER U

Earning the trust of people and partners

[GRI 2-23, 2-24, 3-3]

At U Mobile, we strive to maintain accountability, operate with integrity and building lasting trust with our stakeholders. Our commitment to this is outlined in our key governance policies, which applies to everyone at U Mobile, including directors, employees and business partners. Measures have been implemented by various departments throughout the group to ensure we uphold these commitments.

At the heart of our approach is upholding the trust of our stakeholders, especially during times of uncertainty. During the pandemic, for example, we implemented our business continuity plan to ensure that we could withstand physical disruptions while continuing to offer vital connectivity service to our customers.

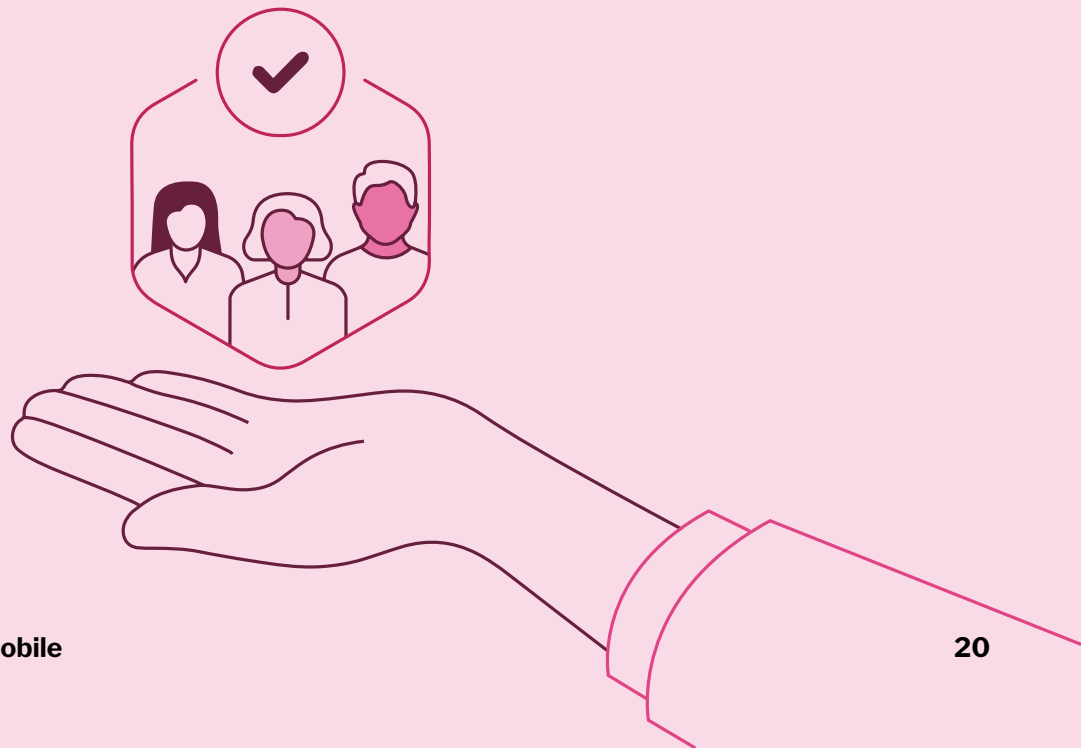
> [U Mobile policies](#)

GOVERNANCE AND OVERSIGHT

[GRI 2-9, 2-11, 2-12, 2-13, 405-1]

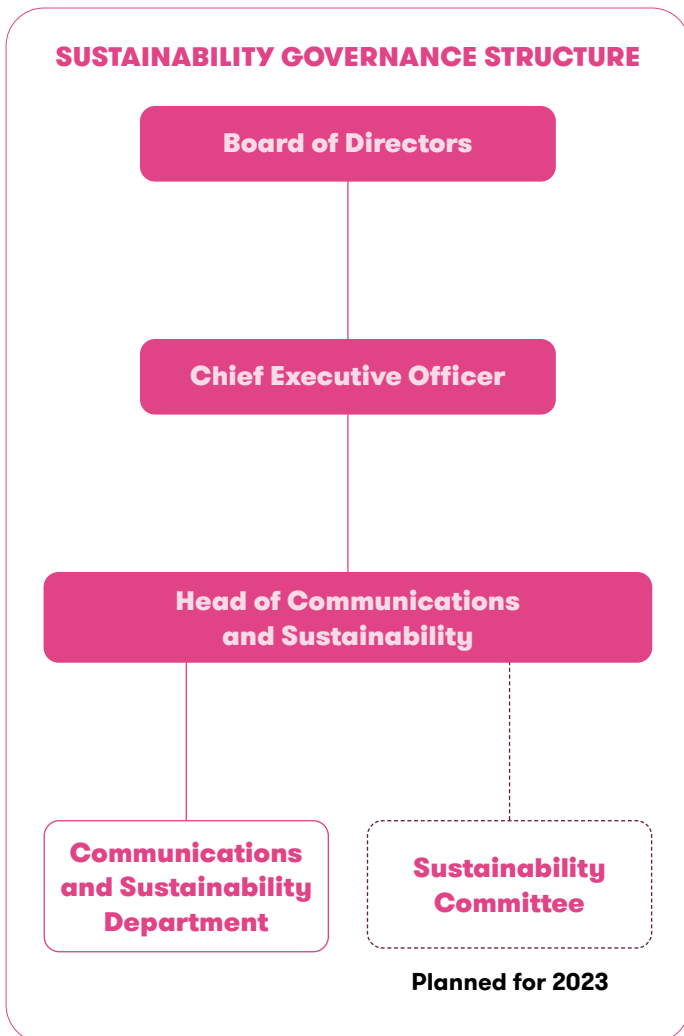
We maintain effective leadership and business oversight that is anchored in a strong corporate governance framework.

U Mobile's Board of Directors manages the business' strategic direction and policies. As of June 2023, the Board comprised eight members and four alternates, and is chaired by Tan Sri Dato' Seri Vincent Tan Chee Yioun. All members, except for one alternate director, are male. The Board is supported by an executive committee, a remuneration committee and an audit committee.



Our senior management team reports to the Board and oversees the implementation of all company strategies and policies. The team’s responsibilities include reviewing sustainability-related measures, plans, targets and reports covering matters related to our carbon emissions and climate goals. Comprising five men and three women, the team is headed by the Chief Executive Officer, who is also part of the Board.

Since 2022, U Mobile’s day-to-day strategic management and sustainability implementation has been led and managed by the Communications & Sustainability Department. It is helmed by the Head of Communications and Sustainability who directly reports to the senior management team. Plans are underway to set up a dedicated Sustainability Committee in 2023 that will keep the Head of Communications and Sustainability updated on our progress.



BUSINESS ETHICS AND INTEGRITY

[GRI 2-15, 3-3, 205-3]

At U Mobile, we insist on conducting our business professionally, ethically and with the highest levels of integrity. Guiding our actions every day is our Code of Conduct, which applies to all employees.

The group has zero tolerance for all forms of bribery and corruption. We adhere to all applicable anti-corruption laws, regulations and guidelines. Our commitments and approaches on anti-corruption are outlined in our Anti-Corruption Policy and apply to all directors, employees, business partners, sponsors and any other persons associated with the company. The policy includes clear guidelines to mitigate the risk of corruption that could result from the offering or accepting of gifts, sponsorships, donations, political contributions and facilitation payments. The Enterprise Risk Management department oversees corruption risk assessments, and any instances are reported to senior management and the Board. There were no reported cases of corruption in 2022.

During onboarding, all employees receive our Code of Conduct and attend annual anti-corruption awareness training. This education programme began in 2021 and has since become mandatory for all employees. In addition, our employees must sign integrity pledges and declarations of potential conflict of interest regarding their business dealings. Annual submission of both documents is mandatory.

At the same time, we expect our business partners to uphold our commitments. These are communicated to them via the Business Partner Code of Conduct. U Mobile also requires all business partners to submit integrity pledges and adhere to our anti-corruption commitments, applicable laws and integrity standards. These are outlined in our Anti-Corruption Policy and Business Partners Code of Conduct. Additionally, we have established procedures to assess our business partners’ anti-corruption measures.

We remain committed to upholding the tenets of the 2022 Malaysian Communications and Multimedia Commission (MCMC) General Consumer Code of Practice (Second Edition). These industry self-regulatory guidelines encourage the highest standards of business ethics and consumer conduct and encompass issues such as contractual terms, consumer compensation and complaint responsiveness.

WHISTLEBLOWER PROTECTION AND REPORTING CHANNELS

[GRI 2-25, 2-26]

Concerns regarding U Mobile's ethics and integrity are recorded via an established, secure and confidential whistleblowing channel. Every concern must be raised in good faith and without fear of retaliation or reprisal. Our Whistleblower Policy is readily accessible by our employees and members of the public, and it offers guidance for individuals to provide details of actual or suspected irregularities or misconduct of a general, operational or financial nature, such as fraud, bribery, corruption, embezzlement, breach of customer privacy or conflict of interest. The whistleblower's identity and disclosure details will remain confidential and safeguarded to a reasonably practicable extent. Concerns can be raised through the channels listed on the right.

REGULATORY COMPLIANCE

[GRI 2-27, 206-1, 3-3, 417-1, 417-2, 417-3]

We comply with all laws regulations in the intercommunications sector and follow industry standards, including quality service, network security, misinformation, personal data protection and digital services. Additionally, we are exploring innovative ways to facilitate growth and remain competitive. U Mobile did not face any legal action in 2022.

We maintain an ongoing dialogue with MCMC, participating in regular discussions about industry-driven programmes, such as the National Digital Infrastructure Plan or *Jalinan Digital Negara* (JENDELA), and regulatory meetings convened by MCMC. We successfully met our 2022 targets under JENDELA. We also promptly address any U Mobile complaints raised through the MCMC portal.

Also see:

- > [Aligning with national priorities on JENDELA](#)
- > [Network quality and connectivity on our JENDELA progress](#)
- > [Customer experience on MCMC portal complaints](#)



Email

whistleblower_um@u.com.my



Mail

Internal Audit
U Mobile Sdn Bhd
Lot 11.1, Berjaya Times Square
1 Jalan Imbi
55100 Kuala Lumpur Malaysia



Website

Online form



DATA PRIVACY AND CYBERSECURITY

[GRI 3-3, 418-1]

Amidst evolving cyber threats, we strive to safeguard our systems and ensure a secure digital environment to maintain the confidentiality, availability and integrity of our data, while upholding trust and delivering enduring value for all our stakeholders.

Our Information Services Division (ISD) takes a holistic approach covering prevention, detection, response and recovery measures to secure the resilience and integrity of our digital infrastructure. Specifically, efforts are centered around key processes, people and technology; examples as follows.

Regulatory compliance and audits

We are committed to adhere to all applicable cybersecurity laws and regulations, including MCMC requirements and Personal Data Protection Act (PDPA) 2010. These include:

- adopting industry-standard frameworks such as ISO/IEC 27001 and NIST Cybersecurity Framework (CSF);
- maintaining certification against ISO/IEC 27001 Information Security Management Systems (ISMS);
- conducting annual external audits to maintain MCMC compliance on required levels of data privacy and cybersecurity; and
- identifying and addressing potential system-wide vulnerabilities and proactively mitigating risks by assessing aspects of data and cybersecurity, such as people, processes and technology.

Employee awareness and training

To ensure that all our employees remain aware of the latest risks, we foster a culture of awareness through initiatives such as:

- mandatory cybersecurity and ISMS training, information technology (IT) security best practices to protect our systems and data and;
- conducting exercises such as phishing simulations, to assess preparedness and awareness.

In 2022, 70% of our workforce completed cybersecurity training. Additionally, 89% of Our target is for more than 70% completion for quarterly cybersecurity training, and 85% completion for ISMS training.

Policies and procedures

Our policies and procedures are reviewed annually and when required to factor in regulatory compliance, audit/compliance observations and adoption of leading practices, where applicable. Some of the policies and procedures include Cybersecurity Policy, Digital Financial Service Information Security, Cloud Usage, Crypto Malicious Code and Tech Vulnerabilities Protection, Information Classification and Handling Policy, ISMS Policy, Information Security Incident Management, and Network Security and Firewall Policy Management Guidelines. We also utilise virtual private network (VPN) technology which encrypts data traffic within our operations to ensure secure access and safeguard of the integrity and confidentiality of cloud data.

Incident response

In the event of a cyber threat, we have established an incident response plan to minimise the impact of potential breaches and facilitate timely recovery. Our ISD and network teams work with our enterprise risk management (ERM) teams to escalate cyber incidents to senior management and our regulatory department and ensure swift action is taken.

