

PETRONAS DAGANGAN BERHAD 40TH ANNUAL GENERAL MEETING

PDB'S PERFORMANCE – 2021

25 APRIL 2022



PETRONAS

MAKING LIFE
**SIMPLER
AND
BETTER**



PETRONAS DAGANGAN BERHAD

MAKING LIFE SIMPLER AND BETTER



Driving value, growth & sustainability

Offering differentiated products

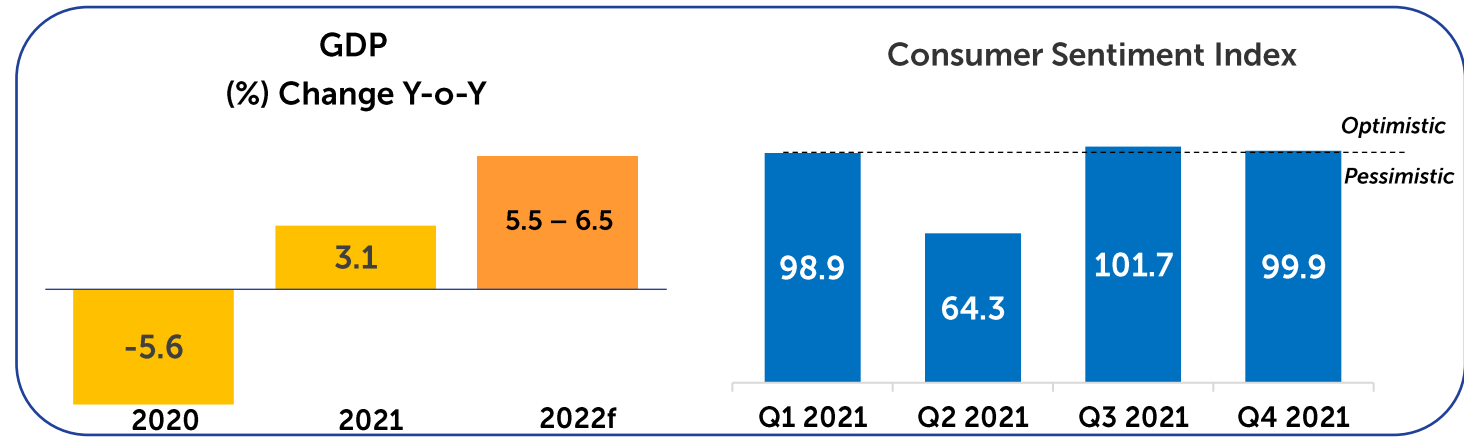
Reinventing the business



Navigated through the fast-evolving operating environment

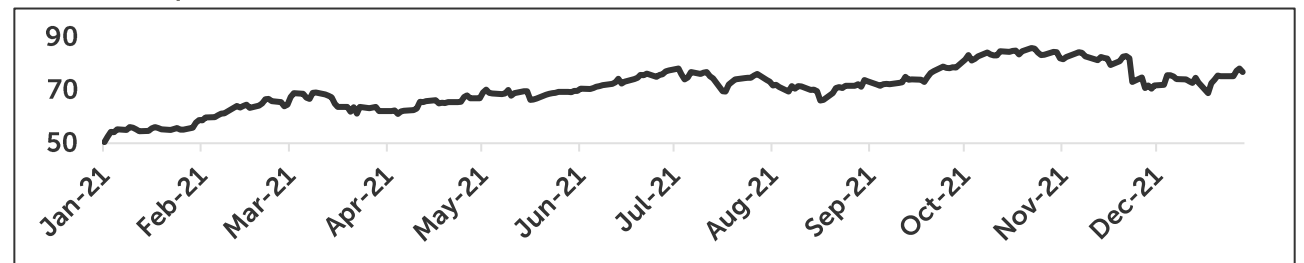


Moderate Economic Growth



Energy Price Volatility

Brent crude, USD/bbl



Source: Platts

Highest

USD86.12/bbl
25 Oct 2021

Lowest

USD50.34/bbl
4 Jan 2021

Closing price

USD77.02/bbl
31 Dec 2021

Embraced shift towards digitalisation and cleaner fuels



Customer Preference in the Next Normal

- **Accelerated shift towards e-commerce**
- **Increased digital adoption**
- **Demand for contactless transactions**

