



Creating sustainable impact for our environment and community

## Sustainability Governance



*We encourage Team Astro to give back to the community through volunteering activities*

Our Board is the highest governing body that oversees our sustainability roadmap, ensuring its integration with Astro's strategic direction and daily operations. Our Board Charter includes a principal responsibility statement for business sustainability and long-term value creation, in which ESG considerations are embedded. Our Chairman is presently the Board's nominee on sustainability to ensure full alignment of our Board's overall views with the ESG AMC. As part of their commitment to being at the forefront of these important matters, our Directors participate in seminars and discussions centred around key issues and developments.

Our ESG governance structure clearly delineates the assignment of ESG responsibilities between Board and Management. Astro's sustainability efforts are led by the ESG AMC, which oversees the management, processes and execution of both our ESG strategy and Climate Roadmap, which sets out our long-term plan to decarbonise and reduce carbon emissions in our business. Chaired by our GCEO, the ESG AMC meets bi-monthly and is responsible for steering our ESG plans with support from business units across our Group. Each business unit is ultimately responsible

for implementing its agreed initiatives to actively foster a greener environment, create positive social impact and uphold the principles of good governance.

Our governance framework underpins the sound policies and systems that function across our Group. Our GCEO and SLT's performance (which is annually assessed and measured through the annual Corporate Scorecard) has ESG KPIs embedded linking ESG performance and management remuneration.

Material matters integral to our business are reviewed and addressed through Astro's three Strategic Drivers, comprising Content, Products and Sustainability.

Business strategies centred on these Strategic Drivers are developed by our GCEO / SLT and approved by our Board before being communicated across the business units. Team Astro is empowered to execute these strategies in a collaborative manner.

*The ESG AMC and its functions are shown in the diagram on page 99 of the Corporate Governance Overview*

# Stakeholder Engagement

As Malaysia’s leading content and entertainment company, Astro serves multiple stakeholders and the wider society. Regular stakeholder engagement builds trust and relationships, providing us critical input and feedback regarding each group’s concerns and expectations. We develop Astro’s strategies, policies and programmes with these in mind.

An overview of our key stakeholder groups, their major concerns and our response to these matters is detailed in the table below:

Frequency: <span style="color: #e91e63;">●</span> Annually <span style="color: #673ab7;">●</span> Quarterly <span style="color: #2196f3;">●</span> Monthly <span style="color: #8bc34a;">●</span> Ongoing			
Key Stakeholder	Modes of Engagement	Stakeholder Concerns	Our Response to These Matters
<b>Board of Directors</b>	<ul style="list-style-type: none"> <li><span style="color: #e91e63;">●</span> Board strategy offsite</li> <li><span style="color: #673ab7;">●</span> Board meetings</li> <li><span style="color: #2196f3;">●</span> Board committee meetings including the Audit and Risk Committee (ARC), the Nomination, Remuneration and Corporate Governance Committee (NRCGC) and the Strategy and Business Transformation Committee (SBTC)</li> <li><span style="color: #8bc34a;">●</span> Board calls</li> <li><span style="color: #8bc34a;">●</span> Corporate events</li> </ul>	<ul style="list-style-type: none"> <li>• Strategic direction, business and financial performance</li> <li>• Board reserved matters</li> <li>• Business ethics and CG</li> <li>• Sustainability roadmap and initiatives</li> </ul>	<ul style="list-style-type: none"> <li>• Provide updates on implementation of strategic plans, business direction, performance and significant issues</li> <li>• Brief and apprise the Board on the latest CG and compliance practices</li> <li>• Provide progress updates on ESG initiatives</li> </ul>
<b>Senior Management</b>	<ul style="list-style-type: none"> <li><span style="color: #673ab7;">●</span> Senior leadership offsites</li> <li><span style="color: #8bc34a;">●</span> Weekly leadership meetings</li> <li><span style="color: #8bc34a;">●</span> Internal and external meetings and updates</li> <li><span style="color: #8bc34a;">●</span> Corporate events</li> <li><span style="color: #8bc34a;">●</span> Employee engagement activities</li> </ul>	<ul style="list-style-type: none"> <li>• Business strategy and direction</li> <li>• Financial and operational performance</li> <li>• Employee engagement and progression</li> <li>• Employee remuneration structure</li> <li>• Health and safety procedures at work</li> <li>• CG &amp; Corporate Assurance</li> <li>• Sustainability initiatives and ESG targets</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor business performance against Corporate Scorecard, KPIs and established targets</li> <li>• Realign and adapt business strategy and direction according to changes in operating landscape</li> <li>• Design and execute ESG initiatives</li> <li>• Encourage close collaboration between business functions to promote efficiency and productivity</li> <li>• Actively engage with regulators, industry experts, professionals and employees</li> </ul>
<b>Team Astro (Astro employees)</b>	<ul style="list-style-type: none"> <li><span style="color: #e91e63;">●</span> People Survey</li> <li><span style="color: #e91e63;">●</span> Performance evaluation</li> <li><span style="color: #673ab7;">●</span> Townhalls</li> <li><span style="color: #2196f3;">●</span> Onboarding programmes</li> <li><span style="color: #2196f3;">●</span> Skip-level meetings</li> <li><span style="color: #2196f3;">●</span> SLT coffee sessions</li> <li><span style="color: #8bc34a;">●</span> Continuous online and offline learning, education and development programmes</li> <li><span style="color: #8bc34a;">●</span> Comprehensive well-being and wellness programmes</li> <li><span style="color: #8bc34a;">●</span> Internal communications including intranet, emails, focus groups, pulse surveys and feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Business strategy and direction</li> <li>• Financial and operational performance</li> <li>• Remuneration structure</li> <li>• Conducive and safe working environment</li> <li>• Employee benefits and welfare</li> <li>• Employee Most Valuable Player (MVP) Award</li> <li>• Learning and development opportunities</li> <li>• Opportunity to contribute towards ESG initiatives</li> </ul>	<ul style="list-style-type: none"> <li>• Educate on ESG matters</li> <li>• Inform on career development opportunities</li> <li>• Advise and update employee benefits</li> <li>• Conduct SLT and peer-to-peer sharing sessions</li> <li>• Provide OSH training and activities</li> <li>• Provide training programmes</li> <li>• Enable job rotations</li> <li>• Operate employee engagement platforms</li> <li>• Provide employee volunteering opportunities</li> </ul>