Material breaches or complaints

No material breaches or cybersecurity complaints were reported or received in 2022.

Continuous improvement

As technology advances, so do cyber threats. We remain vigilant and are committed to continuous improvement in our cybersecurity journey – regularly reviewing and enhancing our cybersecurity practices, while staying updated with the latest technologies, threat intelligence and industry trends.



DATA BREACH RESPONSE PLAN



Preparation

Ensure measures are in place to **prevent incidents or limit impact**



Identification

Detection and Analysis: Cyber security incidents must be documented



Containment

Containment Strategy: **Acquire, Preserve, Secure** and **Document evidence**



Eradication

Eradicate the incident



Recovery

Return **affected systems** to an **operationally ready state**



Lesson learned

Review and adapt to prevent **similar incidents** in the future

VENDOR MANAGEMENT

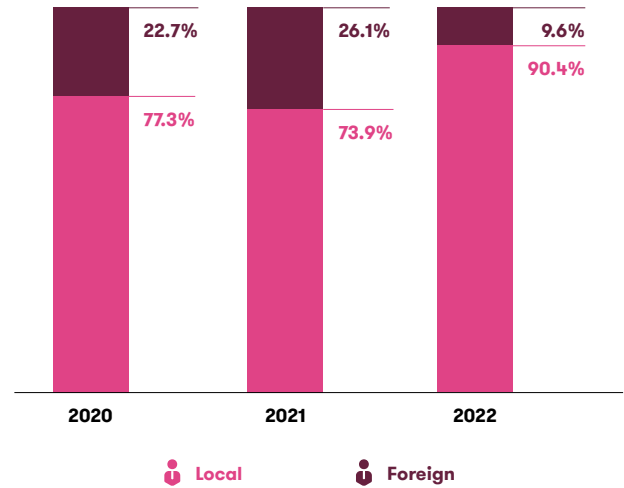
[GRI 2-6, 3-3, 204-1]

To deliver quality products and services, our supply chain procures a range of systems, products and services from vendors to support our business requirements. We prioritise local vendors however, we do sometimes source overseas to fulfil specific technical, functional and commercial demands.

In 2022, U Mobile engaged 286 vendors, of which 264 were local. The remaining 22 were from China, Singapore, the United States, Hong Kong, Canada, Australia, India, France and Portugal. Over 90% of our total spend was with local vendors – a 16.5% increase from the previous year.

We aim to ensure all vendors comply with our Code of conduct by providing external parties with our Business Partner Code of Conduct. In addition, new vendors must undergo a due diligence assessment that obliges them to self-report on legal and regulatory compliance and anti-corruption requirements.

Proportion of spending on vendors 2020-2022 (%)



BUSINESS PARTNER CODE OF CONDUCT REQUIREMENTS

Environment	Social	Governance
Confirm adherence to relevant environmental laws, regulations, rules and practices, and recognised standards	Adhere to relevant employment laws and regulations	Ensure business activities are in full compliance with laws and regulations
	Ensure employees are provided with mandatory and adequate insurance coverage	Ensure any conflicts of interest are declared to U Mobile
	Ensure employed foreign nationals have the required work permits	Agreement to established procedures regarding U Mobile’s anti-corruption policy
	Ensure the safety of all our employees (and those around them) in line with rules, procedures and guidelines, including providing the necessary personal protective equipment and offering health and safety training	Adherence to U Mobile’s rules on sponsorship, donations, political contributions and facilitation payments
		Comply with privacy and information security laws and regulatory requirements

TRANSPARENCY AND COMMUNICATION

[GRI 2-29, 3-3]

IMPROVING SUSTAINABILITY COMMUNICATIONS

This inaugural sustainability report is a crucial first step in communicating our sustainability agenda to our stakeholders by outlining our policy commitments, measures and data. The report is available on our corporate website.

External engagement

We also report our climate-related data and measures to external stakeholders through platforms like CDP: a voluntary disclosure system. U Mobile submitted a 2023 climate change questionnaire that covered our 2022 calendar year which assessed our carbon data, targets and current measures to obtain a baseline score for the year which we will continuously aim to improve in the coming years. U Mobile has also begun disclosing our carbon emissions data to relevant stakeholders upon request. This has all been made possible because of two initiatives: a Q4 2022 carbon baseline assessment and a better understanding of the measures already adopted by our operations teams to reduce our footprint.

Building internal awareness

Our company’s communications and sustainability department is working towards implementing internal employee programmes and training to build sustainability awareness throughout U Mobile. These include:

- launching an **internal sustainability newsletter** that will be regularly updated and circulated to all employees;
- hosting **sustainability webinars** that facilitate knowledge sharing in Q4 2023/Q1 2024; and
- implementing a series of **sustainability training sessions** for department heads and all employees in 2023 and 2024.

STAKEHOLDER ENGAGEMENT

U Mobile regularly engages key stakeholders to understand their expectations and concerns, and facilitate a continuous feedback mechanism.

Stakeholder group	Focus of engagement	Method of engagement	Frequency
Board of Directors	Oversee the company’s overall performance and operations, support sustainability strategies and integrity	<ul style="list-style-type: none"> • Annual general meetings (AGMs) • Board evaluation 	<ul style="list-style-type: none"> • Annually
Business partners and vendors	Impact operational cost-effectiveness, product value and services to customers, network tower leasing and management	<ul style="list-style-type: none"> • Briefings and training • Product launches • Audits • Strategic partnerships (JENDELA) 	<ul style="list-style-type: none"> • As and when necessary • Annually

Responsible Business and Good Governance

Stakeholder group	Focus of engagement	Method of engagement	Frequency
Employees	Ensuring our employees' health and safety, well-being, fair employment and equal opportunities	<ul style="list-style-type: none"> • Intranet • Sustainability newsletters • Performance reviews and appraisals • Events and engagement activities • Training programmes 	<ul style="list-style-type: none"> • As and when necessary • Monthly • Annually
Individual consumers	Long-term performance, essential services, value for money, competitive packages and business expansion	<ul style="list-style-type: none"> • Consumer service and support • Satisfaction surveys • Loyalty programmes • Social media • Roadshows 	<ul style="list-style-type: none"> • Daily • Annually • As and when necessary
Enterprise consumers	Business-to-business opportunities, company expansion, meeting digital and marketing needs	<ul style="list-style-type: none"> • Consumer service and support • Market research • In-person service • Direct engagement 	<ul style="list-style-type: none"> • Daily • Annually • As and when necessary
Financial institutions	Assign fair value to the company, potential investment	<ul style="list-style-type: none"> • Direct engagement • Analyst briefings 	<ul style="list-style-type: none"> • As and when necessary • Annually
Investors and shareholders	Provide continuous capital for business growth, generate optimum financial gains and returns	<ul style="list-style-type: none"> • Media and websites • Conferences • Annual reports • Annual general meetings (AGMs) 	<ul style="list-style-type: none"> • As and when necessary • Annually
Media	Crucial information bridge to the public, positive reputation and share platform	<ul style="list-style-type: none"> • Press/news releases • Media engagement and visits 	<ul style="list-style-type: none"> • As and when necessary • Annually
Peers	Partnership, optimise costs, complement products and customer solutions	<ul style="list-style-type: none"> • Partner engagement days • Business review • Strategic alliances (JENDELA) 	<ul style="list-style-type: none"> • As and when necessary • Annually
Regulators and government bodies	Comply with regulatory requirements and legislation, contribute to JENDELA and national aspirations, MCMC engagement	<ul style="list-style-type: none"> • Media and websites • Direct engagement • MCMC industry communication meetings 	<ul style="list-style-type: none"> • As and when necessary • Weekly
Retailers	Connect company and consumers, company branding	<ul style="list-style-type: none"> • Website • Product launching and roadshows • Branding 	<ul style="list-style-type: none"> • As and when necessary

TRANSPARENCY WITH CUSTOMERS

Our efforts to maintain transparency in our services and product offerings is aimed at empowering customers to make informed decisions based on their budget and telecommunications needs. We also provide clear and comprehensive details on the scope, pricing, and applicable terms or limitations of our offerings. Customers may contact us through various channels such as our website, customer service hotline, MyUMobile application, as well as Facebook and X (formerly known as Twitter).

> See also: [Customer experience](#)

PARTNERSHIPS FOR GROWTH

[GRI 2-28, 3-3]

Strategic partnerships enable U Mobile to unlock new opportunities and help us build added value for our customers. Memberships in associations and platforms equip us to align to industry goals and keep updated of regulatory changes.

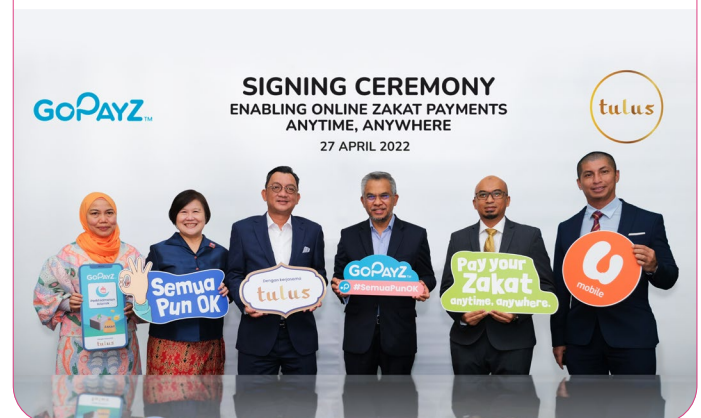


NOTABLE PARTNERSHIPS

Online zakat payments via GoPayz with Tulus Digital

In April 2022, our GoPayz digital wallet partnered with Tulus Digital, an Islamic social fintech company, to enable Muslims to use their digital wallet to make zakat payments securely and conveniently across six new states: Kelantan, Johor, Perlis, Negeri Sembilan, Sabah and Sarawak. GoPayz currently has online zakat collection centres in 12 states, making it the largest provider in Malaysia.

> [Partnership with Tulus Digital](#)



Smart Retail Innovations with Qualcomm®

Since September 2022, U Mobile has been collaborating with Qualcomm® to help retailers transform the customer shopping experience and reduce their digital pain points with smart shopping carts, electronic shelf labelling and Electric-Autonomous Guided Vehicles (E-AGV).

> [Collaboration with Qualcomm®](#)

Fibre broadband with Allo and TIME

In November 2022, U Mobile entered into an agreement with TIME dotCom (TIME), targeting high-rise residential areas in major cities. This alliance will enable more Malaysians to access U Mobile's Ultra Unlimited Home Fibre Broadband service, which offers lightning-fast connectivity and speeds of up to 1 gigabits per second (Gbps). Our objective is for this collaboration to attain a sevenfold increase in household reach.

U Mobile's collaboration with Time follows our 2021 partnership with Allo Technology, a subsidiary of Tenaga Nasional, and further consolidates our commitment to delivering reliable, high-speed fibre broadband solutions to more households across Malaysia.

> Strengthening home fibre broadband

Expanding GoBiz payment acceptance capabilities with Finexus Cards

In 2023, our digital payment acceptance solution GoBiz collaborated with Finexus Cards to expand its payment reach to include DuitNow QR and Alipay+. Finexus Cards is an acquirer under Finexus Group and is licensed by Bank Negara Malaysia to provide digital payment services.

Equipped with DuitNow QR, GoBiz enhances the domestic payment acceptance capabilities of merchants as it facilitates payments from local digital wallets and Malaysian banking platforms. Meanwhile, Alipay+ increases GoBiz's regional cross-border acceptance capabilities as tourists from 15 Asian countries can now make payments with their respective digital wallets from their home countries.

> GoBiz memudahkan urusan pembayaran menerusi DuitNow QR dan Alipay+



MEMBERSHIPS AND PARTICIPATION

1. Member of GSMA, a global organisation unifying the mobile ecosystem



2. Active in several MCMC working groups, including the Fixed Number Portability (FNP) Industry Working Group (IWG)



3. U Mobile periodically participates in industry discussions, such as the Telco Roundtable organised by Climate Governance Malaysia in September 2021



THE ENVIRONMENT AND U

Doing our part for our planet

The information and communications technology sector is responsible for 3–4% of global carbon emissions, with telco companies accounting for 1.6%¹. The pandemic led to an unprecedented demand for digital communications resulting in increased energy consumption and a greater carbon footprint for the telecommunications industry. Aside from emissions, waste is a major area that our sector needs to tackle through waste reduction and the adoption of a circular economy.

Recognising the impact our industry has on the environment, we sought to do our part to lower greenhouse gas (GHG) emissions. Throughout 2022 and early 2023, we placed a strong emphasis on setting baselines, developing targets and exploring reduction measures, while maintaining our commitment to minimising our environmental impact by optimising energy consumption, reducing GHG emissions and exploring waste minimisation initiatives.

