

# PETRONAS DAGANGAN BERHAD

## 41<sup>ST</sup> ANNUAL GENERAL MEETING



10 MAY 2023



4 0 Y E A R S O F G R O W T H :  
**MOVING FORWARD TOGETHER**



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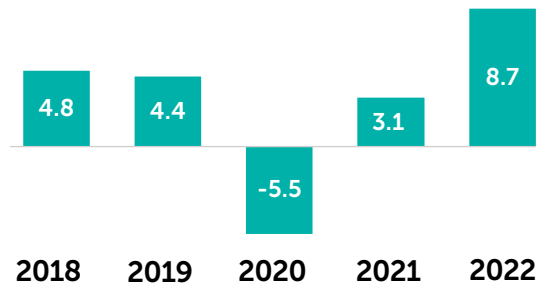
**2022 Highlights**

**2023 Outlook**

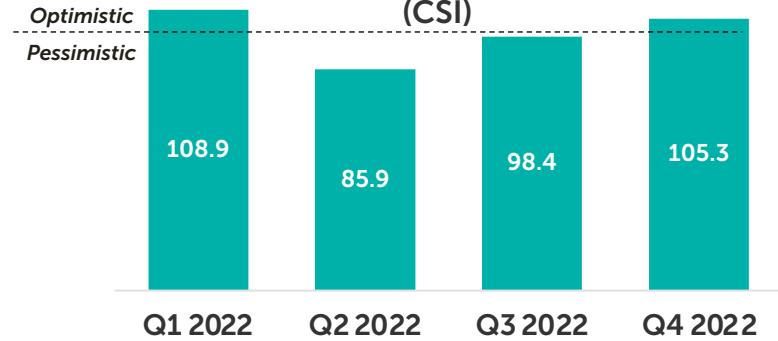
Key trends in 2022 included Malaysia's strengthening economy, global oil price volatility and increasing momentum in the energy transition

## Positive Domestic Economic Growth

Gross Domestic Product (GDP)

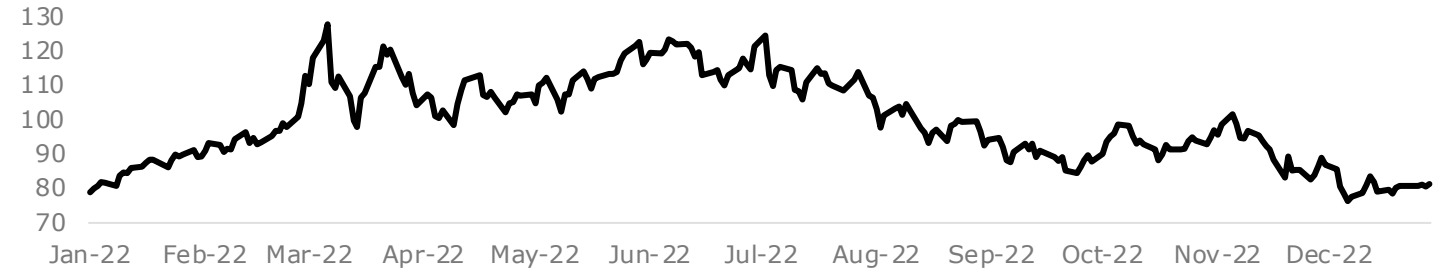


Consumer Sentiment Index (CSI)



## Oil Price Volatility

Brent crude, USD/bbl



Highest

**\$127.98/bbl**  
8 March

Lowest

**\$76.36/bbl**  
8 December

Closing Price

**\$81.33/bbl**  
30 December

## Energy Transition

Global increase in sustainability requirement steering a gradual yet perceptible transition to low-carbon and no-carbon forms of energy

# RETAIL-FUEL

Offering world-class fuel products to consumers via a network of more than 1,000 PETRONAS stations across Malaysia