## Stakeholder Engagement

Key Stakeholder	Modes of Engagement	Stakeholder Concerns	Our Response to These Matters
<b>Customers</b>	<ul style="list-style-type: none"> <li>● On air curation and distribution of TV and radio programmes</li> <li>● Website and online platforms</li> <li>● Customer touchpoints including Astro Experience Stores, service centres, mobile and digital</li> <li>● Rewards programme</li> <li>● Customer feedback and surveys</li> <li>● On-ground engagement and events</li> <li>● Return path data from connected STBs</li> <li>● Data aggregated from multiple touchpoints across our TV, radio, streaming services and digital brands</li> </ul>	<ul style="list-style-type: none"> <li>● Product value proposition</li> <li>● Customer service, engagement and convenience</li> <li>● Personalisation, flexibility and immediacy</li> <li>● Data privacy</li> <li>● Information and update on relevant ESG topics (e.g. social, climate matters)</li> </ul>	<ul style="list-style-type: none"> <li>● Create innovative products and services that deliver value and ease of use</li> <li>● Deliver reliable customer service</li> <li>● Respond effectively to customer feedback in a timely manner</li> <li>● Deliver customer engagement activities</li> <li>● Conduct surveys of Net Promoter Score (NPS) and customer satisfaction</li> <li>● Manage and protect all customer and employee data in line with Personal Data Protection Act 2010 (PDPA)</li> <li>● Create programming, news, radio shows and digital content that highlights key ESG matters</li> <li>● Amplify key PSA messages across platforms</li> </ul>
<b>Shareholders and the investment community</b>	<ul style="list-style-type: none"> <li>● Annual General Meeting</li> <li>● Integrated Annual Report</li> <li>● Earnings calls</li> <li>● Financial results</li> <li>● Conferences and roadshows</li> <li>● Meetings and teleconference calls</li> <li>● Company announcements on Bursa Malaysia</li> <li>● Corporate website updates</li> <li>● Site visits</li> </ul>	<ul style="list-style-type: none"> <li>● Business sustainability amid industry disruption</li> <li>● Impact of ongoing acts of piracy and macro headwinds</li> <li>● Returns to shareholders</li> <li>● Sustainable business practices</li> </ul>	<ul style="list-style-type: none"> <li>● Conduct regular investor engagements</li> <li>● Provide timely updates on material business developments, strategy and performance through meetings, announcements on Bursa Malaysia and timely press releases</li> <li>● Remain as constituent of FTSE4Good Bursa Malaysia Index</li> <li>● Engage with ESG rating agencies to identify improvement opportunities</li> </ul>
<b>Regulators and governmental authorities</b>	<ul style="list-style-type: none"> <li>● Stakeholder dialogues</li> <li>● Review of policies and procedures</li> <li>● Regulatory compliance training sessions</li> <li>● Engagement with government ministries and agencies</li> <li>● Regulator roundtable sessions</li> </ul>	<ul style="list-style-type: none"> <li>● Direct and indirect contributions to the local economy</li> <li>● Growth and challenges of the local media industry</li> <li>● Compliance with laws and legal frameworks</li> <li>● Sustainable business practices</li> </ul>	<ul style="list-style-type: none"> <li>● Maintain open channels and regular dialogue between GCEO / SLT and relevant regulatory and governmental bodies</li> <li>● Uphold good CG through robust policies such as the Code of Conduct and Business Ethics and the Anti-Bribery and Corruption Policy to ensure regulatory compliance</li> <li>● Adhere to responsible and sustainable practices to protect stakeholders</li> </ul>

## Stakeholder Engagement

Frequency: ● Annually ● Quarterly ● Monthly ● Ongoing

Key Stakeholder	Modes of Engagement	Stakeholder Concerns	Our Response to These Matters
<b>Vendors and business partners</b>	<ul style="list-style-type: none"> <li>● Vendor registration process incorporating screening, due diligence questionnaire and integrity pledge</li> <li>● Vendor selection process</li> <li>● Regular dialogue with key suppliers</li> <li>● Company website, including annual and financial reports</li> </ul>	<ul style="list-style-type: none"> <li>● Ethical business practices</li> <li>● Transparent and objective tender process</li> <li>● Clear and concise specifications for goods and services</li> <li>● Prompt and timely payments</li> </ul>	<ul style="list-style-type: none"> <li>● Ensure open tender process to promote fair and transparent dealings</li> <li>● Perform vendor compliance audits / reviews</li> <li>● Partner with suppliers on shared opportunities</li> </ul>
<b>Community and non-governmental organisations (NGOs)</b>	<ul style="list-style-type: none"> <li>● Yayasan Astro Kasih's initiatives including Astro Kem Badminton, Astro Hostels and RimbaKita</li> <li>● Community messaging and initiatives including PSA and ESG related content, and news updates</li> <li>● Event participation / sponsorship</li> <li>● Collaboration on shared opportunities</li> </ul>	<ul style="list-style-type: none"> <li>● Sustainable business practices</li> <li>● Direct and indirect contribution to the local economy</li> <li>● Sponsorship</li> <li>● Invitation to community engagements</li> </ul>	<ul style="list-style-type: none"> <li>● Design and deliver impactful programmes and initiatives on environment, education and community</li> <li>● Lead advocacy on social and environmental topics</li> <li>● Support agreed relevant causes and relief projects</li> <li>● Amplify messages on events and causes across platforms</li> </ul>
<b>Media</b>	<ul style="list-style-type: none"> <li>● Press releases and conferences</li> <li>● Media interviews</li> <li>● Thought leadership talks</li> <li>● Online and offline media campaigns</li> <li>● Company website, including annual and financial reports</li> </ul>	<ul style="list-style-type: none"> <li>● Product offerings and launches</li> <li>● Content line-up</li> <li>● Business performance</li> <li>● Business milestones and industry updates</li> <li>● Sustainable business practices</li> <li>● Direct and indirect contributions to the local economy</li> </ul>	<ul style="list-style-type: none"> <li>● Conduct regular media engagements, press conferences</li> <li>● Provide regular announcements on material business developments, strategy and performance</li> <li>● Promote Astro content, products, services and ESG activities across all touchpoints</li> </ul>

## Material Matters

Materiality assessment is an important part of our value creation process, enabling us to align our business planning, strategies and performance management with our sustainability priorities. In FY24, we conducted an internal review of our material sustainability topics. This built upon FY23's full-scale materiality assessment, refreshing our material sustainability topics with key stakeholders' input, enabling us to understand and prioritise the economic, environmental, social and governance issues that matter most to our business and stakeholders.

FY22

- Conducted a review of the six existing material matters
- Mapped the material matters against Strategic Drivers

FY23

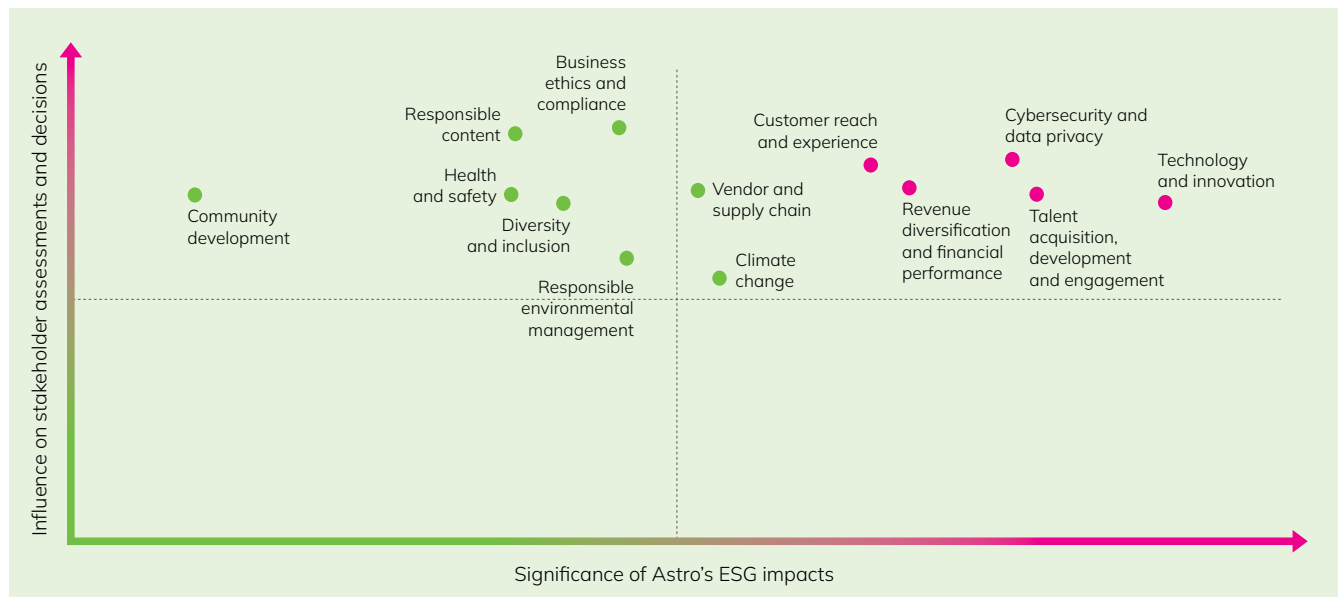
- Conducted a full-scale materiality assessment, involving a comprehensive engagement exercise with all key stakeholder groups and desktop validation against industry peers locally, regionally and globally
- Identified 13 material matters, of which five were ranked as high priority, as depicted in the materiality matrix below
- Mapped the material matters to our ESG Pillars and Strategic Drivers, integrating business priorities with sustainability for value creation
- Gained endorsement for the process outcome from our Board