3–4% of global carbon emissions comes from the information and communications technology sector

Telco companies account for **1.6%** of global carbon emissions



¹ Friedrich, R., Hoffmann, S., Lampe, T., & Ullrich, S. (2021, June). Putting sustainability at the top of the telco agenda. Boston Consulting Group. Retrieved June 9, 2023, from <https://web-assets.bcg.com/d1/bb/09fa1876412d8725e80c83d1cf5b/bcg-putting-sustainability-at-the-top-of-the-telco-agenda-jun-2021.pdf>

ENERGY AND EMISSIONS

[GRI 3-3, 302-1, 302-3, 302-4, 305-1, 305-2, 305-4, 305-5]

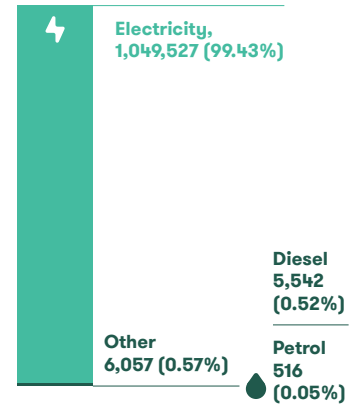
ENERGY CONSUMPTION

Our operations are powered primarily by electricity. In 2022, total electricity consumption was 291,535 megawatt hours (MWh) or 1.05 million gigajoules (GJ), which makes up 99% of our total energy consumption. The remaining 1% is from diesel and petrol for our generators and vehicles. Our network base station sites accounted for 90.9% of total electricity consumption in 2022, followed by 8.7% for ToCs. Less than 1% is consumed by our building and offices.

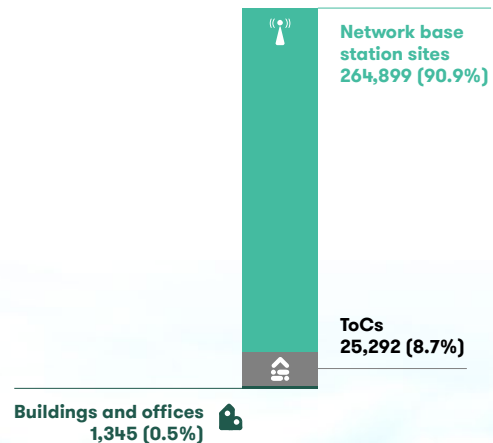
Due to new equipment installations at operation and ToCs, our total electricity consumption increased by 8.3% in 2022 compared to 2021, and our overall energy intensity increased by 4.64%, at 0.43 GJ per terabyte of data (GJ/TB) in 2022.

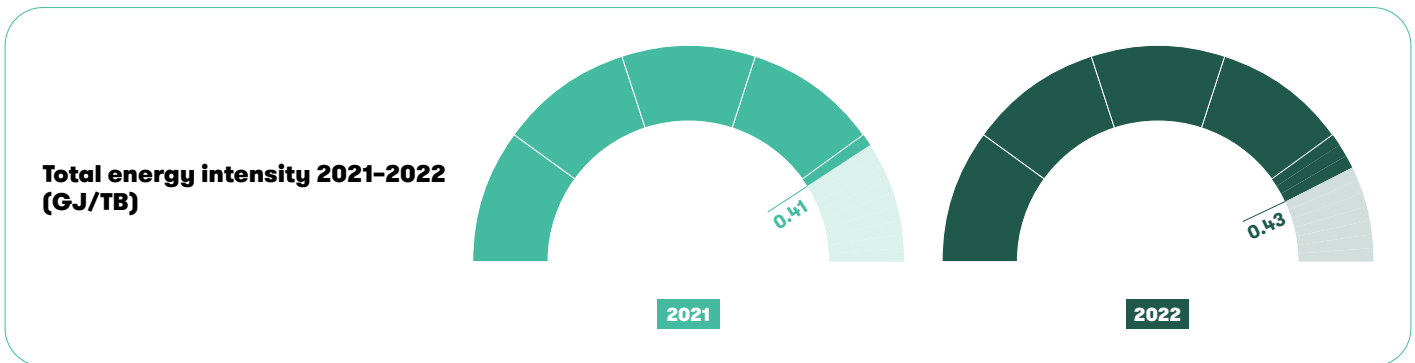
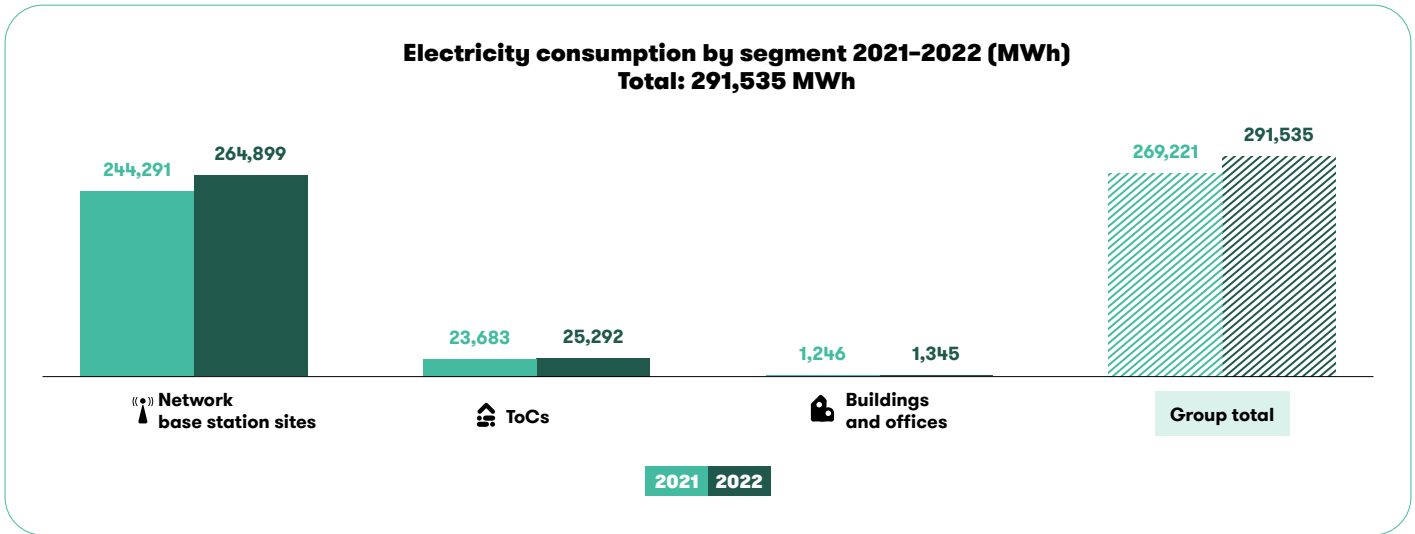
We are continuously exploring ways to enhance our energy efficiency, which will include the upgrading of old equipment in the coming years.

Energy consumption by source 2022 (GJ, %) Total: 1,055,584 GJ



Electricity consumption by division 2022 (MWh, %) Total: 291,535 MWh





IMPROVING ENERGY EFFICIENCY AT TOCS

Since 2021, U Mobile has implemented programmes to enhance energy savings at our ToCs. These include multiple measures, such as optimising cooling temperature (increasing settings by up to 2°C); using energy-efficient equipment at our facilities, such as uninterruptable power supply and rectifiers; replacing lighting with light-emitting diode (LED) fixtures; and optimising airflow throughout our centres. Together, our actions led to a 6% increase in energy efficiency from 2021 to 2022.³ While contributing to lower energy costs, the reduction potentially allows for increased capacity at our ToCs without the need for additional power.



³ Energy efficiency, or power usage efficiency (PUE), is calculated by dividing the total power load of facilities (equipment and non-equipment such as cooling, lighting, etc.) in KWh by the total power used by all network and IT equipment in KWh.

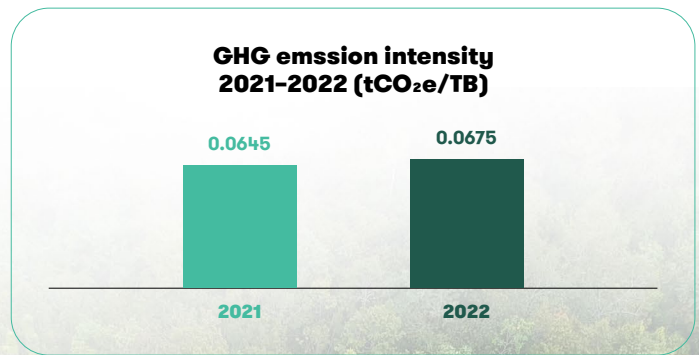
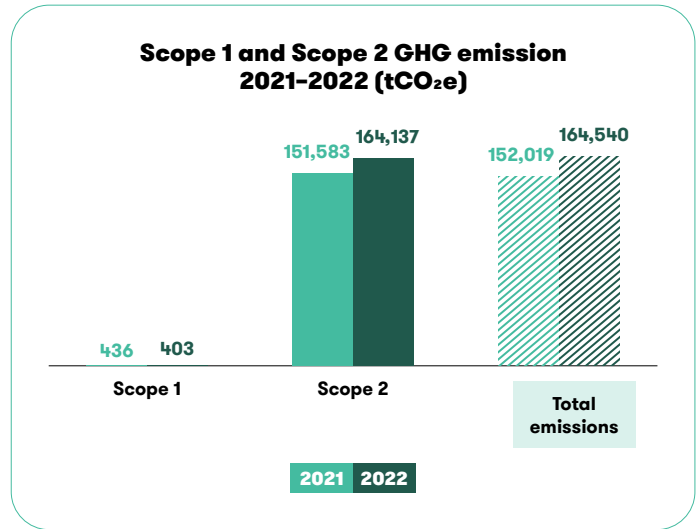
CARBON FOOTPRINT

Reducing our emissions is a key part of our efforts to safeguard the environment. From October 2022 to February 2023, we conducted a baseline assessment of our carbon footprint using the GHG Protocol methodology – the most widely used greenhouse gas accounting standard. Through this, we determined our direct emissions (Scope 1) from our own sources, such as fuel used at our operations, as well as our indirect emissions (Scope 2) associated with purchased electricity for our operations. Using the GHG Protocol’s location-based approach, the assessment covered all operations within our control across 14 states, and analysed data from 2021 and 2022 to better understand any potential pandemic-related impacts and a corresponding increase in demand for our services.

From the assessment, we determined that our total 2022 emissions were 164,560 tonnes of carbon dioxide equivalent (tCO_{2e}), of which Scope 2 emissions were the primary source of our footprint (99.7%).

Our emissions intensity was 0.068 tCO_{2e} per terabyte of data (tCO_{2e}/TB) in 2022. Although this marked an increase of 4.7% compared to 2021, our intensity was one of the lowest in the industry in Malaysia for the reporting year. This is due to our use of newer, more efficient equipment in our operations as well as high levels of data usage by customers.

Using 2021 as our baseline of 0.064 tCO_{2e}/TB, our initial GHG emission intensity targets are for a 2023 reduction of 7.7%. In 2024, we target to reduce intensity by 11.4% against our 2021 levels. To this end, we constantly strive to enhance our process efficiencies and look for renewable energy options to broaden our energy mix.



PLANNED CARBON REDUCTION MEASURES

Legacy equipment replacement

Approximately 200 sites will be upgraded each year with newer equipment that is lower-carbon emitting and more energy efficient

Off-grid cell sites: Solar hybrid solutions

- U Mobile is exploring solar hybrid solutions for cell sites that are not connected to the public electrical grid
- This is projected to reduce emissions by 570 tCO₂e per site
- 62 cell sites have been set aside for 2023 to 2025, which will lead to an approximate 35,000 tCO₂e reduction

Green Electricity Tariff (GET) from TNBX

- U Mobile purchases renewable energy from TNBX through the GET programme
- From mid-February to July 2023, U Mobile purchased 130,000 kilowatt-hour (kWh) blocks of GET each month

Our current carbon reduction targets have been reviewed by a Second Party Opinion Provider and are deemed to be moderately ambitious. Even so, we are looking to develop more comprehensive mid- and long-term targets as we collect more data and factor in upgrades to support Malaysia's 5G infrastructure from 2023 and beyond. In 2023, we will assess the viability of these targets as we create our 2030 roadmap.

In the future, we will expand our efforts to review emissions originating from sources beyond our operational control (Scope 3) and explore reduction measures within select categories of the GHG Protocol.

In the meantime, we are adopting measures to improve our disclosure and transparency and have submitted the Climate Change questionnaire to CDP for our 2022 reporting year. Our baseline score is expected to be announced by CDP in December 2023, and we intend to improve our score each year.

