

Our Value Creating Business Model

Guided By:
PETRONAS Shared Values

LOYALTY

INTEGRITY

PROFESSIONALISM

COHESIVENESS

Statement of Purpose

A progressive energy and solutions partner enriching lives for a sustainable future

Our Promise

Making Your Everyday Life Simpler and Better

Underpinned By:

PETRONAS CULTURAL BELIEFS



Customer Focused



Innovate Now



Be Enterprising



Speak Up



Courage to Act

OPERATING ENVIRONMENT

Positive Domestic Economic Growth

Oil Price Volatility

Energy Transition

CAPITAL INPUT

OUR VALUE CREATING ACTIVITIES

OUTPUTS

OUTCOMES FOR STAKEHOLDERS

RELATED STAKEHOLDERS

Financial

Pool of funds that enable us to carry out our business, including our shareholders' equity and income from operations

Manufactured

Our network of PETRONAS stations, Café Mesra, terminals and bottling facilities, PETRONAS AutoExpert outlets, as well as our fleet of vehicles

Intellectual

Our brand and franchise value, research and development capabilities, innovation capacity, reputation as well as strategic partnerships

Human

The collective knowledge, skills and experience of over 2,000 employees and our Board of Directors

Social and Relationship

The strong relationships which we have developed with all the stakeholders who have contributed towards our 40-year success story

Natural

The electricity, fuel, water and other natural resources required to deliver our products and services to customers



Making Your Everyday Life Simpler and Better

STRATEGIC PILLARS



VALUE



GROWTH



SUSTAINABILITY

MATERIAL MATTERS

Economic Growth and Performance

Climate Change and GHG Emissions

Human Capital

Customer-Centricity

Environmental Management

Capability Building

Ethics and Corporate Governance

Sustainable and Ethical Supply Chain

Community Investments

Data Privacy and Security

Health and Well-being

OUR RISKS

HSE RISK FINANCIAL RISK OPERATION RISK

TECHNOLOGY AND CYBER SECURITY RISK

MARKET RISK TALENT RISK

LEGAL AND REGULATORY RISK

STRATEGY RISK SUSTAINABILITY RISK

PRODUCTION AND SALES

- Total Volume
- Property, Plant and Equipment

ENVIRONMENT

- Emissions reduction in PDB operations
- Partnership with 3rd parties in offering circular proposition to customers

INNOVATION AND TECHNOLOGY

- Company-Owned, Company-Operated (COCO) station
- EV Charging Hub
- Cardless SmartPay
- PETRONAS Syntium with CoolTech+™
- PETRONAS Urania with StrongTech™
- Setel ecosystem enhancement
- Café Mesra
- Mesra own-label SKUs
- TipTop Enterprise App

Financial

- Revenue: **RM36,748.9 million**
- Profit After Tax: **RM787.8 million**
- Dividend per share: **76.0 sen**
- Dividend payout ratio: **100%**

Manufactured

- >1,000 PETRONAS stations
- >800 Kedai Mesra outlets
- 38 Terminals
- 36 ROVR Trucks
- 6 LNG Trucks
- >11 million LPG cylinders
- >60 EV charging facilities
- 14 solar panels at PETRONAS stations
- Depreciation and Amortisation of **RM438.9 million**

Intellectual

- Launched and operationalised **41** Café Mesra
- First EV charging hub with **3** DC and **2** AC chargers at PETRONAS station Bandar Baru Ayer Hitam, Johor
- Setel enhancement such as fuel and mobility use cases
- 85** Mesra own-label SKUs
- Operationalised **1** COCO station

Human

- RM296.4 million** salaries paid to employees
- Zero** fatality rate in 2022
- Recruited **54** fresh graduates under PETRONAS Group's Protege programme
- Maintained good gender balance on our Board and Leadership Team - **38%** female representation in LT - **30%** of Board members are female
- 60%** of Board members are independent

Social and Relationship

- RM306.7 million** taxes paid to the Government
- RM48,902.3 million** paid to contractors/business partners/suppliers
- Provided structured internships to **104** students from **19** universities in 2022
- 9** CSI programmes

Natural

- Continued inclusion in the FTSE4Good Bursa Malaysia Index for the **8th** consecutive year
- 149.8kt CO₂e** GHG emissions avoided from use of solar energy
- Diverted **12,562** bottles and cans from landfills
- 80.9m³** water withdrawal from harvested rainwater

SUPPORTED BY ROBUST GOVERNANCE FRAMEWORK

CORPORATE GOVERNANCE AND BUSINESS ETHICS