FY24

- Conducted a limited-scale materiality review. This was performed internally by members of Management who routinely engage with the key stakeholder groups represented
- Reviewed the materiality matrix and list of key stakeholders
- Confirmed that the top five high-priority material matters remained unchanged from FY23
- Reviewed and gained concurrence from our Board

Through our limited-scale materiality review in FY24, we concluded that all our existing 13 material matters remain aligned with Astro's Strategic Drivers. The top five high-priority material matters also remain unchanged.

### FY24 Materiality Matrix



## Material Matters

Priority	Ranking	Material Matter	Description
<b>High</b>	1	Technology and innovation	Harnessing technology and data by digitalising internal processes to deliver superior products and services, positive customer experience and operational efficiency
	2	Cybersecurity and data privacy	Protecting and safeguarding customer data by ensuring proper security and access control and compliance with all applicable laws, including the Personal Data Protection Act (PDPA), company policies and management systems
	3	Talent acquisition, development and engagement	Attracting, developing and retaining a fit-for-purpose talent pool and empowering a winning team to drive long-term growth, including upskilling and reskilling talents and the enhancement of employee engagement and retention
	4	Revenue diversification and financial performance	Scaling up adjacent businesses and diversifying revenue streams for business sustainability amid intensifying competition with the intent to sustain shareholder value and deliver long-term returns
	5	Customer reach and experience	Providing the best entertainment experience and customer care for homes, individuals and enterprises, which includes digitalising and improving customer service across all touchpoints
<b>Medium</b>	6	Vendor and supply chain	Maintaining an equitable and transparent procurement process and practising ethical standards aligned with Astro's company values
	7	Climate change	Developing Astro's climate change adaptation and mitigation strategy, and implementing measures to reduce GHG in support of Malaysia's action plans on climate change
	8	Business ethics and compliance	Managing risks and opportunities with high standards of business integrity and ethical conduct
	9	Responsible environmental management	Implementing internal controls to manage and minimise Astro's operational environmental impact, such as conscious energy and water consumption as well as responsible waste management
	10	Diversity and inclusion	Promoting equal opportunity and fair recruitment to cultivate an inclusive and non-discriminatory work environment for all employees
	11	Responsible content	Ensuring content creation, aggregation, distribution and monetisation is a key differentiator to drive customer engagement, while upholding our responsibility as a responsible content creator, trusted news provider, acting as a Voice for Good to deliver powerful and impactful messaging to drive positivity among the community in accordance with local regulations, while making quality edutainment content accessible
	12	Health and safety	Implementing internal controls to ensure our Group protects the health and safety of employees and talents in the workplace, in line with industry best practices, and promotes employee well-being
	13	Community development	Engaging and serving the local community by harnessing our multiple platforms and content to deliver positive social impact, and empowering the lives of the community through financial and non-financial contributions, as well as partnerships with key players to drive positive outcomes that align with Astro's ESG Pillars

## Material Matters

Our top five material matters in FY24 are:

### 1. Technology and innovation

Emerging technologies are revolutionising the media and entertainment industry, changing the way content is delivered. Leveraging technology, Astro continues to deliver superior customer experience by enhancing functionalities and integrating more streaming services onto the U-Boxes, by digitalising and simplifying products and processes, by deepening investments in data analytics for better customer insights and conversion and by harnessing data across touchpoints to better serve customers with personalised recommendations.

### 2. Cybersecurity and data privacy

Astro views the protection of privacy and confidential data entrusted to us by our customers, employees, and other stakeholders as highly important. The potential for malware attacks and data leakages that arise from enhanced connectivity and wide digital adoption poses threats to Astro's cybersecurity and data privacy. As the incidence of such threats continues to rise, Astro expends significant resources to keep updated with the latest security controls, and has established extensive internal and external processes as well as initiatives to safeguard our employees and our customers' data, content and assets.

### 3. Talent acquisition, development and engagement

The supply-demand equation for labour has shifted profoundly in recent years. There is increased demand for greater flexibility, work-life balance, job satisfaction and more enriching benefits. In response, Astro has developed strategies to attract, develop and retain a fit-for-purpose talent pool and ensure a sustainable talent pipeline. Regular surveys and feedback sessions are undertaken to check engagement and course-correct as needed.

### 4. Revenue diversification and financial performance

Astro is diversifying its revenues via adjacent businesses, including broadband, OTT, advertising, enterprise and digital, with the aim of sustaining shareholder value and reaping long-term returns.

### 5. Customer reach and experience

Shifts in consumer behaviour and expectations post-pandemic are driving companies to change the way they connect with and serve their customers. Astro understands the importance of delivering superior customer experiences and value to meet customers' needs. As such, Astro is committed to offer a great entertainment experience, reliable connectivity and straightforward customer care by, among other things, accelerating the rollout of modern, connected products and creating compelling, high-quality content. An increasing number of Malaysian homes and businesses are connected through our broadband service, while Astro continues to focus on digitalising and improving customer service across all touchpoints.



## Risk Management

Our Enterprise Risk Management (ERM) framework incorporates sustainability and climate-related risks into our materiality assessment, supplementing our strategic, financial and operational risks. We ensure all identified risks align with our risk appetite through review and monitoring by designated risk owners. This process is conducted in collaboration with the Group Risk Management team and is then further deliberated on by the ESG AMC.