WASTE MANAGEMENT

[GRI 3-3, 306-1, 306-2, 306-3, 306-4, 306-5]

Our operational waste includes network tower scraps from when a site is decommissioned, and general waste from our offices and stores.

When scrapping becomes necessary, our procurement division conducts a bidding process to sell the network scraps to licensed vendors, who will then process and dispose of the waste. No scrapping of network equipment has occurred in the last three years.

NEW WASTE RECYCLING PROGRAMME

U Mobile previously participated in an industry-wide e-waste collection initiative; in 2022 we collected about 583kg of e-waste. We engaged a government-licensed electronic waste recycling facility to dispose of and process the material responsibly.

In December 2022, we launched our own recycling programme to cover other recyclable waste materials, including paper, plastic and aluminium. As of July 2023, we have collected and recycled more than 1,124.3kg of waste, which was sent to licensed vendors for further sorting and processing.



**RECYCLED WASTE COLLECTED:
DEC 2022 - JUL 2023**



Carton boxes
611KG



B&W paper
246KG



E-waste
87.3KG



Plastic
59KG



Old newspapers
54KG



Coloured paper
53KG



Aluminium
14KG

NEW HALF-SIZED SIM CARD PROGRAMME

In late 2022, U Mobile conducted a feasibility study with our operations teams to explore reducing the size of our SIM cards. While our primary aim is to reduce plastic in our SIM cards, this initiative will also help us cut logistics costs and reduce waste. From the study, we estimated that we are able to reduce the amount of plastic in each card by 2 grams to 2.5 grams, as compared to regular SIM cards, thus allowing 40% to 50% more capacity to transport the product. We will be relooking into potentially introducing this in 2024.

Going further, we will embark on a campaign in 2023 to increase the adoption of e-sims and enhance processes to ensure customers enjoy a seamless switch to e-sims.



A BRIGHTER FUTURE

Doing better for our people and communities

While U Mobile connects people, people keep us connected. Guided by our core values, we aim to make a lasting, positive impact on our employees, communities and customers.



OUR CORE VALUES

Passionate

We possess a can-do spirit, take pride in our work and have a keen understanding of our business and customer needs. Through this, we achieve excellence and bring smiles to our customers, peers and partners.



Innovative

We challenge the status quo to make things possible, while being agile and resilient in adapting to change.



Team-oriented

We foster collaboration, embracing diversity and listening to each other to achieve common goals.



Fun-loving

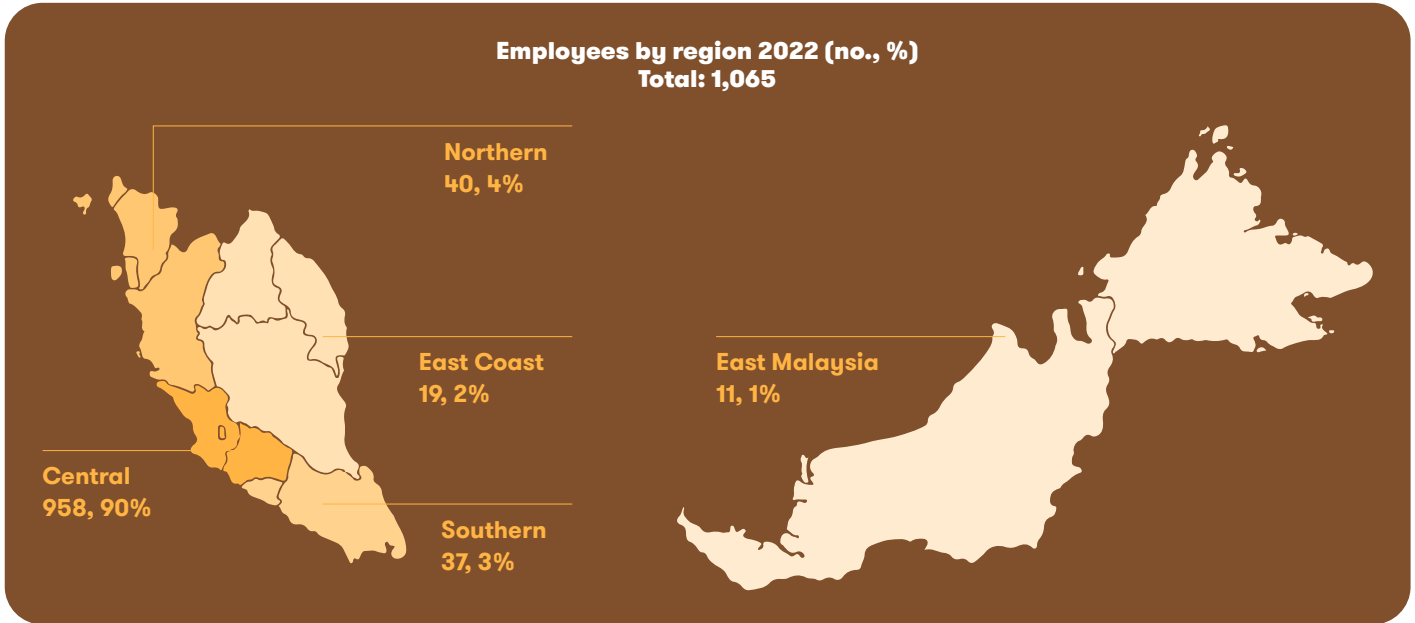
We celebrate every win as we grow through every experience while having fun along the way.



Trustworthy

We always do the right thing, while treating everyone with respect and being accountable for our actions.



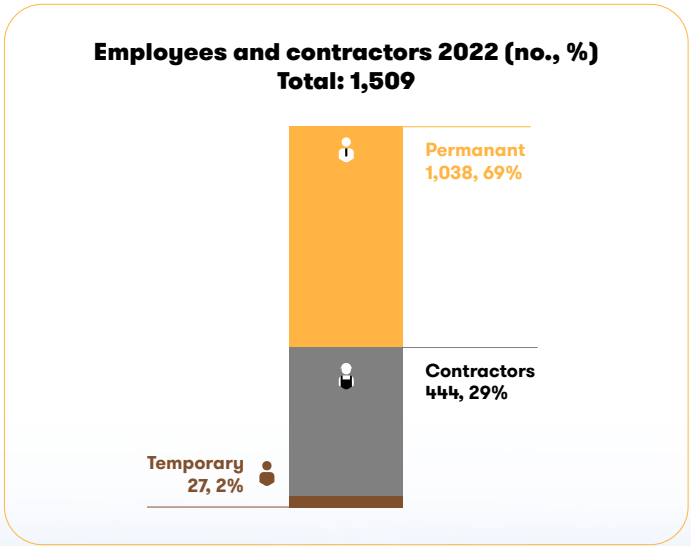


OUR WORKFORCE

[GRI 2-7, 2-8, 3-3]

As of December 2022, we had 1,038 full-time, permanent staff, of whom more than 90% are based at our operations in central Malaysia. During the year, we also employed 27 full-time temporary employees who were hired for short durations to support the work of different divisions throughout our organisation.

In addition, we engage third-party contractors via approved and qualified companies to manage and service cell base station sites, contract staff at contact centres and branches, and interns enrolled in various programmes. In 2022, U Mobile hired 444 contractors.



FAIR EMPLOYMENT AND EQUAL OPPORTUNITIES

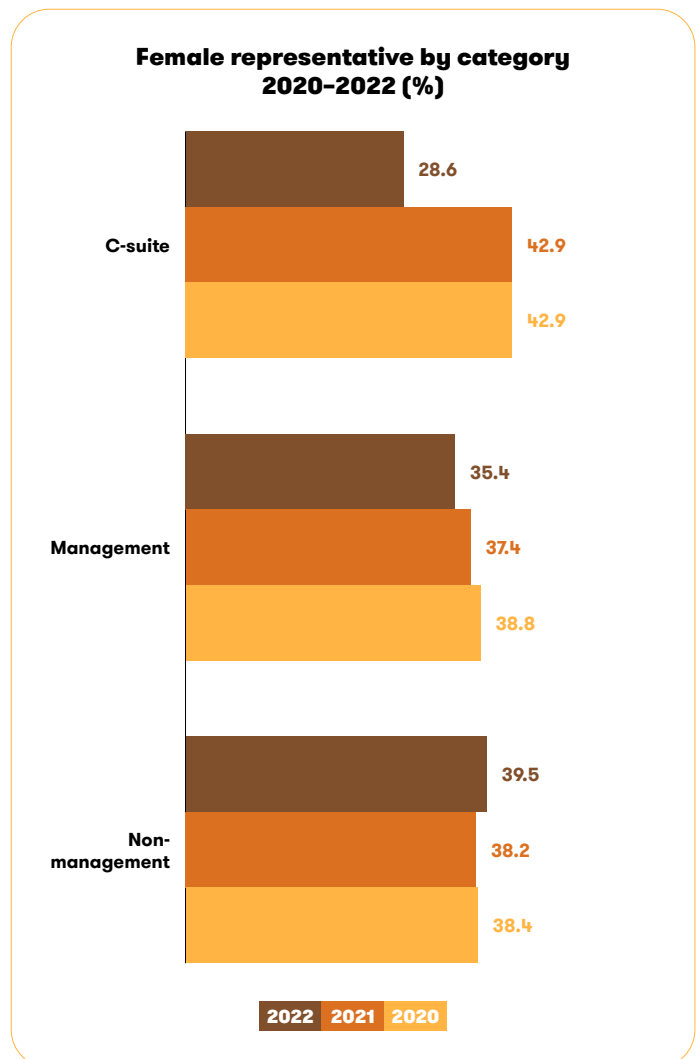
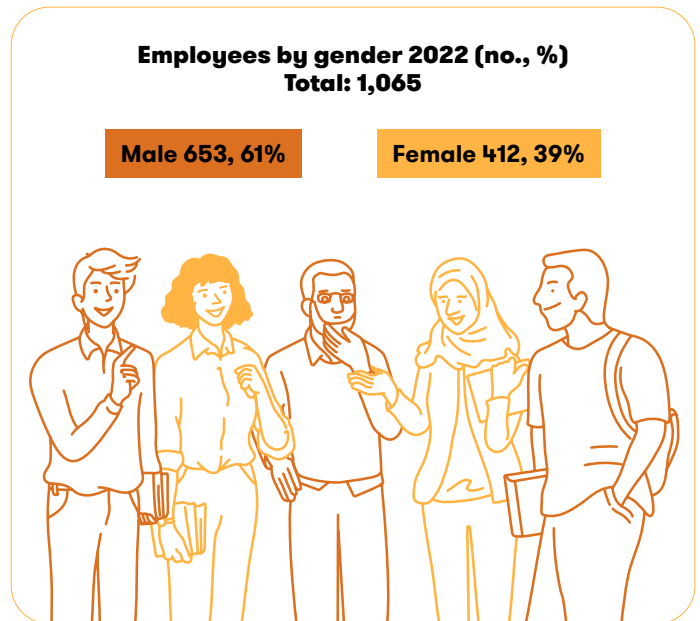
[GRI 3-3, 401-2, 401-3, 405-1, 405-2, 406-1]

We strive to provide equal opportunities and create an inclusive, diverse working environment. All employees are treated fairly and respectfully, with their career prospects and remuneration accorded based on merit – regardless of gender, race, religion, marital status or physical impairment. U Mobile has a zero-tolerance policy for discrimination and all forms of harassment. Any alleged discrimination or harassment must be reported to department heads or the Chief Corporate Service Officer. Complainant confidentiality is assured throughout the process. There were no reported cases of discrimination in 2022.

Women comprise 39% of our total permanent, full-time workforce, making up over 39% of employees below managerial level and over 35% of management positions. up over 39% of employees below managerial level, while over 35% of management positions are held by women. As of December 2022, two of our seven C-suite executives are women.

We offer competitive salaries and all permanent and temporary employees have access to multiple benefits, some of which exceed statutory requirements. One example is our decision to increase Employee Provident Fund (EPF) contributions to 15% in 2023, which was previously at 12% as per existing statutory requirements.

In 2023, we revised paternity leave to seven calendar days and maternity leave to 98 days, with an optional 82 days of half-pay leave in accordance with the Employment Act (Amendment) 2022. In 2022, 41 employees took parental leave – 18 women and 23 men – all of whom returned to work after their leave and are still employed with us. Returning mothers have access to breastfeeding facilities on our premises. Employees can find all relevant information including updates on the changes to the Employment Act (Amendment) 2022 on our company Intranet.



EMPLOYEE REWARDS AND BENEFITS



Staff Line and Device Subsidy

Receive a complimentary staff line and employee-exclusive discounts on the latest devices.