The Energy Transition

- **Global transition to renewable and cleaner forms of energy**



Strengthened product quality, branding and customer experience



▶ Rolled out Euro 5 to **all** PETRONAS stations



▶ Operationalised **7** new PETRONAS stations



▶ Engaging content via digital screen at **>900** PETRONAS stations nationwide



COMMERCIAL



Maximising value creation, creating partnership whilst pursuing Sustainability agenda



▶ Sustained B2B market leadership with **>1,000** commercial customers



▶ Recorded **33%** higher revenue mainly from Construction and Agriculture sectors



▶ Pioneered first Malaysian flight and exploring the supply of **Sustainable Aviation Fuel (SAF)** for Malaysia's aviation industry



LPG



Enhanced competitive edge in reinforcing market leadership



▶ Expanded Gas PETRONAS@Station and Gas PETRONAS@Mini Market at **>170** and **>100** locations nationwide, respectively

▶ Introduced 14kg cylinders for forklift industry and recorded **>5,000** cylinders in Central, Northern and Eastern region

▶ Expanded Gas PETRONAS Mobile App to **~300** locations in Klang Valley with **>17,000** downloads

▶ Capitalising digital platform via Setel on Gas PETRONAS@Station locator and cashless payment via Setel e-wallet



Continued delivering value-added services and convenience



- ▶ Recorded **23%** volume growth in B2B segment
- ▶ Strengthened brand growth for Syntium and Sprinta by **3%** and **16%** respectively

- ▶ Expanded PETRONAS AutoExpert network to **14** outlets

- ▶ Digitalised service booking via POMEN, linking **26,000** potential customers
- ▶ Launched car service package in Lazada and grew Shopee sales by **16%**

- ▶ Enabled Setel **e-wallet payment** at PETRONAS AutoExpert network

Delivered stronger performance in 2021



**Volume
(Mil Litres)** **FY2021: 11,778.2**
FY2020: 12,059.9

**Revenue
(RM Mil)** **FY2021: 22,505.3**
FY2020: 18,710.9

**Profit
After Tax
(RM Mil)** **FY2021: 531.2**
FY2020: 272.4

**Total
Assets
(RM Mil)** **FY2021: 9,600.8**
FY2020: 8,359.6

**Cash
(RM Mil)** **FY2021: 1,911.1**
FY2020: 2,691.8

**Dividend
Declared
(RM Mil)** **FY2021: 695.0**
FY2020: 378.0

**Dividend
Per Share
(Sen)** **FY2021: 70.0**
FY2020: 38.0

**Dividend
Payout
Ratio
(%)** **FY2021: 102.0**
FY2020: 96.0

OUR KEY OPERATIONS



Sustaining key operations with agile, safe and resilient approach



▶ Optimised **100%** conversion method from Euro 2M to Euro 5 using internal resources via 2 methods (tank dilution or tank cleaning)



▶ Sustained operational efficiency for LPG Bottling Operations above **90%** for two consecutive years

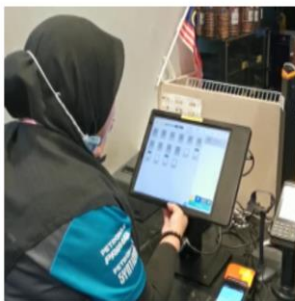
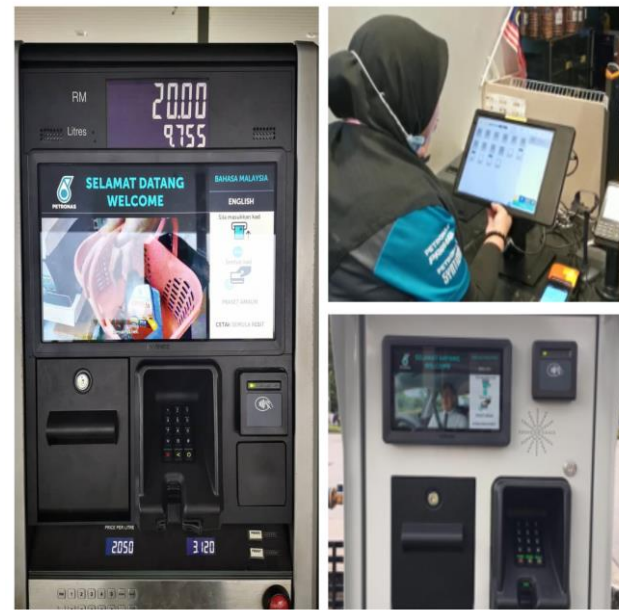