Risks	Material Matter	Opportunities
<ul style="list-style-type: none"> <li>Inability to automate processes effectively and slow adoption of new technologies impact agility and speed to market</li> </ul>	<b>Technology and innovation</b>	<ul style="list-style-type: none"> <li>Harness technology and data by digitalising internal processes to deliver superior products and services, positive customer experience and operational efficiency</li> <li>Invest in new system capabilities to deliver innovative and relevant services to customers</li> </ul>
<ul style="list-style-type: none"> <li>Cyberthreats and unauthorised access to sensitive information, such as breach of customer personal data, pose a significant risk, potentially eroding customer trust, causing reputational harm and resulting in financial losses and legal liabilities</li> </ul>	<b>Cybersecurity and data privacy</b>	<ul style="list-style-type: none"> <li>Implement robust cybersecurity measures and an enhanced data protection policy to safeguard critical customer and business information</li> <li>Ensure proper security access control and compliance with all applicable laws including, but not limited to, the Personal Data Protection Act (PDPA), Group policies and management systems</li> </ul>
<ul style="list-style-type: none"> <li>Difficulty in finding and retaining the right talent may hinder our growth and competitiveness</li> <li>Lower productivity and performance may result from disengaged and less experienced employees</li> </ul>	<b>Talent acquisition, development and engagement</b>	<ul style="list-style-type: none"> <li>Invest in talent development programmes and partnerships with educational institutions to cultivate a pipeline of skilled professionals</li> <li>Conduct regular employee engagements to enhance morale and motivation</li> </ul>
<ul style="list-style-type: none"> <li>Economic uncertainties may lead to reduced consumer spending and negatively impact revenue and profitability</li> <li>Intense competition may erode market share and pricing power, leading to lower revenue and margins</li> </ul>	<b>Revenue diversification and financial performance</b>	<ul style="list-style-type: none"> <li>Scale up adjacent businesses and diversify revenue streams for business sustainability</li> <li>Ensure sustainable financial performance to attract investors and deliver long-term value for all stakeholders</li> </ul>
<ul style="list-style-type: none"> <li>Inability to meet customer expectations impacts customer confidence and loyalty, which leads to lower revenue</li> </ul>	<b>Customer reach and experience</b>	<ul style="list-style-type: none"> <li>Maintain consistent customer engagement to enable continuous improvement to meet and exceed customer expectations</li> <li>Provide the best entertainment experience and customer care for households and enterprises, which includes digitalising and improving customer service across all touchpoints</li> </ul>
<ul style="list-style-type: none"> <li>Climate-related events may disrupt our production and delivery schedules</li> <li>Negative publicity surrounding vendor practices, such as environmental violations or labour abuse, may tarnish reputation and affect customer trust</li> </ul>	<b>Vendor and supply chain</b>	<ul style="list-style-type: none"> <li>Uphold an equitable and transparent procurement process, adhering to ethical standards aligned with our values</li> <li>Partner with vendors to adopt sustainable practices to enhance our environmental credentials and appeal to environmentally conscious consumers</li> </ul>

## Risk Management

Risks	Material Matter	Opportunities
<ul style="list-style-type: none"> <li>Climate change can lead to extreme weather events such as flooding that may contribute to physical asset damage and business disruption</li> <li>Regulatory changes, technological advancements and shifts in customer preferences may impact our business and lead to deteriorating financial performance</li> </ul>	<b>Climate change</b>	<ul style="list-style-type: none"> <li>Develop Astro's climate change adaptation and mitigation strategy to decarbonise without impacting business continuity</li> </ul>
<ul style="list-style-type: none"> <li>Non-compliance with regulations could lead to legal consequences and financial repercussions</li> <li>Poor CG practices may tarnish our brand and reputation</li> </ul>	<b>Business ethics and compliance</b>	<ul style="list-style-type: none"> <li>Establish robust CG practices and effective compliance to enhance our reputation, increase stakeholder trust and create a sustainable business environment</li> </ul>
<ul style="list-style-type: none"> <li>Non-compliance with environmental regulations and irresponsible environmental practices can damage stakeholder trust and brand value</li> </ul>	<b>Responsible environmental management</b>	<ul style="list-style-type: none"> <li>Implement internal controls to manage and minimise Astro's operational environmental impact, such as conscious energy and water consumption as well as responsible waste management</li> </ul>
<ul style="list-style-type: none"> <li>Discriminatory employment practices could damage our reputation, employee morale and stakeholder relationships</li> <li>A homogeneous talent pool hinders innovation and creativity, limiting our ability to adapt to changing market demands</li> </ul>	<b>Diversity and inclusion</b>	<ul style="list-style-type: none"> <li>Uphold our commitment to diversity and inclusion to broaden our appeal to diverse customer segments and new market opportunities</li> <li>Foster equal opportunity and fair recruitment to promote an inclusive and non-discriminatory working environment for all employees</li> </ul>
<ul style="list-style-type: none"> <li>Content that is socially irresponsible or offensive may erode trust, integrity and credibility, leading to public backlash, penalties and other legal consequences</li> </ul>	<b>Responsible content</b>	<ul style="list-style-type: none"> <li>Emphasise content creation, aggregation, distribution and monetisation as key differentiators to drive customer engagement</li> <li>Uphold our responsibility as an ethical content creator, trusted news provider and Voice for Good to deliver powerful and impactful messaging to drive positivity among the community in accordance with local regulations</li> <li>Provide access to quality education through investments in edutainment content</li> </ul>
<ul style="list-style-type: none"> <li>Workplace accidents and injuries may result in reduced productivity and possible damage to our Group's property and reputation, legal consequences and penalties</li> </ul>	<b>Health and safety</b>	<ul style="list-style-type: none"> <li>Promote a strong safety culture with a conducive working environment to improve employee well-being and productivity and strengthen Astro's reputation</li> </ul>
<ul style="list-style-type: none"> <li>The success and sustainability of our initiatives may be at risk if there is insufficient engagement with the community</li> </ul>	<b>Community development</b>	<ul style="list-style-type: none"> <li>Engage and serve the local community through our content and multiplatform reach to deliver positive social impact</li> <li>Empower the lives of the community through financial and non-financial contributions, as well as partnerships with key players, to drive positive impact that align with Astro's ESG Pillars</li> </ul>

# Sustainability Framework

Our sustainability framework aligns our value creation model with the established material matters, as shown below. This framework underpins our efforts towards the effective integration of sustainability Group-wide, conducting and growing our business in a responsible manner. Supported by a sound governance structure, we strategically link our material matters to Astro's five ESG Pillars and three Strategic Drivers to encapsulate sustainability thinking. This enables us to incorporate sustainability commitments into our strategic business priorities.

## Vision

To be Malaysia's No. 1 Entertainment Destination

## ESG Pillars

### Responsible Business



Good governance is at the core of being a responsible business. Our robust CG framework is essential in ensuring compliance with applicable laws and regulations for effective risk management.

We are committed to business integrity and transparency, diversity and inclusion, workplace safety, cybersecurity, and data privacy and integrity.

### Caring for our Environment



Advocating for a greener planet, we are committed to carbon neutrality by 2040. We have developed a Climate Roadmap to guide us in reducing our overall GHG emissions over the short and longer term.

## Material Matters\*

- Cybersecurity and data privacy
- Talent acquisition, development and engagement
- Revenue diversification and financial performance
- Vendor and supply chain
- Business ethics and compliance
- Diversity and inclusion
- Health and safety

- Climate change
- Responsible environmental management
- Responsible content

\* 2 of the 13 material matters i.e. Responsible content and Community development relate to multiple ESG Pillars

## Aligned with



## Sustainability Framework

We have set sustainability performance targets up to FY26, supported by initiatives to be undertaken over a three-year period. Meanwhile, work is underway for us to implement our Climate Roadmap that outlines our goals to carbon neutrality by 2040.

### Mission

We will achieve our Vision through compelling content, products and experience powered by refreshed technology and a winning team

#### Voice for Good

Given our unique position as Malaysia's largest media and content powerhouse, we aspire to be a Voice for Good by airing public service announcements (PSA) and ESG-related content across TV, radio, and digital platforms. Our goal is to deliver impactful messaging to influence and drive positivity in all the communities in which we are present.

#### Education for All

Education is critical to the long-term well-being of our future generation and to building our nation. We leverage our key differentiator – content, to provide access to quality education and supplementary learning materials for students, especially those in rural and remote communities.

#### Community Development

We aspire to build sustainable communities and create a lasting impact on society while providing emergency relief assistance when the need arises.