Comprehensive Medical Benefits

We offer comprehensive healthcare benefits that cover medical, optical and dental for your peace of mind.



Fun and Diverse Culture

Work hard and play hard at a place where your differences will be celebrated.



Child and Parental Care Leave

We promote work-life balance and help you to balance your family commitments.



Employee Discounts

Attractive discounts to top brands in the F&B and hotel industry.



Wellness Programme

Your overall health and well-being matter a lot to us. (Dental, Optical, Gym Membership* and Health Screening)



Hybrid and Flexi Working Hours Arrangements

Enjoy greater flexibility while finding the perfect integration in your career.



EPF 15%*

Higher savings for you to plan for a better tomorrow. (Upon confirmation of employment)

HEALTH AND SAFETY

[GRI 3-3, 403-1, 403-2, 403-5, 403-6, 403-8, 403-9]

We strive to safeguard the well-being of our people. We uphold the commitments outlined in our Health, Safety and Environment (HSE) Policy and continuously work to improve health and safety through an HSE management system which covers all U Mobile employees. In addition to complying with national regulations on health and safety, we proactively track and prevent all workplace-related accidents through hazard identification, risk assessment and incident investigation. This includes regular inspections of sites and machinery to ensure they are always up to code. Employees are provided with personal protective equipment (PPE) and regular safety training on their specific job requirements. HSE at U Mobile is overseen by our dedicated HSE department.

Although our HSE management system does not cover contractors, we only work with qualified providers who agree to operate in line with our HSE terms and procedures.

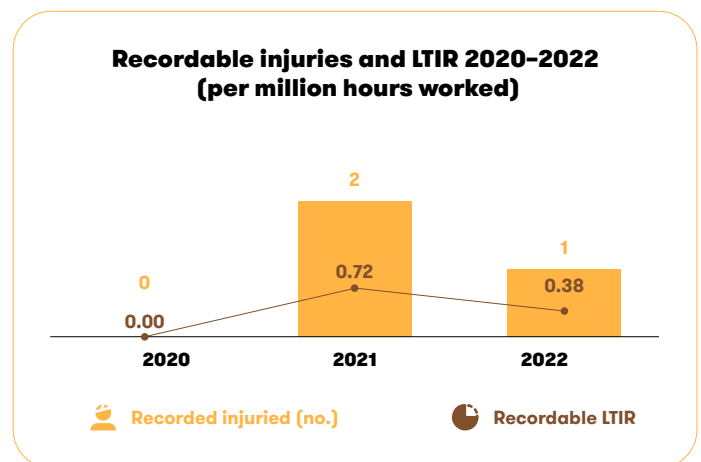


* Rewards and benefits with an asterisk (*) came into effect in January 2023.

EMPLOYEE TRAINING PROGRAMMES

Programme	Required by	Required for	Measures covered
NIOSH Safety Passport	National Institute of Occupational Safety and Health (NIOSH)	Network operators working on towers and sites and engaging in high-risk activities such as installation, service, maintenance or network equipment	Hazard identification and control, personal protective equipment (PPE), and emergency response
Expressway Operations Safety Passport	NIOSH	Network operators working on cell towers and sites located along expressways and highways (or within a highway-controlled area)	Basic understanding of the safety requirements and standards for expressways and highways
Working at Height	Department of Occupational Safety and Health (DOSH)	Network operators needing to access, inspect, install and service network equipment at heights greater than 10 feet (e.g. roofs, towers, telecommunication structures, pylons)	Topics related to working at height, including the selection and use of appropriate PPE, safe access and egress, hazard identification and control, and emergency procedures
CIDB Green Card	Construction Industry Development Board (CIDB)	Network operators involved in engineering-related network installations, defined as construction by CIDB	Basic understanding of occupational safety and health principles and practices, and construction environmental sustainability
CBRE Safety Passport	Shell Malaysia	Selected network operators supervising contractors working at sites at Shell facilities (e.g. Shell Pylon)	Basic understanding of safety principles and practices

In a testament to the strength of our policy and system, U Mobile employee accident rates are relatively low and rarely result in lost workdays. Over the last two years, there have only been three accidents involving U Mobile employees – two in 2021 and one in 2022. The injuries were minor and only required minimal medical attention. Since our inception, there have not been any U Mobile employee fatalities.



Notes:

1. Data covers U Mobile employees only
2. Lost-time injury rates (LTIR) measure productivity lost due to accidents and are calculated as follows: number of lost-time injuries divided by the total hours worked, multiplied by 1,000,000

Workforce and Communities

We also monitor and maintain records of all contractor accidents involving U Mobile site installation activities. At this point in time, we do not track lost-time injury rates. We regret to report one fatality at our leased tower at Pasir Mas, Kelantan, where a contract worker fell from height. Our investigation concluded that the contract worker was not operating in line with the working-at-height safety protocol and was in breach of site-access requirements. The sub-contractor company had also failed to supervise the work. Due to the severity of this issue, the company was immediately terminated, and the main contractor company was barred from working in the telecommunications sector for six months.

During the pandemic, we prioritised employee health and well-being and implemented several measures to safeguard our people. This included procedures to minimise the risk of our staff contracting and spreading the virus, such as minimising physical interactions, enforcing guidelines on good hygiene, and providing sanitisers and masks. We also adopted flexible work arrangements once the movement control orders were lifted.

EMPLOYEE WELLNESS

Beyond physical safety, we seek to promote the holistic well-being of our employees. In 2020, we launched our UTakeCharge programme to encourage employees to join in health-related activities across four pillars: physical health, emotional health, social health and financial health. We previously partnered Naluri, a 24-hour helpline, to provide mental health support for our employees.



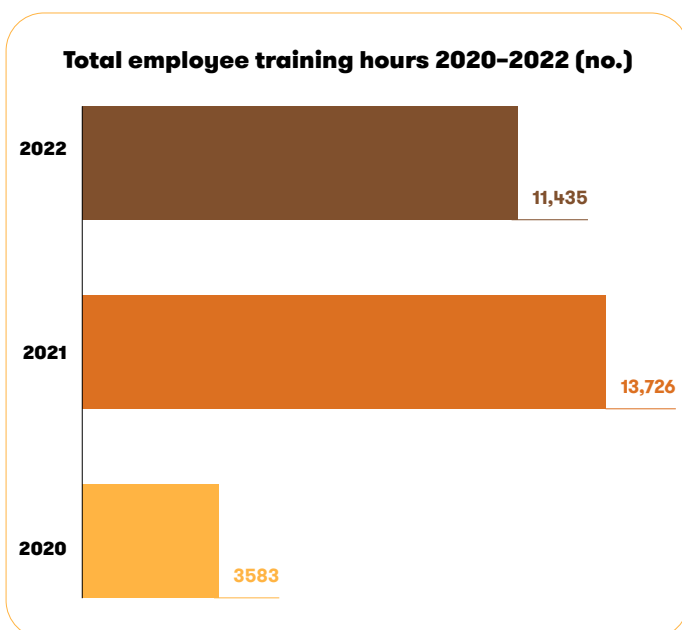
TALENT DEVELOPMENT

[GRI 3-3, 401-1, 404-1, 404-2]

At U Mobile, we invest in our people. Our training programmes are customised to meet the needs of our employees and equip them with the skills and knowledge to effectively perform their duties. Through this, we groom a skilled workforce, hone our competitiveness in the marketplace and shape a positive organisational culture, while boosting employee engagement and satisfaction.

General training and leadership courses

Our training sessions cover diverse topics. Many seminars are compulsory and are conducted in-house, such as cybersecurity, anti-corruption, information security management systems (ISMS) and new policies. Mandatory technical or skill-based training is also provided to all employees based on their type of work. Our range of training covers cloud computing, project management and specific sessions for those working in contact centres. Management and leadership courses are provided through external parties for staff interested in advancing their careers at U Mobile. In 2023, we will implement a strengths-based leadership training programme for managers to develop their leadership acumen and focus on their team's growth.



Note: Total training hours include face-to-face training and digital learning.

Culture training

CultureLivelit is U Mobile's culture training workshop designed to build employee awareness in alignment with our company values. Developed in 2020 when employees were mandated to work from home due to the pandemic, the sessions aimed to reaffirm our core values and foster a positive work environment while helping our workforce adjust to remote work. All employees, especially new hires, were required to attend this workshop at least once, and about 84% of our employees have completed this training as of December 2022.

Digital training programme

We provide wide-ranging digital training programmes via Percipio, a Skillsoft learning platform.

Other specific modules such as MIT-based leadership development programmes are also offered. Training hours were particularly high in 2021 as we emphasised online training and engagement for employees as they worked from home during the pandemic. The numbers normalised in 2022 when we began returning to office as restrictions lifted.

As part of our ongoing commitment to sustainability, we equip our employees with the relevant knowledge and skills to advance our goals through sustainability training and awareness initiatives. A series of sustainability webinars and dedicated training for our department heads have been planned for 2023.

Performance reviews

Every year, all U Mobile employees are required to undergo an annual appraisal process. During this process, both the employee and the manager will discuss performance expectations, progress reviews, areas of improvement and professional development opportunities.

Mentor buddy system

Created to support new employees, our mentor buddy system and comprehensive induction programmes ensure they receive the guidance they need to properly integrate into the company.

Internship programmes

We welcome university students under our internship programme, offering them valuable hands-on experience in a professional setting (see Graduates' Choice Award).

During my U Mobile internship, I gained hands-on experience in project management, creativity and strategic thinking. Innovation and creativity are at the heart of U Mobile’s DNA, and employees are encouraged to share ideas, think outside the box and are given many opportunities for growth and development. My favourite aspect of my internship was how the company supported an atmosphere of open communication and teamwork. Now as a full-time employee, I can continue experiencing this positive working culture and make a meaningful impact.



STEPHANIE GAN HUAI ERN

Executive and former intern in U Mobile’s Marketing Division

My internship experience with U Mobile was a very pleasant one overall. Senior staff were nothing but friendly and helpful. U Mobile has a “high trust” working environment with very open team dynamics and I felt that it was the ideal place for me to experience new things while honing my qualifications and other skills. I am a firm believer in equality for all, and U Mobile demonstrates the same values by providing affordable network access for all. For that reason, I take pride in the work that I do at U Mobile and am happy to continue working in this supportive environment.



SHIVVANAND VELAN RAM

Executive and former intern in U Mobile’s Finance Division

Employee satisfaction

An Employee Pulse Survey is conducted annually and in 2022, our results revealed an increase in overall employee satisfaction and an improvement in our Net Promoter Score (NPS) to 11.43 points Promoter Score (NPS) to 11.43 points – up from 11.29 in 2021 – with improvements in jobs and value fit, collaboration, manager effectiveness and employee well-being. Ten focus group sessions were also conducted in early 2023 to gain insights on how to further improve employee relations.

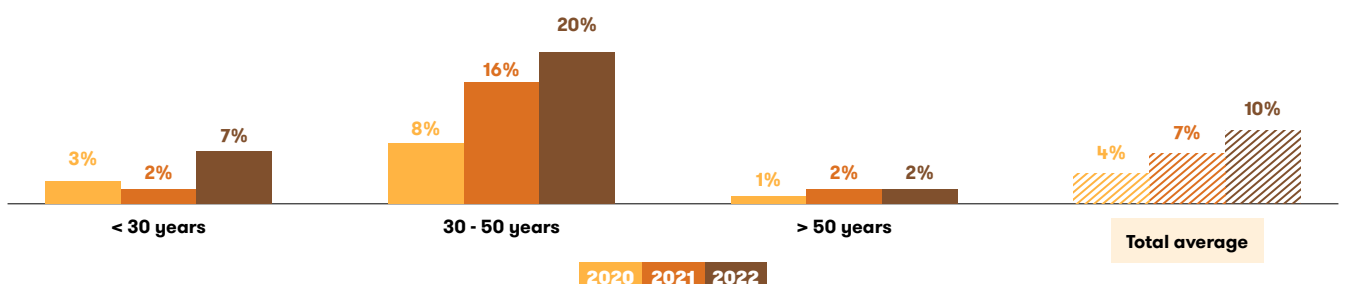
Furthermore, we internally recruit ‘UMBassadors’, employee representatives from different divisions, who

serve as liaisons between employees and management. UMBassadors identify and report issues on-ground to their Committee and also support company-wide employee events and change initiatives.

Turnover rates

From 2020 to 2022, our turnover rate increased from 4% to 10%. Employees aged between 30 and 50 recorded the highest turnover rate, from 8% in 2020 to 20% in 2022. The upsurge in the turnover rate from 2021 to 2022 resulted from a restructuring of our network operations. We hope to improve staff retention rates in 2023 by focusing on team engagement activities and offering improved staff benefits.