**Highest volume** recorded in PDB history



**Higher Net Promoter Score** against 2021



**First full-fledged EV Charging Hub** in collaboration with Gentari

# COMMERCIAL

Strengthening our position in Growth segments focusing on delivering Value



Aviation sales revenue grew by **300%** in line with the segment recovery

Led SAF offering in Malaysia through the fuelling of **first passenger flights**



Double digit revenue growth in high value market segments



**31%** growth in the **marine sector**



# LPG

Maintained pole position as the leading retailer and marketer of LPG products



**Market leader** in Household and Commercial segments



Additional **91 Gas PETRONAS@Station** and **160 Gas PETRONAS@Mini Market**



Concluded **strategic partnership** with **PetrosNiaga**



# LUBRICANT

Innovate and improve operations via valuable insights gained from looking through our customers' lens



Superior performance offering via **PETRONAS Urania with StrongTech™** and **PETRONAS Syntium with CoolTech+™**

- **PETRONAS AutoExpert expansion** to 46 outlets nationwide
- **Partnership expansion** from MARA to PUNB and SME Bank in creating economic opportunities

Industrial Marine Lubricants **volume exceeding industry growth**



# MESRA

Consistently drive and deliver commendable results beyond the expectation set by the business



Increased revenue by **24%** exceeding market and sector growth

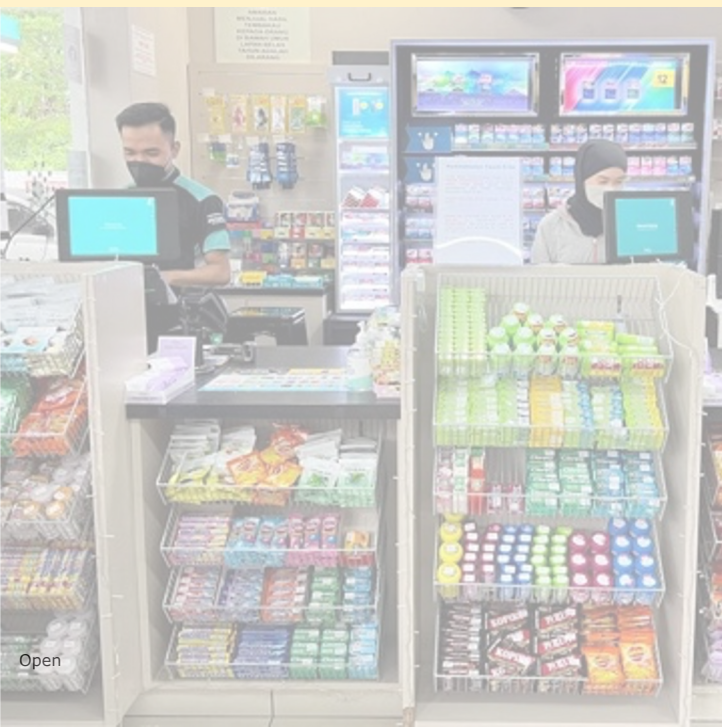
Mesra own-label products contributed **10%** of total chargeable sales



Launched Café Mesra and operationalised **>50 outlets** with exclusive coffee blend, EMBUN



Enhanced offerings with F&B partners



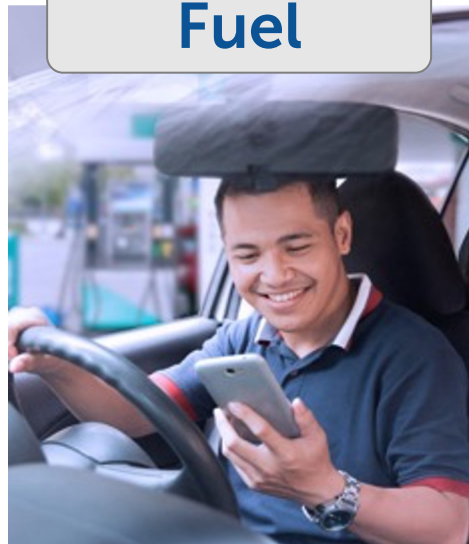




**Increasing fuel adoption at PETRONAS stations whilst maximising customers monetisation via new growth engines**



## Fuel



All time high GMV (80% increase YOY) with new features

Launched **Setel Lite**, to penetrate older device and mature customer segments

## Mobility



Grew beyond fuel with new mobility use cases

38% increase in average share of wallet from cross-selling of non-fuel products to fuel customers