Technology and innovation  
Customer reach and experience  
Responsible content  
Community development

Responsible content  
Community development

Community development

Strategic Drivers



Content



Products



Sustainability

# Performance Scorecard

On track to meeting set targets
  Reviewing current practices to meet FY26 targets

Pillar	Material Matters	Targets (FY24 - FY26)	FY24 Performance
 <p><b>Responsible Business</b></p>	Cybersecurity and data privacy	ISO 27001:2013 (Information Security Management System (ISMS) annual recertification with zero Non-Conformance Report (NCR)	<input checked="" type="checkbox"/> Achieved annual recertification with zero NCR
	Talent acquisition, development and engagement	10% annual increase in average employee training hours	<input checked="" type="checkbox"/> 35% increase in average employee training hours (FY24: 10.3 hours per employee)
	Customer reach and experience	Average Customer Satisfaction Score (CSAT) of at least 80%	<input checked="" type="checkbox"/> 83%
 <p><b>Caring for our Environment</b></p>	Climate change	2% reduction in energy consumption from FY22 baseline by FY26 (FY22: 110,085 Gigajoules)	<input checked="" type="checkbox"/> 6% reduction in energy consumption (purchased) in FY24 versus FY22 baseline (FY24: 103,430 Gigajoules)
	Responsible environmental management	2% reduction in total water consumption from FY22 baseline by FY26 (FY22: 149 Megalitres)	<input checked="" type="checkbox"/> 7% reduction in total water consumption in FY24 versus FY22 baseline (FY24: 139 Megalitres)
 <p><b>Voice for Good (VFG)</b></p>	Responsible content	5% annual increase in VFG hours (comprising PSA and ESG-related content)	<input checked="" type="checkbox"/> 24% increase in VFG hours in FY24 with introduction of ESG-related content tracking
 <p><b>Education For All</b></p>	Responsible content	11,000 educational On Demand videos	<input checked="" type="checkbox"/> FY24: 13,100 educational On Demand videos
 <p><b>Community Development</b></p>	Community development	Total of 20,000 employee volunteer hours (FY24 to FY26)	<input type="checkbox"/> FY24: 2,232 employee volunteer hours

## Management Approach for Material Matters

The following material matters are discussed this in section:

- Climate change
- Responsible environmental management
- Talent acquisition, development and engagement
- Diversity and inclusion
- Community development
- Health and safety
- Cybersecurity and data privacy
- Vendor and supply chain

For the material matters as listed below, please refer to the designated sections within this IAR23:

- Customer reach and experience *Refer to Products section on pages 41 to 49*
- Revenue diversification and financial performance *Refer to Group Financial Review on pages 139 to 141*
- Technology and innovation *Refer to Products section on pages 41 to 49*
- Responsible content *Refer to Content section on pages 33 to 40*
- Business ethics and compliance *Refer to SORMIC on pages 132 to 138*

**Legend:** ● Top 5 material matters ● Other material matters

### Climate change

Astro recognises the gravity of climate change and that our activities and greenhouse gas (GHG) emissions contribute to climate change impact. As Malaysia's leading content and entertainment company, Astro has a major role to play in raising climate awareness by communicating climate change knowledge and issues effectively and responsibly.

### Our approach

In support of the UNSDG on climate change and Malaysia's transition to a low carbon, climate-resilient economy, Astro is committed towards achieving carbon neutrality by 2040.



Astro is committed to achieving carbon neutrality by 2040

## Management Approach for Material Matters

We have developed a Climate Roadmap to guide our businesses in decarbonising and reducing carbon emissions in line with the Paris Agreement's goal to limit global warming to well below 2°C, and to pursue efforts to limit the temperature increase even further to 1.5°C, compared to pre-industrial levels. Our Climate Roadmap is based on four strategies with clear objectives and guiding principles to achieve the climate goal:



### Strategy 1 - Establish Climate Governance

Strategy 1 aims to integrate climate considerations and promote sustainable business strategies at the Board level and put in place the necessary systems and people competencies across all levels of our workforce to address the risks and opportunities of climate change.



### Strategy 2 - Reduce Own GHG Emissions

Strategy 2 aims to reduce Astro's own GHG emissions. To achieve carbon neutrality by 2040, Astro is committing to a medium-term target of a 28% reduction by FY31 against our emissions at baseline year of FY20 that is representative of normal business activities before the pandemic. We will firstly prioritise reducing GHG emissions internally as much as possible, before offsetting the remaining emissions using carbon credits to realise our carbon neutral aspirations. Astro has identified various focus areas, including Energy Efficiency, Renewable Energy, and Refrigerant Management.

#### Energy Efficiency

We will enhance energy efficiency continuously across our offices to reduce overall energy consumption. Energy saving initiatives by way of maintenance, overhaul, replacement, and optimisation will be rolled out gradually to ensure Astro's sites are energy efficient.

#### Renewable Energy

As our indirect emissions from electricity use contributes the most to our total emissions, we will continue to source renewable energy through the installation of on-site photovoltaic cells and other market-based solutions such as, Renewable Energy Certificates (RECs) and Power Purchasing Agreement (PPA).

#### Refrigerant Management

We aim to avoid and reduce refrigerant leaks by improving management practices, such as regular maintenance, leak detection and the use of low climate-impact refrigerants.



### Strategy 3 - Tackle Supply Chain Emissions

Strategy 3 recognises that Astro cannot work alone to address the challenges of the climate crisis and meet our climate responsibilities. Hence, we seek opportunities to collaborate with our supply chain partners to decarbonise the supply chain collectively. To that end, Astro strives to achieve operational excellence and enhance our product stewardship.



### Strategy 4 - Adopt Climate Advocacy

Strategy 4 aims to empower climate actions through climate advocacy to drive sustainable change. As Malaysia's largest media and entertainment company, Astro has a unique advantage to utilise our voice and content to advocate for a greener planet while increasing climate awareness among Malaysians through our multiplatform reach across TV, radio and digital.

## Management Approach for Material Matters

### Our performance

#### Climate Roadmap

Employee participation in a series of targeted workshops and training sessions was central to the development of our Climate Roadmap. These efforts are designed not only to enhance understanding and awareness of climate concepts but also to foster an environment of active participation and innovation in our sustainability endeavours. The sessions covered a wide range of topics, including the fundamentals of carbon neutrality, climate risk and adaptation, the exploration of carbon reduction and decarbonisation solutions, GHG accounting and reporting, supplier engagement and climate advocacy.

#### Emissions

Astro's journey on climate action started as early as 2009 when we conducted our very first carbon footprint assessment of our AABC site.

In 2013, our scope of assessment was expanded to cover other major sites within the Klang Valley and limited Scope 3 emissions. Since then, we have been measuring our Scope 1, Scope 2 and limited Scope 3 emissions, consistently improving our data collection processes over the years. We obtained an independent limited assurance from British Standards Institution Services Malaysia (BSI Malaysia) against ISO 14064-1:2018 for our reported GHG emissions in FY24. Please refer to pages 81 to 83 for BSI Malaysia's Independent Limited Assurance Statement.