▶ Value creation of **RM6.3 million** freight savings through the implementation of New Operating Model (NOM)

The background features a stylized cityscape composed of blue-outlined buildings with a grid-like pattern of dots. Above the buildings, several icons are scattered, including clouds containing symbols for a globe, a shopping cart, a gear, a heart, a shield, a person, a magnifying glass, and a Wi-Fi signal. Additionally, there are circular icons with the text 'Li', '5G', and '6G'. Dotted lines connect some of these icons to the buildings below. The overall theme is digital technology and its application in business.

DIGITALISING THE BUSINESS

Supports, enables and amplifies areas of PDB's operations



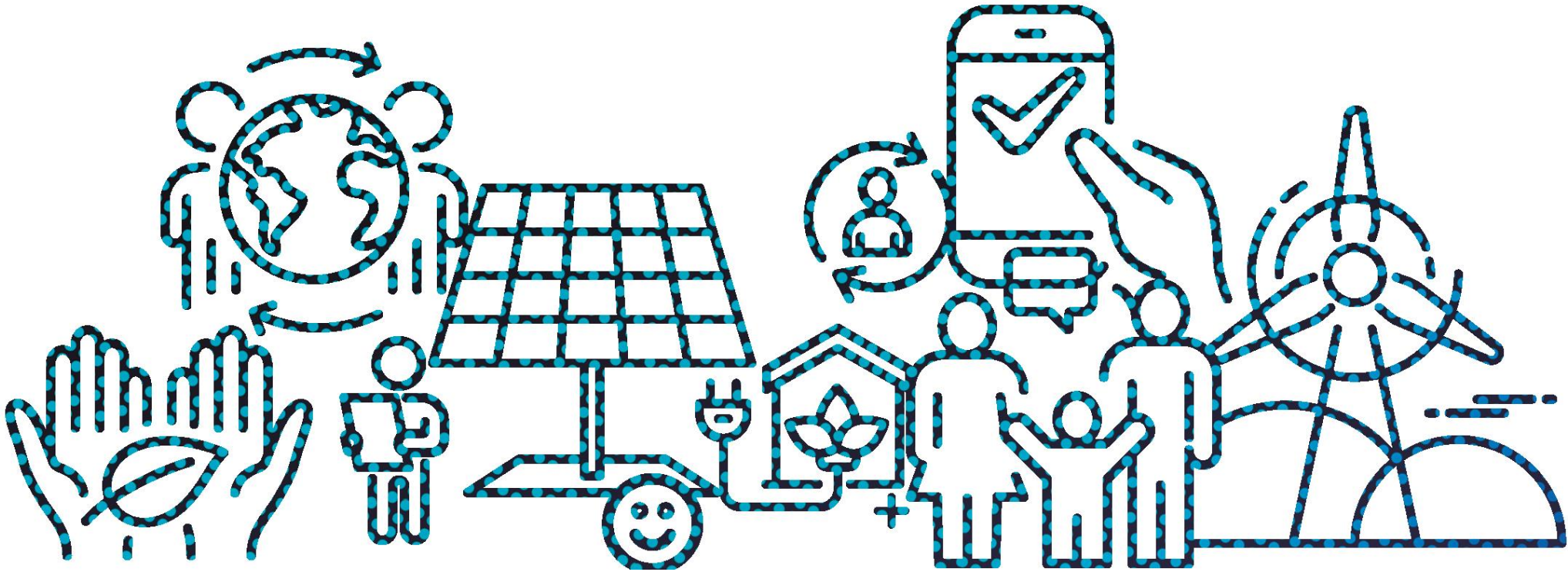
Expanded modernisation of **86% PETRONAS** stations with state-of-the-art payment terminals and cloud-based Point of Sale System

Migrated **~15 million** Mesra cardholders to new Mesra engine, a solution by Setel for Business to power better loyalty experiences