Total turnover rate and breakdown by age group 2020-2022 (%)



SUPPORTING COMMUNITIES

[GRI 3-3, 203-1, 203-2]

Guided by our sponsorship and donation policy, U Mobile is committed to positively impacting the communities we serve and contributing to the development of the nation. To further our efforts, we will develop our first-ever CSR strategy in 2023, which will be aligned with national development plans and address material issues such as digital inclusion and community support.

ALIGNING WITH NATIONAL PRIORITIES

We have contributed to and supported various public health and safety initiatives, including COVID-19 relief and assisting communities affected by natural disasters such as floods and landslides. We also support national campaigns focused on online safety and scam awareness.

Bridging the digital divide

From 2020 to 2022, U Mobile sponsored mobile phones and SIM cards. We also provided complimentary calls and data services to U mobile users and marginalised communities.

> See more at [Digital inclusion initiatives 2020-2022](#)



COVID-19

We donated RM2 million through the GLC For The Rakyat and Nation to aid in pandemic relief efforts in 2020. These ranged from procuring medical equipment for the Ministry of Health, to device and connectivity sponsorships.

> [COVID-19 relief efforts](#)



Flood relief

In 2021, U Mobile participated in the Ops Bantu Hingga Selesai initiative to assist Malaysians affected by floods in Klang Valley and donated RM600,000 to NGOs for this cause.

> [Supporting the nation through flood relief](#)



Perlindungan Tenang

In 2018, U Mobile introduced GoLife 10, a telco-assurance product, making us the first in the industry to do so. This product was the only one eligible for the government-provided *Perlindungan Tenang* Voucher Programme, which offered the B40 community a RM50 voucher to purchase selected life insurance.

> [Telco assurance offering for Perlindungan Tenang Voucher Programme](#)

Landslide disaster support

During the December 2022 Batang Kali landslide disaster, U Mobile was the first telco on the ground to provide network technical support for search and rescue operations and to keep the public updated on the latest developments.



Scam awareness campaign

Throughout 2021 and 2022, U Mobile participated in national campaigns to raise awareness about scams through public service announcements via our website, social media and SMS.

- > [MCMC collaboration](#)
- > [Scam prevention campaign](#)



Road safety campaign

In 2022, U Mobile sponsored Polis Kuala Lumpur's Op Selamat 18 road safety campaign. U Mobile supported public service announcements on road awareness and distributed goodies bags.

> [Partnership with Polis KL](#)





CHAMPIONING YOUTH

[GRI 3-3, 203-1, 203-2]

U Mobile has a rich tradition of being a champion of youth and values them as society's future leaders, innovators and changemakers. Aimed at supporting their potential, nurturing the next generation is one of our key community focus areas. To this end, we encourage youth interests and talents through events such as e-sports, sports and music initiatives. Additionally, we have invested in refurbishing youth community spaces and facilities to promote their well-being and quality of life, provide safe spaces for their activities and foster healthy social interactions within the community.

YOUTH INITIATIVES 2020-2022

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Supporting businesses during COVID-19

U Mobile initiated several campaigns for youth talents and entrepreneurs whose businesses were impacted by changing markets during the COVID-19 pandemic, such as a special livestreamed concert featuring Yuna, and a festive food initiative to support small F&B entrepreneurs.



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Refurbished Kiara Skatepark for youth activities

U Mobile joined forces with Vans Malaysia and Impact Integrated, an agency under the Ministry of Youth and Sports, to launch the refurbished Kiara Skatepark. The facility now features updated ramps, murals and amenities such as lockers and improved spectator seats. The project's main objective is to offer young people a secure and conducive space to participate in sports such as roller-skating, bicycle motocross and skateboarding.

> [Launch of Kiara Skatepark](#)



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22

Revamped Instagram account focused on communities and sustainability

U Mobile's communications objectives evolved on our long-standing corporate Instagram account (@myumobile) to provide engaging, easy-to-understand sustainability-related content to appeal to a younger audience.

> www.instagram.com/myumobile

Sponsorship of SSK Community Centre Kota Belud

U Mobile sponsored Yayasan Kemajuan Sosial (YSK) in Kota Belud to help build the SSK Community Centre, which hosts Kota Belud's youth development programmes. The centre targets young people aged 17 to 30 and offers weekly programmes and activities to help them develop digital skills. We provided broadband connectivity sponsorship as well as financial contributions to cover the cost of office equipment.

Cashless school programme with a digital solutions partner

In collaboration with a digital solutions partner, U Mobile gained approval from Bank Negara Malaysia for 'Under 18 Onboarding', and kickstarted a cashless programme for schools where students can use GoPayz Visa photo prepaid cards to spend on campus and track attendance.

SUPPORTING AND ENGAGING THE YOUTH

Commentary by

ADRIAN YAP

FOUNDER, FREEFORM SDN BHD

In 2019, the Youth and Sports Ministry expressed an interest in launching youth empowerment projects that involved the creation of safe spaces for activities to keep young people engaged and occupied. U Mobile partnered with Freeform and the ministry to refurbish two youth parks: Spacerubix (2019) and Kiara Skatepark (2021). The youngsters were highly appreciative and the parks are still in use today.

U Mobile implemented various youth engagement programmes that have helped the company grow over the years. With this advantage, U Mobile is poised to leverage this opportunity and position itself as a frontrunner in the youth market by better understanding this demographic's unique needs and preferences.

About: Freeform is an agency specialising in bringing brand stories and campaigns to life through physical and digital experiences. It has a longstanding partnership with U Mobile and works on various youth-targeted projects such as Spacerubix and Kiara Skatepark.



CUSTOMER EXPERIENCE

[GRI 3-3]

At U Mobile, we are dedicated to providing exceptional service for all our customers across our business operations.

To meet our customers' evolving needs and preferences, we have invested in technologies and infrastructure. **In July 2022, we successfully completed the digital transformation of our customer relationship management and billing system. This massive undertaking involved all staff and was key to supporting improvements to shape customer experience and business scalability moving forward.**

We take all customer complaints seriously and aim to resolve them promptly. Any customer dissatisfaction or complaint can be voiced through our complaint handling process which supports multiple channels. Customers who prefer direct communication with our dedicated customer service team can contact us through our

careline, email, website, MyUMobile application, service centre as well as social media platforms (e.g. Facebook and X [formerly known as Twitter]). Our MyUMobile app also offers a variety of self-service functions for their convenience. Without needing to walk into a physical store, customers can perform prepaid self-registration, pay bills, top-up, activate roaming and IDD as well as purchase add-ons.

Customers can also use the MCMC Consumer Redress Portal, an integrated portal between MCMC and the Consumer Forum of Malaysia (CFM) to lodge complaints.

In 2022, all customer complaints received via U Mobile-managed platforms were successfully resolved. In addition, 99.73% of complaints about U Mobile services raised through the MCMC portal were successfully resolved. A total of 17 cases that remain open are ongoing issues, where resolutions require major infrastructure investments and cases that the MCMC system is not able to close out.



U Mobile team celebrate the successful migration of our customer relationship management and billing system.



INNOVATING FOR GOOD

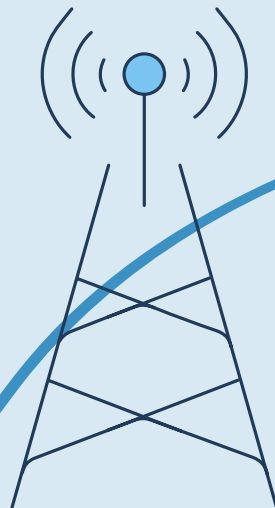
Connecting people in an increasingly digital world

As Malaysia's youngest telecommunications provider, we have always leveraged our agility and adaptability to bring connectivity to our clients. Above all, we strive to offer an enhanced customer experience by providing high-quality products and services. We do so by making a concerted effort to meet the ever-evolving needs of our customers with dedicated programmes and innovative solutions.

In 2022, we expanded
our 4G network to

9,170

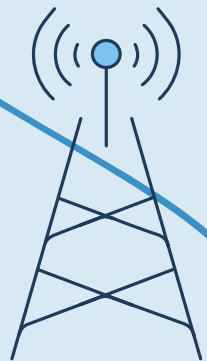
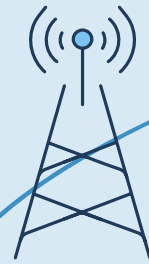
base station sites



As of December
2022, our population
coverage reached

99%

nationwide



NETWORK QUALITY AND CONNECTIVITY

[GRI 3-3]

We are continually enlarging our network coverage footprint. In 2022, we expanded our 4G network to 9,170 base station sites (both owned and leased) and upgraded our radio access network in line with our network capacity management procedures. To meet this objective, we successfully added 302 of the 303 new base station sites planned (99.67%).

Malaysia's goal is to provide network access to the entire country. To help make this possible, MCMC launched the *Jalinan Digital Negara* (JENDELA) programme (also known as the National Digital Infrastructure Plan) in 2020,

which is being implemented in phases. Phase 1 focused on optimising existing resources and infrastructure for mobile and fixed broadband services and was completed in 2022. We were one of two operators that upgraded 100% of their base stations as part of this plan. **As of December 2022, our national population coverage reached 93% and we're constantly working to expand our reach.**

As we expand our network coverage, we endeavour to ensure that network quality remains steady and optimal. To do this, we are working hard to continue meeting Mandatory Standards for Quality-of-Service requirements and resolving customer network complaints.



IMPROVING USER KNOWLEDGE AND EMPOWERMENT

Commentary by

SHIRLEY TAN, SENIOR DIRECTOR

STRATEGIC COMMUNICATIONS AND INDUSTRY RELATIONS, MCMC

U Mobile initially began as a challenger brand and one of the smallest telco companies in Malaysia. However, it has successfully differentiated itself from other brands through effective business and marketing strategies, brand image and identifying opportunities, such as innovative, competitive pricing and expanding into the digital payment service sector.

One of MCMC's main objectives is the complete optimisation of quality network service and connectivity throughout the country. Thus far, U Mobile has played a crucial role in meeting the MCMC goal to improve digital connectivity as outlined in the National Infrastructure Plan. Despite being smaller than its competitors, U Mobile deserves recognition for its efforts in the 5G technology space and has rapidly promoted these services.

In addition to having internet access, people need to know how to use it responsibly and safely. In this aspect, U Mobile could do more to increase user knowledge and empowerment.

One crucial focus area is educating customers on the challenges faced by telco companies and the progress they have made. For example, consumers need to understand which data package or technology will ensure the best network quality and user experience. Telcos play a critical role by communicating the best options based on consumers' needs.

During the pandemic, telcos took extensive measures to improve the national digital infrastructure, especially when network usage increased during the movement control orders. However, the public is not fully aware of many of the improvements. For example, MCMC and all the telcos implemented the *Pakej Peranti* programme, which provided affordable data plans, devices and free internet for deserving communities or those in the B40 group during the pandemic. Telcos need to do a better job of clearly communicating how they improve customer support during these challenging times.

Finally, there is room for U Mobile to improve digital literacy in under-served rural areas, which is every telco provider's corporate responsibility.

About: MCMC is the governing body for the telecommunications and broadcasting industry, and is responsible for development and regulation. U Mobile is licensed by MCMC.

A FOCUS ON DIGITAL INCLUSION

[GRI 3-3]

In a world where most services and information are now available online, it is essential to ensure that everyone has equal access. As a responsible Universal Service Provider (USP), we are committed to bridging the digital divide by expanding our outreach to key groups in populated areas.

To achieve this, we have dedicated programmes, in line with national agendas and calls to action, that offer affordable and reliable communication services to all individuals and communities, regardless of their location or socioeconomic background. These programmes include initiatives that offer lifetime rebates on selected U Mobile plans for people with disabilities, affordable and accessible connectivity plans, and make digital payments accessible to under-served communities.



DIGITAL INCLUSION INITIATIVES 2020-2022

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- Donated 100 mobile phones with postpaid SIMs to two hospitals, University Malaya Medical Centre and Sungai Buloh Hospital, during the pandemic
- Provided users with free calls and data during the pandemic
- Sponsored 60 postpaid lines for students in rural Sabah to help them with their home learning needs

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- Provided connectivity sponsorship for frontline staff at Queen Elizabeth Hospital, Sabah and Sungai Buloh Hospital, Selangor
- Participated in the MyBaikHati Device donation programme – a collaborative crowdsourcing effort with other telcos to refurbish second-hand devices and provide them to communities in need
- Sponsored 340 postpaid lines for students, under the B40 income category in Penang, to assist with their home learning needs

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- Funded by a grant from the Qualcomm® Wireless Reach™ initiative, U Mobile partnered with DoctorOnCall, Malaysia's first and largest digital healthcare provider, to launch the *Sistem Integrasi KeHidupan Antara Teknologi* (SIHAT) initiative. The programme aims to offer telemedicine services to help manage diabetes and hypertension for 100 Malaysians lacking access to traditional healthcare.