Our FY24 GHG assessment accounts for and reports emissions under the following scopes as defined in the GHG Protocol:

**Scope 1**

Direct GHG emission from sources that are owned or controlled by the reporting company  
*Example: Electricity generators, fuel for company-owned vehicle and leakage of cooling refrigerant (if any)*

**Scope 2**

Indirect emissions associated with the generation of imported / purchased electricity and cooling chilled water  
*Example: Purchased electricity and chilled water (if any)*

**Scope 3**

Other indirect GHG emissions from transport means that are not company-owned  
*Example: Waste disposal, employee business travels, third-party installer travels and employee commuting (if any)*

Emission Sources	GHG Emissions (tCO <sub>2</sub> e) <sup>(1)</sup>				
	FY20 (Base Year)	FY21	FY22	FY23	FY24
<b>Scope 1:</b> Direct Emissions from Astro's owned or controlled operations and activities	1,365	481	1,241	1,152	<b>673</b>
<b>Scope 2:</b> Indirect Emissions from Purchased Electricity (TNB) & Energy (chilled water supply from Megajana until FY20)	26,420	27,278	23,181	22,644	<b>21,780</b>
<b>Scope 1 and 2 GHG emissions</b>	<b>27,785</b>	<b>27,760</b>	<b>24,421</b>	<b>23,796</b>	<b>22,453</b>
<b>Year-on-year change</b>		<b>(0.1%)</b>	<b>(12.0%)</b>	<b>(2.6%)</b>	<b>(5.6%)</b>
<b>Scope 3:</b> Other Indirect Emissions from Staff Business Travel, Third Party Installers, Employee Commuting and Waste Generated from Operations <sup>(2)</sup>	5,173	5,468	4,928	4,913	<b>5,909</b>
<b>Total overall GHG emissions</b>	<b>32,958</b>	<b>33,228</b>	<b>29,349</b>	<b>28,709</b>	<b>28,361</b>
<b>Year-on-year change</b>		<b>0.8%</b>	<b>(11.7%)</b>	<b>(2.2%)</b>	<b>(1.2%)</b>

#### Notes:

<sup>(1)</sup> GHG emissions data from FY20 to FY23 have been restated to align with Bursa Malaysia's requirement for all sustainability-related data to be presented on a financial, instead of calendar, year basis

<sup>(2)</sup> Scope 3 emissions for Category 7 have been expanded to include all employee commuting types in FY24 (versus shuttle bus services only in FY23)

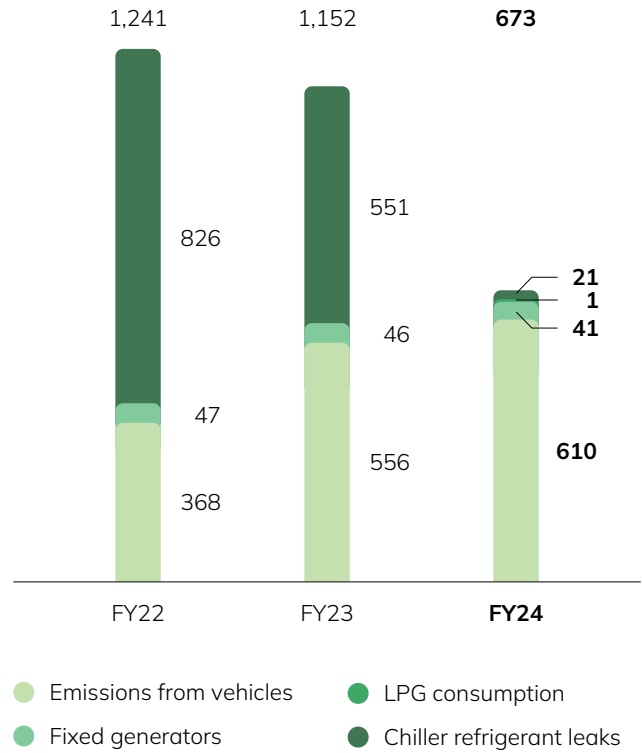


## Management Approach for Material Matters

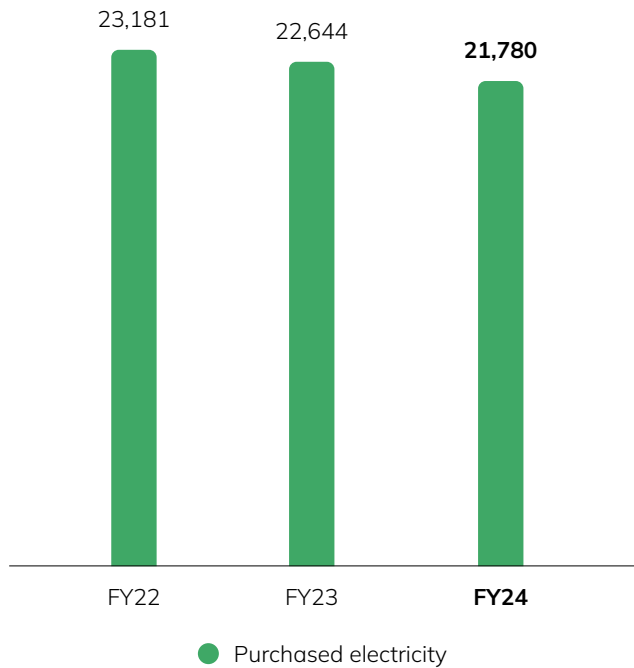
Overall GHG Emissions (tCO<sub>2</sub>e)



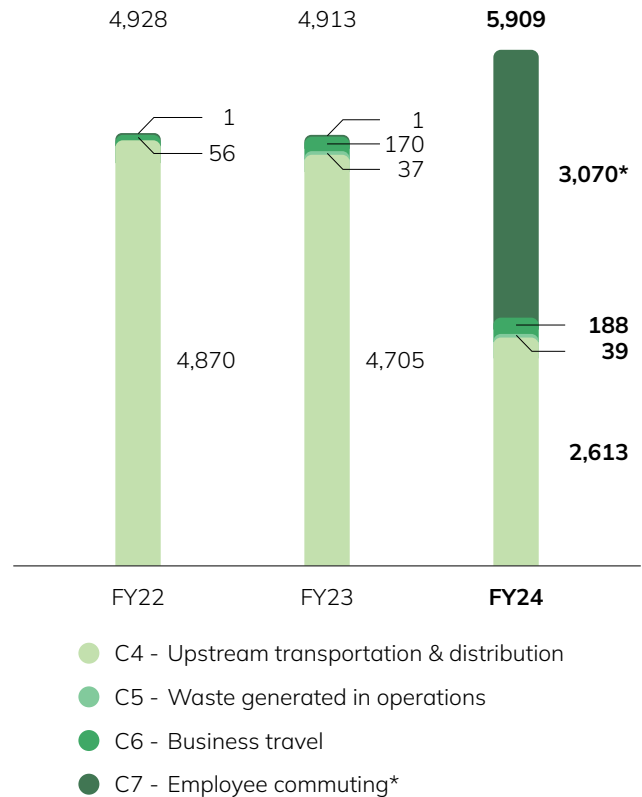
Scope 1 Direct GHG Emissions (tCO<sub>2</sub>e)



Scope 2 Indirect GHG Emissions (tCO<sub>2</sub>e)



Scope 3 Indirect GHG Emissions (tCO<sub>2</sub>e)



\* Category 7 emissions have been expanded to include all employee commuting types in FY24 (versus shuttle bus services only in FY23)

## Management Approach for Material Matters

As we transition towards a greener Astro, our overall GHG emissions in FY24 continued to decline by 1.2% to 28,361 tCO<sub>2</sub>e, despite the expansion of Scope 3 Category 7 for employee commuting. Excluding this Scope 3 expansion, our overall GHG emissions in FY24 declined by 11.9% to 25,288 tCO<sub>2</sub>e.

We reduced our Scope 1 and 2 GHG emissions by 5.6% in FY24 as we embarked on our Carbon Neutral 2040 journey. This represents a 19% reduction versus our FY20 baseline. FY24 GHG intensity for Scope 1 and 2 emissions increased by 4.9% year-on-year to 6.53 tCO<sub>2</sub>e per RM million of revenue.

Scope 1 emissions decreased significantly by 41.6% against FY23 mainly due to the reduction in refrigerant leakage recorded from our cooling units in AABC and ACBC, as a result of preventive measures taken. We completed a chiller system overhaul in FY23 and installed a refrigerant leak monitoring system to reduce the possibility of any leakages going undetected.