Data driven organisation to lift **corporate data literacy**

Strengthening PDB's cyber security posture **at par with industry standards**

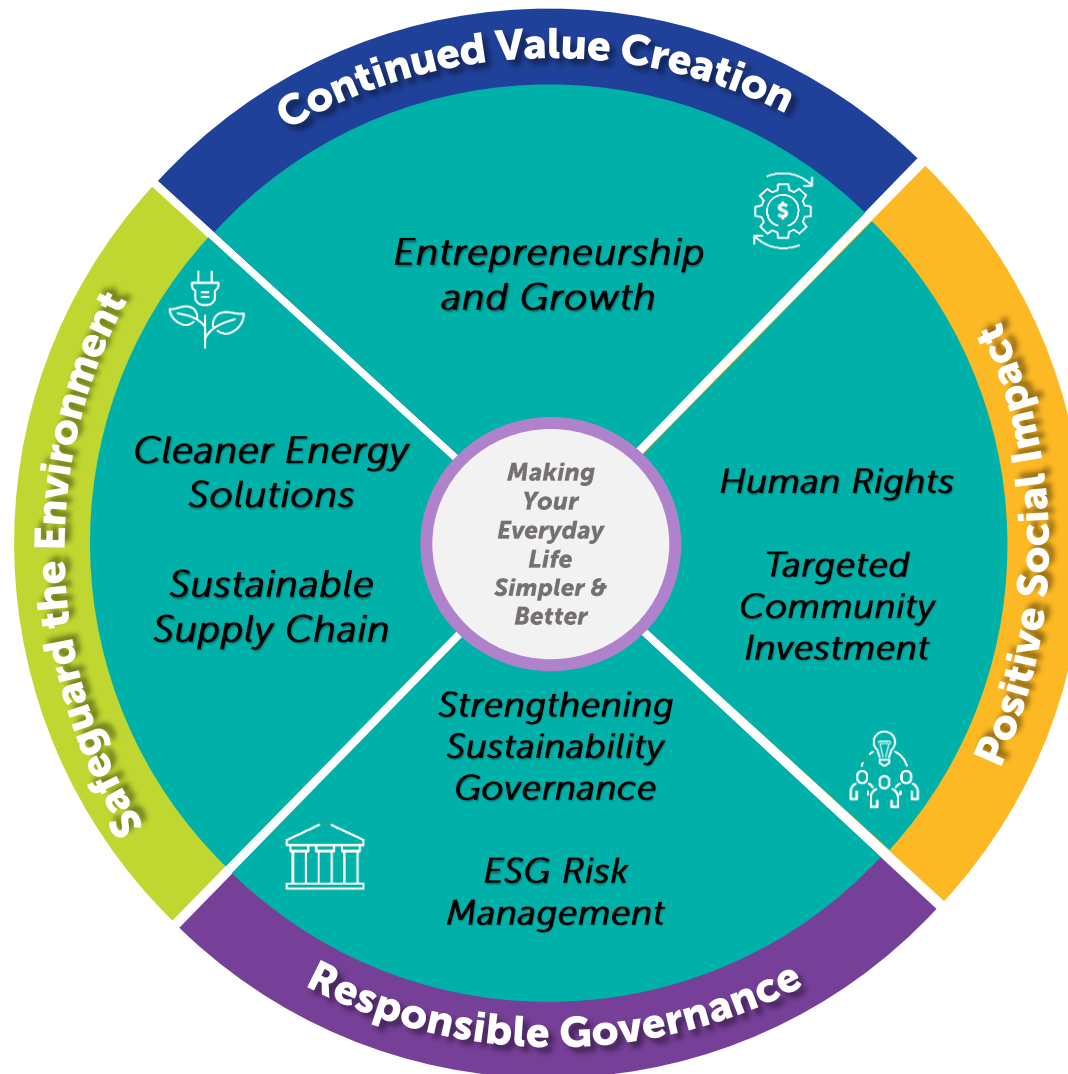
SUSTAINABILITY COMMITMENT



Strengthening and integrating sustainability in our DNA



Sustainability Governance



▶ The Board resolute in continuing PDB's commitment to sustainability and sustainable business performance

▶ PDB's Sustainability Roadmap is guided by PETRONAS' 4 Sustainability Lenses to strengthen our market position as we adapt to changes

Optimised the economic and social value creation through a customer-centric approach

Economy



3 entrepreneurs achieved sales of **>RM1 million** via MARA PETRONAS Automotive Entrepreneur Development Programme within three months of operation



Segar@Mesra supports the livelihood of local farmers and fishermen at **>40 PETRONAS stations** in Peninsular Malaysia and Sarawak



Partnered with **>1,700** local SME food suppliers nationwide

Continue to enrich lives of >2 million individuals in ways that are meaningful and sustainable