> See also: [Aligning with national priorities](#)

ALWAYS INNOVATING

[GRI 3-3]

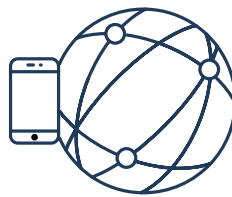
In understanding and meeting the evolving needs of our customers, we go beyond providing affordable plans to bringing state-of-the-art digital services to market through constant innovation. In a testament to our efforts, we were among the first in the industry to introduce the following initiatives aimed at resolving our customers' everyday challenges.



1,000GB of 5G/high-speed 4G data which may also be used for hotspot purposes



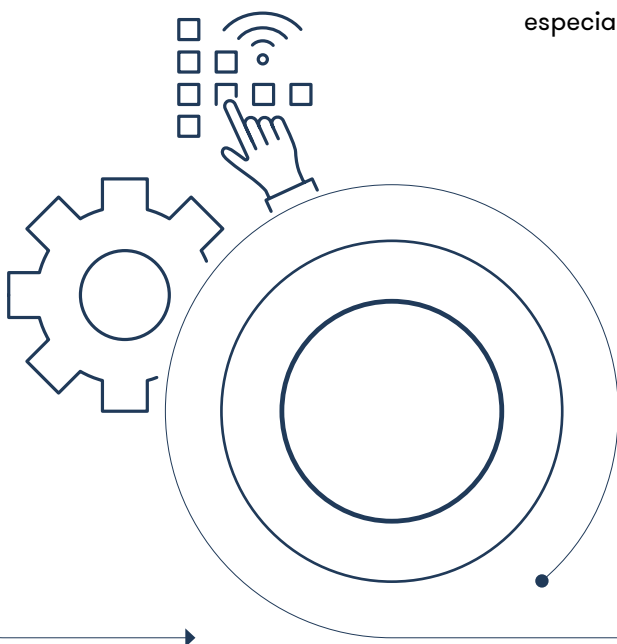
VoLTE for crystal clear calls and the ability to use data and calls at the same time



Free 15GB global roaming in 63 destinations with select U Postpaid plans as we understand travel is a priority especially after the pandemic



Free unlimited data for video and music streaming, PC gaming, Facebook, Instagram and X (formerly known as Twitter) through our Video-Onz, Music-Onz, Game-Onz and App-Onz digital lifestyle services



Digitalisation and Innovation

Through strategic partnerships, we stay up to date on new, innovative products and services. These include partnering Qualcomm® in Smart Retail Innovations, and Tulus Digital to facilitate online zakat payments via our GoPayz consumer digital wallet. GoPayz is the only digital wallet in Malaysia with the largest

number of participating zakat bodies or authorities. **To date, we are the only telco with an issuing and acquiring licence from Bank Negara Malaysia (BNM)** for GoPayz digital wallet and GoBiz digital payment acceptance solution for businesses.

GOPAYZ AND GOBIZ: INNOVATIVE DIGITAL FINANCE SERVICES AND SOLUTIONS BY U MOBILE

GoPAYZ™

GoPayz digital wallet

- **General and life insurance (GoInsure Personal Accident, GoInsure Travel, Motor Insurance, Motorcycle Insurance, GoLife Plus, GoLife10)**
- **Investment**
- **Remittance**
- **Takaful (GoTakaful)**
- **Online Currency Exchange**
- **Rewards (GoPointz)**
- **Islamic services (zakat)**
- **Lifestyle services**



GoBiz™

GoBiz digital payment acceptance solutions for businesses

- **GoBiz Pro** (complete digital payment acceptance and connectivity solution)
- **GoBiz cashless payroll solution**
- **GoOffice** (a bundled package specially designed for businesses, providing a business communication plan and office productivity suite at an affordable monthly subscription)
- **SME Digital Financing** (a micro-term financing product specially designed for eligible Malaysian SMEs)



APPENDICES

U MOBILE'S SDG CONTRIBUTIONS



SDG	SDG target	2022–2023 Material issue
SDG 1: No Poverty	1.5 By 2030, build the resilience of the poor and those in vulnerable situations and reduce their exposure and vulnerability to climate-related extreme events and other economic, social and environmental shocks and disasters.	<ul style="list-style-type: none"> • Community investment
SDG 4: Quality Education	4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.	<ul style="list-style-type: none"> • Youth engagement
SDG 8: Decent Work and Economic Growth	8.5 By 2030, achieve full and productive employment and decent work for all women and men, including young people and persons with disabilities, and equal pay for work of equal value.	<ul style="list-style-type: none"> • Fair employment and equal opportunities • Talent development
	8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.	<ul style="list-style-type: none"> • Employee health, safety and well-being

SDG	SDG target	2022-2023 Material issue
SDG 9: Industry, Innovation and Infrastructure	9.1 Develop quality, reliable, sustainable and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all.	<ul style="list-style-type: none"> • Digitalisation and innovation • Network quality and connectivity • Customer experience • Data privacy and cybersecurity
	9.c Significantly increase access to information and communications technology and strive to provide universal and affordable access to the internet in least developed countries by 2020.	<ul style="list-style-type: none"> • Digital inclusion
SDG 10: Reduce Inequalities	10.1 By 2030, progressively achieve and sustain income growth of the bottom 40% of the population at a rate higher than the national average.	<ul style="list-style-type: none"> • Community investment
SDG 12: Responsible Consumption and Production	12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.	<ul style="list-style-type: none"> • Waste management
	12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.	<ul style="list-style-type: none"> • Supply chain management • Transparency and communication
SDG 13: Climate Action	13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries.	<ul style="list-style-type: none"> • Climate: emissions and energy
SDG 17: Partnerships for the Goals	17.14 Enhance policy coherence for sustainable development.	<ul style="list-style-type: none"> • Governance and business ethics • Regulatory compliance
	17.16 Enhance the Global Partnership for Sustainable Development, complemented by multi-stakeholder partnerships that mobilise and share knowledge, expertise, technology and financial resources, to support the achievement of the SDGs in all countries, in particular developing countries.	<ul style="list-style-type: none"> • Partnerships for growth

BASE DATA

GENERAL DISCLOSURES

Description	Breakdown	UoM	2022	2021	2020
Network base station sites	Owned	no.	1,530	1,519	1,474
	Leased	no.	7,640	7,057	6,285
ToCs	Total	no.	5	5	5
Communities covered by U Mobile's cellular signal	4G	% of population within coverage	93	90.8	83.0
Data transmission	Total	TB	2,437,925	2,357,994	1,925,797
Vendors	Local	no.	264	269	267
	Foreign	no.	22	24	23

RESPONSIBLE BUSINESS AND GOOD GOVERNANCE

Description	UoM	2022	2021	2020
Operations assessed for corruption risks	%	100	100	
Proportion of spending on local vendors	%	90.4	73.9	77.3

ENVIRONMENTAL RESPONSIBILITY

Description	Breakdown	UoM	2022	2021	2020
Energy consumption	Total	GJ	1,055,584	975,734	
	Electricity	GJ	1,049,527	969,194	
		MWh	291,535	269,221	
	Diesel (stationary)	GJ	440	693	
		Litres	12,000	18,900	
	Diesel (mobile)	GJ	5,102	5,428	
		Litres	139,121	148,031	
	Petrol (mobile)	GJ	516	419	
Litres		15,729	12,782		
GHG emissions	Scope 1	t CO ₂ e	403	436	
	Scope 2 (location-based)	t CO ₂ e	164,137	151,583	

WORKFORCE AND COMMUNITIES

Description	Breakdown	UoM	2022	2021	2020
Employees by contract type by gender	Full-time equivalent (FTE)	no.	1,065	1,093	1,139
	Permanent male	no.	634	660	685
	Permanent female	no.	404	405	431
	Temporary male	no.	19	17	16
	Temporary female	no.	8	11	7
Employees by region of operations	Central	no.	958	983	1,032
	Northern	no.	40	42	42
	Southern	no.	37	38	35
	East Coast	no.	19	18	18
	East Malaysia	no.	11	12	12
Workers who are not employees	Total	no.	444	591	
Management gender diversity	Female senior management	no.	2	3	3
	Male senior management	no.	5	4	4
	Female management	no.	70	73	81
	Male management	no.	128	122	128
	Female non-management	no.	340	340	354
	Male non-management	no.	520	551	569
Employees who took parental leave	Male	no.	23	27	38
	Female	no.	18	11	14
Employees who returned to work after parental leave	Male	no.	23	27	38
	Female	no.	18	11	13
Employees still employed 12 months after returning to work from parental leave	Male	no.	23	27	37
	Female	no.	18	11	12

WORKFORCE AND COMMUNITIES

Description	Breakdown	UoM	2022	2021	2020
Occupational health and safety	Employees and workers covered by OSH management system	no.	1,049	1,103	1,148
	Total hours worked	hours	2,618,304	2,753,088	2,865,408
Talent development	Male training hours	hours	6,741	8,294	2,413
	Average annual training hours	hours	10.3	12.0	3.4
	Female training hours	hours	4,694	4,982	1,170
	Average annual training hours	hours	11.3	11.6	2.6
New hires by age group	< 30 years	no.	55	53	29
	30–50 years	no.	109	81	68
	> 50 years	no.	7	2	3
New hires by gender	Male	no.	103	85	57
	Female	no.	68	51	43
New hires by region	Central	no.	148	113	84
	Northern	no.	11	7	6
	Southern	no.	6	6	4
	East Coast	no.	5	4	1
	East Malaysia	no.	1	6	5
Employee turnover by age group	< 30 years	%	7.0	2.0	3.0
	30–50 years	%	20.0	16.0	8.0
	> 50 years	%	2.0	2.0	1.0
Employee turnover by gender	Male	%	19.0	12.0	7.0
	Female	%	9.0	8.0	4.0
Employee turnover by region	Central	%	23.9	17.9	9.8
	Northern	%	2.6	0.9	0.7
	Southern	%	1.6	0.4	0.5
	East Coast	%	0.4	0.4	0.6
	East Malaysia	%	0.2	0.8	0.5

GRI CONTENT INDEX

The Global Reporting Initiative (GRI) is a multi-stakeholder standard for sustainability reporting, providing guidance on determining report content and indicators. This report has been prepared in accordance with the GRI Universal Standards 2021. Our GRI Content Index references our 2022 Sustainability Report and the U Mobile website.

Statement of use	U Mobile has reported in accordance with the GRI Standards for the period from 1 January 2022 to 31 December 2022
GRI 1 used	GRI 1: Foundation 2021

GENERAL DISCLOSURES		
GRI standard	Disclosure	Location/Reason for omission
GRI 2: General Disclosures 2021	2-1 Organisational details	All about U, p10
	2-2 Entities included in the organisation's sustainability reporting	About this report, p3
	2-3 Reporting period, frequency and contact point	About this report, p3 Contact, p69
	2-4 Restatements of information	This is U Mobile's first sustainability report
	2-5 External assurance	About this report, p3
	2-6 Activities, value chain and other business relationships	All about U, p10 Vendor management, p25 Base data, p58
	2-7 Employees	Our workforce, p37 Base data, p58
	2-8 Workers who are not employees	Our workforce, p37 Base data, p58
	2-9 Governance structure and composition	Governance and oversight, p20 U Mobile Board of Directors
	2-10 Nomination and selection of the highest governance body	Information unavailable
	2-11 Chair of the highest governance body	Governance and oversight, p20
	2-12 Role of the highest governance body in overseeing the management of impacts	Governance and oversight, p20
	2-13 Delegation of responsibility for managing impacts	Governance and oversight, p20
	2-14 Role of the highest governance body in sustainability reporting	Materiality matters, p15 Governance and oversight, p20

GENERAL DISCLOSURES (Cont'd)		
GRI standard	Disclosure	Location/Reason for omission
GRI 2: General Disclosures 2021 (Cont'd)	2-15 Conflicts of interest	Business ethics and integrity, p21
	2-16 Communication of critical concerns	Information unavailable
	2-17 Collective knowledge of the highest governance body	Information unavailable
	2-18 Evaluation of the performance of the highest governance body	Information unavailable
	2-19 Remuneration policies	Information unavailable
	2-20 Process to determine remuneration	Information unavailable
	2-21 Annual total compensation ratio	Information unavailable
	2-22 Statement on sustainable development strategy	Message from the CEO, p8
	2-23 Policy commitments	Responsible business and good governance, p20 <u>Corporate governance</u>
	2-24 Embedding policy commitments	Serious about sustainability, p13 Responsible business and good governance, p20
	2-25 Processes to remediate negative impacts	Whistleblower protection and reporting channels, p22
	2-26 Mechanisms for seeking advice and raising concerns	Whistleblower protection and reporting channels, p22
	2-27 Compliance with laws and regulations	Regulatory compliance, p22
	2-28 Membership associations	Partnerships for growth, p28
2-29 Approach to stakeholder engagement	Materiality matters, p15 Transparency and communication, p26	
2-30 Collective bargaining agreements	Information unavailable	