Scope 2 emissions decreased by 3.8% in FY24 as a result of our ongoing workspace consolidation exercise and energy saving initiatives. In FY24, we implemented a programme to increase ambient office temperature by 1°C to 2°C to 24°C, resulting in a decrease in our electricity consumption. The reported data for previous years was restated in FY23 due to the update of Grid Emission Factor for electricity (Scope 2), based on the latest guidance issued by the Energy Commission.

Additionally, we have expanded our Scope 3 tracking and monitoring for Category 7 to include all employee commuting types in FY24 (versus shuttle bus services only in FY23). With this inclusion, total Scope 3 emissions amounted to 5,909 tCO<sub>2</sub>e. Emissions for Category 4 (upstream transportation) decreased by 44.5%, from the reduced truck rolls for our Pay-TV operations supported by the rollout of Plug & Play hybrid U-Boxes. Emissions for Category 5 (waste generated in operations) was 4.5% higher at 39 tCO<sub>2</sub>e mainly due to employees fully returning to office. We will continue to refine our Scope 3 emissions data to include categories relevant to Astro's operations.

We restated the Scope 1, 2 and 3 emissions data from FY20 to FY23 to align with Bursa Malaysia's requirement for all sustainability-related data to be presented on a financial, instead of calendar, year basis. We are also streamlining our data collection process to enhance our data consistency.

### Energy use

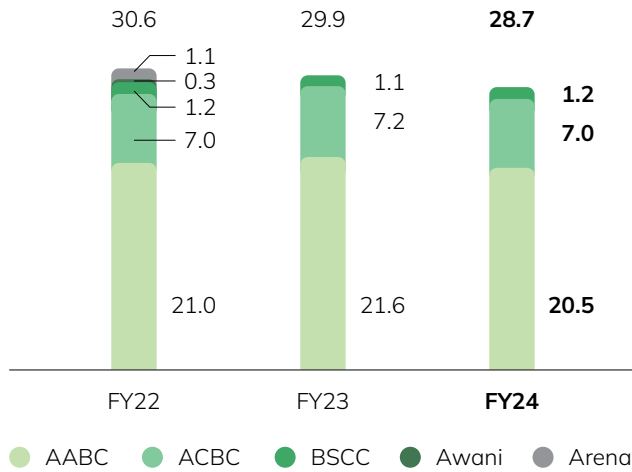
Underpinned by our energy efficiency programme, our overall electricity consumption in FY24 decreased by 3.8% to 28.7 million kWh. Electricity intensity for FY24 has increased by 7.3% to 8,816 kWh per RM million of revenue.



In FY24, our solar panel harvested 1.56 million kWh of photovoltaic energy, making up 7% of the total energy consumption at AABC and is equivalent to 1,183 tCO<sub>2</sub>e of GHG emission avoidance (FY23: 1,137 tCO<sub>2</sub>e). This is also comparable to planting 29,579 trees (based on MGTC Carbon Calculator, 2024) or recycling over 51,214 bags of waste (based on USEPA Greenhouse Gas Equivalencies Calculator, 2024). Further, we subscribed to the Green Electricity Tariff (GET), a government initiative to provide the option of obtaining green electricity generated from renewable energy sources. The GET programme is backed by Malaysia Renewable Energy Certificates (mREC) which is based on international REC standards. Electricity consumption at AABC amounting to a total of 1.2 million kWh was sourced from the renewable resources, including solar and hydropower. This has led to the avoidance of approximately 929 tCO<sub>2</sub>e of GHG emissions. In total, we saved 2,112 tCO<sub>2</sub>e in FY24 from both solar energy generation and GET subscription, equating to 7.4% of overall FY24 GHG emissions.

## Management Approach for Material Matters

### Electricity Consumption (m kWh)



### Climate advocacy

As an influential climate advocate, Astro is committed to use its voice and content to advocate for a greener planet while increasing climate awareness among Malaysians via its multiplatform reach across TV, radio and digital.

To that end, Astro marked the launch of its RimbaKita programme in August 2023 with the signing of a memorandum of Understanding (MOU) between Astro and the WWF-Malaysia, the premiere of a dedicated RimbaKita On Demand rail showcasing environmental-centric documentaries, and various environmental programmes and initiatives.

The MOU between Astro and WWF-Malaysia aims to build public awareness and support for WWF-Malaysia's conservation efforts by broadcasting and making available its content on Astro's platform. Alongside this partnership, Astro also works closely with organisations including Taman Tugu Malaysia, the UNGCMYB, and many others to effect positive change towards environmental advocacy.

Astro worked with renowned directors of environmental documentaries like KC Chiu from Woo Hoo Pictures for *The Conservationist*, Lara Ariffin from Nuvista Media for *Layar Liar*, TP Lim from Roots and Shoots and Myles Storey for *Wang Kelian* and *Finding Solo*, Luqman Hakim Md Zim from Belia Prihatin for *Sampah Melata*, *Alam Merana*, *Bukan Nelayan Gila*, and Dr. Cheryl Cheah from WWF-Malaysia for the premiere of *Bornean Elephants – A Journey Through A Living Landscape*, depicting a story of coexistence with these gentle giants as they traverse through the Sabah landscape. These documentaries highlight environmental awareness and showcase the rich biodiversity of our forests in a dedicated RimbaKita On Demand rail, which we will continue to make available to all customers from time to time.

As part of the programme, a RimbaKita Run was held at Taman Wetland Putrajaya on Sunday, 24 September 2023, which attracted 1,200 participants. Proceeds from the registration were channelled towards vital environmental conservation and preservation efforts, including the adoption of 27 trees at Taman Tugu. Astro is committed to tree sponsorship with Taman Tugu, and tree planting by Team Astro with the Global Environment Centre.

### Earth Day 2023

In conjunction with Earth Day 2023, Astro curated shows for a dedicated rail entitled The Love Earth: Climate Change on TV, Astro GO and On Demand. Our news brand Astro Awani celebrated Earth Week from 17 to 23 April 2023 with infographic videos, a panel session broadcast on all platforms, daily segments on AWANI Tonight and stories across Niaga AWANI and Awani Borneo shows.

Meanwhile, Team Astro celebrated Earth Day with upcycling workshops, green learning sessions and a recycling drive, collecting 200 kilograms of fabric and 735 kilograms of plastic, metal, paper and e-waste. This spurred us to initiate a quarterly recycling programme in collaboration with the Department of Environment (JAS) for Team Astro to bring in recyclables, with a total of 7.7 metric tonnes of recyclables collected in FY24 by JAS-authorized agents.



## Management Approach for Material Matters

### Responsible environmental management

Astro believes that good environmental stewardship can mitigate various environmental risks posed by our businesses. Although broadcast and media operations pose relatively low environmental risk, one of the main impact is the resources we use and the waste we generate.

On the other hand, we are reliant on water resources, especially to operate our data centres that are crucial to store and broadcast content to customers. Increasing water supply interruptions and scarcity due to climate change, poor water management and contamination pose risks to our business that need to be managed appropriately.

### Our approach

Astro is guided by our Environmental Policy and adopts a practical approach to responsible environmental management, particularly in waste and water management. We are mindful of our water consumption and waste generation, and deploy the 3R's principles of Reduce, Reuse and Recycle to minimise and optimise the use of all our resources, setting the foundation of our environmental stewardship.



#### Waste minimisation & recycling

To optimise recycling efforts, we encourage Team Astro to actively reduce waste generation by reusing and repurposing items where possible, with eco-friendly waste bins conveniently located within AABC that enable the segregation of recyclable materials such as paper, plastics and aluminium.