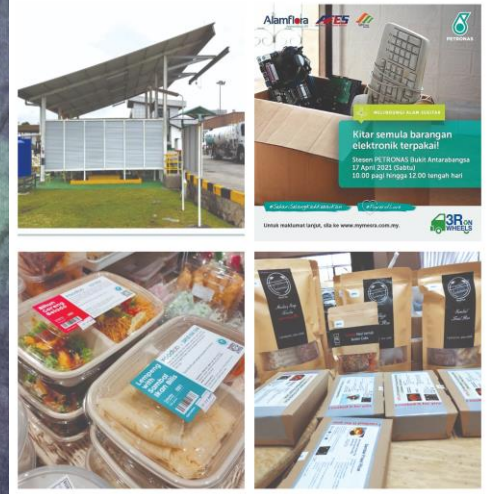
Social



- ▶ Food Bank Programme
- ▶ PETRONAS Coffee Break
- ▶ Ikhlash Ramadhan Bersama Gas PETRONAS
- ▶ PETRONAS StreetSmart
- ▶ Launched ROVR Mini PCS at rural areas
- ▶ Deployment of ROVR to EMCO and flood hit areas

Committed in transitioning to lower carbon energy solutions in mitigating climate change

Environment



Reduced Scope 2 emissions by **155.6 tonnes of CO₂e** through existing rooftop solar

Reduced GHG emissions by approx. **18,000 tonnes CO₂e** with customer's conversion from Diesel/marine oil to LNG

Sustainable Aviation Fuel produced from **100%** renewable waste and residue raw materials

Produced **environmentally enhanced PRYSM** merchandise

Positive environmental impact via **effective waste management** and **sustainable use of natural resources**

AWARDS AND ACCOLADES



PDB received 14 awards for various categories in 2021

Brand and Marketing



CUSTOMER EXPERIENCE
EXCELLENCE 2021



PUTRA BRAND AWARDS



APPIES MALAYSIA
MARKETING CAMPAIGN
AWARDS

Governance and Integrated Report



MSWG-ASEAN CG AWARDS



ARC AWARDS XXXV



FINANCE DERIVATIVES
MAGAZINE OF THE
NETHERLANDS



71ST AUSTRALASIAN
ANNUAL REPORTING
AWARDS

Innovation



NACS ASIAN CONFERENCE
SUMMIT



FUTURESTACK AWARDS



46TH INTERNATIONAL
CONVENTION ON QUALITY
CONTROL CIRCLES



ARISE AND RISTEX

HSE



39TH MSOSH
OCCUPATIONAL SAFETY
AND HEALTH AWARDS



ROSPA HEALTH AND
SAFETY AWARDS

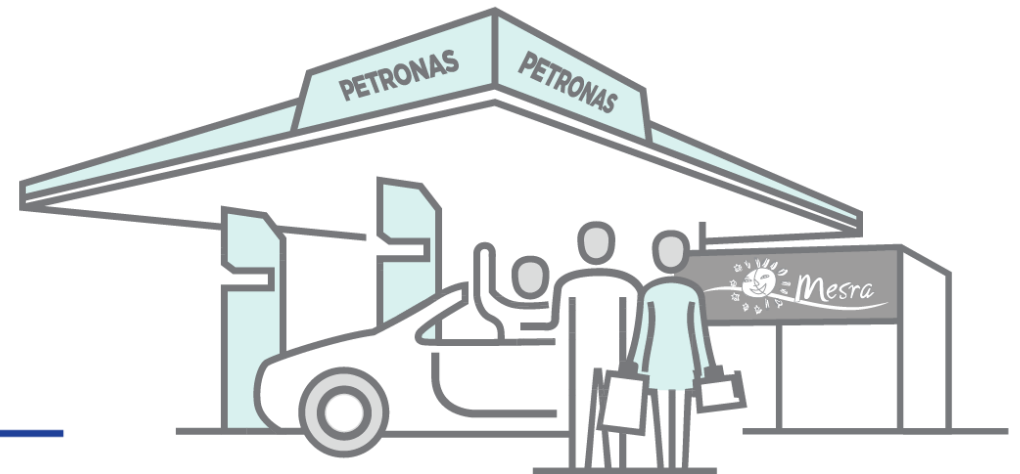
MAKING LIFE SIMPLER AND BETTER



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Transforming retail convenience at PETRONAS stations