EV charging platform via Setel for 49 charging points nationwide

## E-Commerce



100% GMV increase YOY in PETRONAS Shop sales

First cross border MVP to Singapore in December 2022

## Fintech



Setel payments touchpoints now available in more than 1.6 million stores nationwide

# SUPPLY AND DISTRIBUTION

Sustaining high level of efficiency in daily operations through resilient strategies



Overall Equipment Efficiency **above 90%**



Competitive Cost-to-Serve with **cost optimisation strategies**



**Asset rejuvenation** to prolong life expectancy and improving reliability



# DIGITAL

Adopting and building technology solutions that enhance customer experience, increase business resilience and accelerate sustainability journey



PETRONAS station modernisation



AI machine learning



Cyber Security

**3x faster cashless fuel transactions** through single tap payment, loyalty collection on Setel and contactless payments with bank cards

- **First AI machine learning** data models to support Business' needs
- Personalised customer campaigns resulting in **30% improvement** against 2021
- **Threat detection and protection**
- **Tightened controls** on access and data management practices

# HUMAN CAPITAL

Engaging employees through our shared values and cultural beliefs



## Health & Well-being

Zero Fatality and Major Fire

## Diversity & Inclusion

35% women representation in Senior Leadership positions

## Creating positive workplace culture

- Assistance for Employees with Special Needs Children
- More than 5,000 training man-days

# SUSTAINABILITY

The sustainability roadmap anchors on seven key focus areas



- 1 Strengthening Sustainability Governance
- 2 ESG Risk Management



- 3 Cleaner Energy Solutions
- 4 Sustainable Supply Chain



- 5 Entrepreneurship & Growth



- 6 Human Rights
- 7 Targeted Community Investment



<b>30</b> DC EV charge points	<b>38</b> stations powered by Solar
<b>Fuelled 8</b> flights powered by Sustainable Aviation Fuel	
Partnership with <b>&gt;1,800</b> local SME food suppliers nationwide for <i>Kedai Mesra</i>	
<b>46</b> PETRONAS AutoExpert in operation	
Constantly promoting Human Rights	
<b>169,009</b> lives touched via various programs	

# FINANCIAL HIGHLIGHTS

PDB's financial performance in 2022 was a reflection of robust efforts on our core businesses and on track with our growth agenda

**Volume  
(Mil Litres)** 15,033.7  
▲ 28%

**Revenue  
(RM Mil)** 36,748.9  
▲ 62%

**Profit  
After Tax  
(RM Mil)** 787.8  
▲ 48%

**Total  
Assets  
(RM Mil)** 11,257.5  
▲ 17%

**Cash  
(RM Mil)** 2,889.2  
▲ 51%

**Dividend  
Payout Ratio** 100%  
**Per Share** 76 sen



# AWARDS AND ACCOLADES

PDB received **35** awards for various categories in 2022





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TOGETHER**

2022 Highlights

**2023 Outlook**





**PDB remains cautiously optimistic and will continue to monitor global headwinds as well as any changes to policy**

**Estimated average forecast of USD89/bbl in 2023**



**Inflation and GDP expected to moderate in 2023 (2.5% – 3.0% and 4% respectively)**



**Estimated tourist arrival of 9.6 million in 2023**



**Domestic demand will be key to Malaysia's growth performance in 2023**



**Enhanced Sustainability requirements**





PETRONAS



**Making Your  
Everyday Life  
Simpler and Better**