MATERIAL TOPICS		
GRI standard	Disclosure	Location/Reason for omission
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Materiality matters, p15
	3-2 List of material topics	Materiality matters, p15
Governance and business ethics		
GRI 3: Material Topics 2021	3-3 Management of material topics	Responsible business and good governance, p20 Business ethics and integrity, p21
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Information unavailable
	205-2 Communication and training about anti-corruption policies and procedures	Information unavailable
	205-3 Confirmed incidents of corruption and actions taken	Business ethics and integrity, p21
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust and monopoly practices	Regulatory compliance, p22
GRI 415: Public Policy 2016	415-1 Political contributions	Information unavailable
Regulatory compliance		
GRI 3: Material Topics 2021	3-3 Management of material topics	Regulatory compliance, p22
<i>See also: GRI 2-27 above</i>		
Data privacy and cybersecurity		
GRI 3: Material Topics 2021	3-3 Management of material topics	Data privacy and cybersecurity, p23
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Data privacy and cybersecurity, p23
Supply chain management		
GRI 3: Material Topics 2021	3-3 Management of material topics	Vendor management, p25
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Vendor management, p25
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Information unavailable
	308-2 Negative environmental impacts in the supply chain and actions taken	We do not currently undertake supplier ESG assessments
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Information unavailable
	414-2 Negative social impacts in the supply chain and actions taken	We do not currently undertake supplier ESG assessments

MATERIAL TOPICS (Cont'd)		
GRI standard	Disclosure	Location/Reason for omission
Transparency and communication		
GRI 3: Material Topics 2021	3-3 Management of material topics	Regulatory compliance, p22 Transparency and communication, p26
GRI 417: Marketing and Labelling 2016	417-1 Requirements for product and service information and labelling	Regulatory compliance, p22
	417-2 Incidents of non-compliance concerning product and service information and labelling	Regulatory compliance, p22
	417-3 Incidents of non-compliance concerning marketing communications	Regulatory compliance, p22
Climate: emissions and energy		
GRI 3: Material Topics 2021	3-3 Management of material topics	Energy and emissions, p31
GRI 201: Economic Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	We have not fully assessed financial implications related to climate change risks and opportunities
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	Energy and emissions, p31 Base data, p58
	302-2 Energy consumption outside of the organisation	Data not currently tracked
	302-3 Energy intensity	Energy and emissions, p31
	302-4 Reduction of energy consumption	Energy and emissions, p31
	302-5 Reductions in energy requirements of products and services	Data not currently tracked
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Energy and emissions, p31 Base data, p58
	305-2 Energy indirect (Scope 2) GHG emissions	Energy and emissions, p31 Base data, p58
	305-3 Other indirect (Scope 3) GHG emissions	Scope 3 emissions not currently tracked
	305-4 GHG emissions intensity	Energy and emissions, p31
	305-5 Reduction of GHG emissions	Energy and emissions, p31
	305-6 Emissions of ozone-depleting substances (ODS)	Data unavailable
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx) and other significant air emissions	Not applicable to U Mobile operations

MATERIAL TOPICS (Cont'd)		
GRI standard	Disclosure	Location/Reason for omission
Waste management		
GRI 3: Material Topics 2021	3-3 Management of material topics	Waste management, p34
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Waste management, p34
	306-2 Management of significant waste-related impacts	Waste management, p34
	306-3 Waste generated	Waste management, p34
	306-4 Waste diverted from disposal	Waste management, p34
	306-5 Waste directed to disposal	Waste management, p34
Fair employment and equal opportunities		
GRI 3: Material Topics 2021	3-3 Management of material topics	Fair employment and equal opportunities, p38
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	Data unavailable
	202-2 Proportion of senior management hired from the local community	Data unavailable
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Talent development, p42 Base data, p58
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Fair employment and equal opportunities, p38
	401-3 Parental leave	Fair employment and equal opportunities, p38 Base data, p58
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective action taken	Fair employment and equal opportunities, p38
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Data unavailable
GRI 409: Forced or Compulsory Labour 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour	Not material for U Mobile operations. We do not currently assess vendors for forced or compulsory labour risk

MATERIAL TOPICS (Cont'd)		
GRI standard	Disclosure	Location/Reason for omission
Employee health, safety and well-being		
GRI 3: Material Topics 2021	3-3 Management of material topics	Health and safety, p39
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Health and safety, p39
	403-2 Hazard identification, risk assessment and incident investigation	Health and safety, p39
	403-3 Occupational health services	Health and safety, p39
	403-4 Worker participation, consultation, and communication on occupational health and safety	Information unavailable
	403-5 Worker training on occupational health and safety	Health and safety, p39
	403-6 Promotion of worker health	Health and safety, p39
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Information unavailable
	403-8 Workers covered by an occupational health and safety management system	Health and safety, p39 Base data, p58
	403-9 Work-related injuries	Health and safety, p39 Base data, p58
	403-10 Work-related ill health	Information unavailable
Talent development		
GRI 3: Material Topics 2021	3-3 Management of material topics	Talent development, p42
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Talent development, p42 Base data, p58
	404-2 Programmes for upgrading employee skills and transition assistance Programmes	Talent development, p42
	404-3 Percentage of employees receiving regular performance and career development reviews	Data not currently tracked, although all employees receive annual performance appraisals
Community investment		
GRI 3: Material Topics 2021	3-3 Management of material topics	Supporting communities, p44
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Supporting communities, p44
	203-2 Significant indirect economic impacts	Supporting communities, p44

MATERIAL TOPICS (Cont'd)		
GRI standard	Disclosure	Location/Reason for omission
Community investment (Cont'd)		
413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments and development programmes	Although we implement community initiatives, we do not currently assess impacts or have development programmes
	413-2 Operations with significant actual and potential negative impacts on local communities	We do not currently assess potential negative impacts on local communities
Youth engagement		
GRI 3: Material Topics 2021	3-3 Management of material topics	Championing youth, p46
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Championing youth, p46
	203-2 Significant indirect economic impacts	Championing youth, p46
413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments and development programmes	Although we have implemented youth engagement initiatives, we do not currently assess impacts or development programmes
	413-2 Operations with significant actual and potential negative impacts on local communities	We do not currently assess potential negative local community impacts
Customer experience		
GRI 3: Material Topics 2021	3-3 Management of material topics	Customer experience, p49
Partnerships for growth		
GRI 3: Material Topics 2021	3-3 Management of material topics	Partnerships for growth, p28
Network quality and connectivity		
GRI 3: Material Topics 2021	3-3 Management of material topics	Network quality and connectivity, p51
Digital inclusion		
GRI 3: Material Topics 2021	3-3 Management of material topics	A focus on digital inclusion, p53
Digitalisation and innovation		
GRI 3: Material Topics 2021	3-3 Management of material topics	Always innovating, p54

GLOSSARY

Fourth generation (4G) | The fourth major iteration of wireless mobile telecommunications technology, which provides faster data transfer speeds, improved network capacity and lower latency compared to its 3G predecessor.

Fifth generation (5G) | The latest generation of wireless mobile telecommunications technology, which offers significantly faster data speeds, ultra-low latency, increased network capacity and the ability to connect a massive number of devices simultaneously. 5G networks enable various advanced applications, such as autonomous vehicles, smart cities, Internet of Things (IoT) devices, augmented reality and virtual reality.

B40 | Bottom 40% of households with the lowest income in the country.

Broadband | A high-speed internet connection which provides faster data transmission rates than traditional dial-up. Broadband can be delivered through various technologies, including digital subscriber line (DSL), cable, fibre-optic and wireless networks.

CDP (formerly Carbon Disclosure Project) | An international nonprofit organisation providing a global platform for companies, cities, states and regions to measure, disclose, manage and share environmental data, focusing on climate change, water security and deforestation.

Cloud computing | The delivery of computing services over the internet without needing on-premises infrastructure or physical hardware. It involves storing and processing data and running applications on remote servers, typically provided by a third-party cloud service provider.

Cryptography (crypto) | The techniques and practices used to secure and protect information in various forms, particularly in digital communications and transactions. It involves encryption, decryption and other cryptographic algorithms to ensure data confidentiality, integrity and authenticity.

Financial technology (fintech) | The innovative use of technology in the financial industry. It encompasses various digital solutions, applications and platforms that enhance financial services, such as mobile banking, digital payments, robo-advisory, peer-to-peer lending and blockchain-based transactions.

Green Electricity Tariff (GET) | An initiative under TNBX Sdn. Bhd. – a wholly owned subsidiary of Tenaga Nasional Berhad – for customers to sign up for electricity generated from renewable sources such as solar, wind and hydro, and contribute to reducing greenhouse gas emissions and promoting a transition to greener and more sustainable energy.

Greenhouse gas (GHG) | Gases that trap heat in the Earth's atmosphere, contributing to the greenhouse effect and climate change.

Global Reporting Initiative (GRI) | A multi-stakeholder standard for sustainability reporting, providing guidance on determining report content and indicators.

GoBiz | U Mobile's digital payment acceptance solution.

GoPayz | U Mobile's universal digital wallet. It offers various financial and lifestyle services, such as remittance, online currency exchange, insurance, investment and zakat.

Global System for Mobile Communications Association (GSMA) | A trade organisation representing the interests of mobile network operators worldwide. It organises industry events, develops technical standards, and conducts research and analysis on various aspects of the mobile industry.

International Electrotechnical Commission (IEC) | An international standards organisation that develops and publishes standards for electrical, electronic and related technologies.

International Organization for Standardization (ISO) | An organisation that publishes standards. The ISO 27001 series of standards provides a framework for institutions to establish, implement, maintain and continuously improve their information security controls and practices to ensure the confidentiality, integrity and availability of sensitive information.

Jalinan Digital Negara (JENDELA) | A Malaysian government programme to improve digital connectivity and expand broadband coverage nationwide.

Long-Term Evolution (LTE) | A standard for high-speed wireless communication for mobile devices. It is often used as a marketing term for 4G technology. LTE provides faster data transfer rates and improved network performance compared to earlier 3G technologies. It is widely deployed and used by mobile network operators around the world.

Long-Term Evolution Advanced (LTE-A) | An enhanced version of LTE technology that provides even faster data speeds and improved network performance compared to standard LTE. It is considered a mechanism towards the transition to 5G.

Malaysian Communications and Multimedia Commission (MCMC) | The regulatory body overseeing and regulating Malaysia's communications and multimedia industry. It ensures compliance with relevant laws and regulations, advances fair competition, protects consumer interests, and promotes the development of the communications and multimedia sector in the country.

MyDIGITAL | An initiative by the Malaysian government to accelerate the country's digital transformation and foster digital inclusivity.

NIST Cyber Security Framework (CSF) | A set of guidelines, standards and best practices developed by the National Institute of Standards and Technology (NIST) in the United States to help organisations manage and mitigate cyber risks, enhance their resilience to cyber threats, and align their cybersecurity efforts with business objectives and industry standards.

Radio access network (RAN) | Part of a mobile telecommunications system that connects mobile devices to the core network infrastructure through base stations, enabling wireless communication and access to voice and data services.

Subscriber identity module (SIM) card | A small, removable smart card used in mobile devices to securely store and identify the subscriber's information, such as phone number, network authorisation and contact list.

Sustainable Development Goals (SDGs) | A United Nations plan to achieve a better, more sustainable and inclusive future by addressing global challenges, including poverty, inequality, climate change, environmental degradation, peace and justice.

Takaful | A form of Islamic insurance based on cooperation, where policyholders contribute premiums to a shared pool to provide protection and support for those facing losses or damages.

Universal service provider (USP) | In the context of U Mobile, a USP refers to the company's role as a telecommunications service provider that aims to provide affordable and accessible connectivity services for a broad range of customers, regardless of location or socioeconomic status.

Virtual private network (VPN) | A technology that creates a secure and private internet connection, ensuring confidentiality and protecting user data.

Zakat | An obligatory Islamic practice of almsgiving – a type of wealth redistribution and religious duty for eligible Muslims.

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CONTACT

[GRI 2-3]

We welcome any questions or input regarding the information in this report or our sustainability efforts. Please contact us by email at corp.comm@u.com.my

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