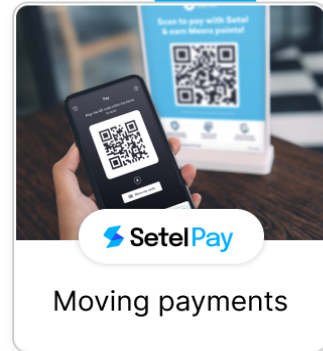


- ★ **>3.6 million** motorists
- ★ **4.9** app rating
- ★ **1.6 billion** Mesra points redeemed
- ★ **50%** repeat purchase rate



Scaling the mobility ecosystem of tomorrow

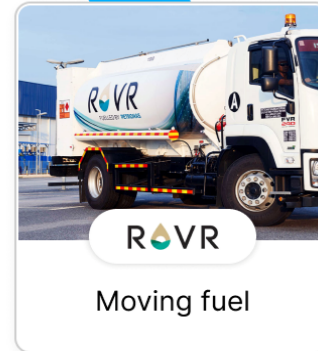
- ★ Expand payment touchpoints with **online merchants & retail partners**
- ★ Introduced **1st e-Wallet sharing solution** In Malaysia with **Setel Share**
- ★ **62% increase in PRYSM sales** with online and in-app purchases



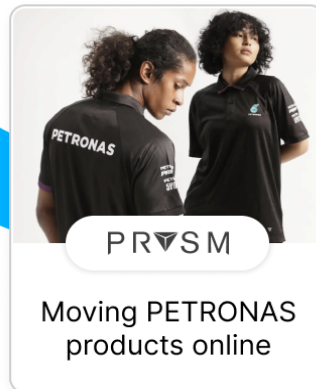
Moving payments



Moving deliveries



Moving fuel



Moving PETRONAS products online

★ **Setel Express delivery service** with **10x growth**

★ **Expansion for ROVR B2B fuel delivery** to **Johor & Pahang**



Get yours now!

www.petronasmerchandise.com

Expansion of food solutions and Mesra own-label offerings



Expansion of food offerings through **86 Kedai Mesra** with Mekan@Mesra which contributed to **>20%** increase in sales



On-going development of Mesra own-label products with average growth rate of **>30%**



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Future proofing through innovation



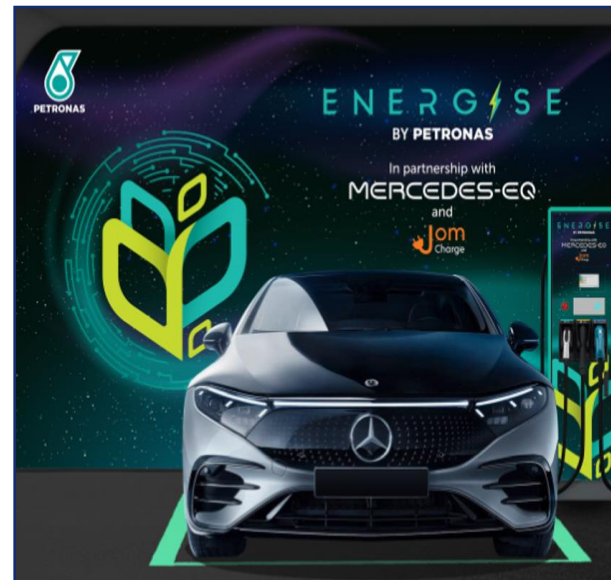
▶ Incorporated Mesra Retail & Café Sdn. Bhd.

- Expansion and enhancement of Kedai Mesra concept by integrating Makan@Mesra corner
- Development of own-label Ready-To-Eat and Ready-To-Drink offerings whilst continuing to support SMEs
- Widening of food and non-food Mesra own-label offerings

▶ Enhancement of Setel Express ecosystem

- Pick Up Drop Off feature at PETRONAS stations
- Schedule returns seamlessly from anywhere
- Premium Merchant shopping experience within Setel App

Seamless
delivery
experience.



▶ Partnership with Mercedes Benz and EV Connection in deploying DC Fast EV Charger

- Energise by PETRONAS is to address drivers' pain point of insufficient fast chargers in Malaysia

Continue to deliver Value, Growth and Sustainability



**MAKING YOUR EVERYDAY LIFE
SIMPLER AND BETTER**