#### Product stewardship

We strive to minimise raw material extraction and waste generation for our products, through better product design, planning, and by embracing the circular economy.



#### Water conservation

To reduce our risks to water scarcity, we conserve water resources as best as possible, and utilise alternative sources of water for non-critical use. We conduct regular preventive maintenance to detect and prevent any unscheduled water wastage.

### Our performance

#### Waste generation

In FY24, we generated 75.2 tonnes of dry waste and 10.4 tonnes of wet waste from our cafeteria at AABC. We recycled 26.5%, or equivalent to 19.9 tonnes, of dry waste in FY24, a 6.1 percentage point jump in the recycling rate from FY23. This dry waste diversion avoided a total of 10.4 tCO<sub>2</sub>e of emissions from landfills.

## Management Approach for Material Matters

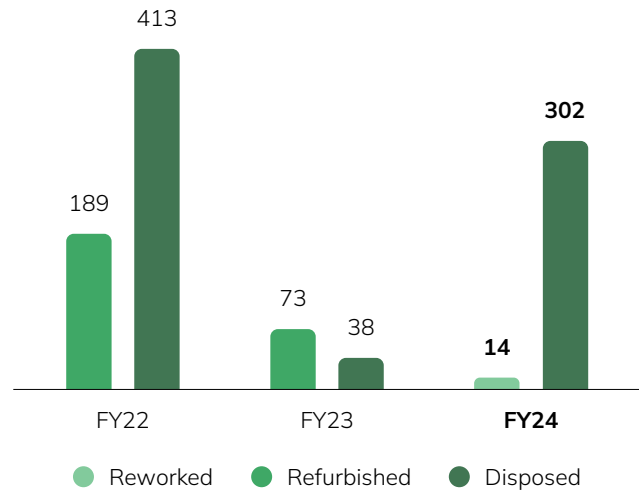
### Product stewardship

Our latest decoders, namely the Ultra and Ulti Boxes are 40% and 80% smaller in size compared to their predecessors, thus reducing the materials required to manufacture these boxes. A majority of materials used for the build and packaging of these U-Boxes also comply with international standards including Restriction of Hazardous Substances (RoHS) and Registration and European Union’s Evaluation, Authorisation and Restriction of Chemicals (REACH) while most electronic components used within these decoders are also Waste Electrical and Electronic Equipment (WEEE) compliant. In FY24, we implemented a 2-phased initiative to minimise usage of plastic packaging for our products, resulting in a 58% and 97% reduction in plastic packaging for our Ultra Box and Astro Fibre router, respectively.

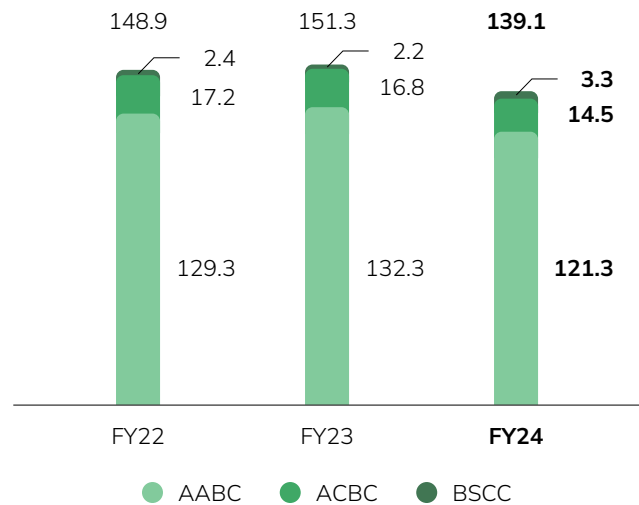
Concurrently, we have been collecting old decoders for refurbishment and redeployment since FY21, thereby setting up circularity of decoders. Decoders that are beyond feasible repair are disposed to our Department of Environment-certified e-waste disposal and recycling vendor. In FY24, we have discontinued the refurbishment activities for older, discontinued decoders (i.e., DMT4, DMT5 & HD Zapper). We have reworked a total of 14,000 units of our latest U-Boxes.



### STB reworked, refurbished, disposed ('000)



### Water consumption ('000 m³)



Water consumption decreased by 8.1% in FY24 mainly due to water conservation efforts conducted. This includes utilisation of our 13,500 litre rainwater harvesting system in AABC that enables collection of rainwater for use in daily cleaning and landscape maintenance. All restrooms within AABC and ACBC are also equipped with motion-sensor water faucets and toilet flushing systems to minimise water usage while ensuring cleanliness. The water consumption intensity increased by 2.2% to 40.5 m³ per RM million of revenue.

## Management Approach for Material Matters

### Talent acquisition, development and engagement

At the heart of Astro's success and growth lies our dedicated team of employees. Beyond mere recruitment to bring in talents with diverse backgrounds and experiences, we dedicate ourselves to the ongoing development and active engagement of high-performing talents. Our goal is to cultivate Astro's culture as an exemplary workplace where the well-being and professional growth of our employees take centre stage. Through comprehensive development programmes, we empower our staff to unleash their full potential.

#### Our approach

In full compliance with local labour and employment regulations, we prioritise extensive learning initiatives tailored to all tiers of our workforce – fostering growth alongside equitable benefits. Complemented by robust engagement efforts, we are committed to cultivating a culture of continuous learning and inclusivity. We are also focused on building the right capabilities to grow and expand the business, which involves sourcing for internal as well as external talents, as well as continuous training opportunities for employees.

#### Developing our talent pool

Our learning and development initiatives are strategically designed to consistently support the professional growth of our people across all job levels. We are actively cultivating talent through a variety of programmes, including internships, graduate initiatives, and specific departmental initiatives. We invest in skills development that covers functional and technical proficiencies, soft skills, compliance training, and operational on-the-job training.

Simultaneously, our commitment to Astro leaders remains steadfast, with ongoing investments in specialised learning programmes tailored to their functions. These include industry-based programmes that encompass a spectrum of topics including market landscape analysis, sales and marketing strategies, technology, and digital skills. Astro leaders continually augment their expertise, establishing themselves as authorities and thought leaders by actively contributing to conferences, delivering keynote sessions, and leading forums and discussions, thereby showcasing their knowledge in specialised domains.

#### Equitable remuneration and benefits

Astro complies with all applicable laws pertaining to labour, including those relating to the minimum wage and benefits as prescribed by the law. Our employment policies are published in our Employee Handbook made available to all employees via our intranet, through which we reinforce our belief in equity, diversity, inclusion and transparency. We also conduct periodic reviews and benchmark internal remuneration packages against market standards to ensure our remuneration structure remains competitive. Through this mechanism, we are also able to narrow pay gaps that may exist among employees with a similar job scope.

Our employee benefits include core and flexible benefits that serve to support the well-being and unique needs of Team Astro. Core benefits includes insurance coverage for medical, life and personal accident. Flexible benefit points, provided to all employees via our proprietary benefits portal myChoice@Astro, can be utilised for additional insurance coverage, health, technology, financial, wellness and leisure products and services. Team Astro also enjoy monthly meal allowances and subsidised rates on Astro products and services.

## Management Approach for Material Matters

### Fostering an engaged Team Astro

Our employee engagement strategy centres around our corporate values of creativity, inclusivity, and accountability, fostering empathy and a strong bond within Team Astro. They are our key drivers for business performance and delivering an outstanding customer experience.

Our annual People Survey and accompanying pulse survey provides a platform for employees to express their views about life at Astro, recording a solid and consistent response rate of 91% in FY24. Based on the feedback garnered, we prioritise well-being and regular communication and our engagement priorities are designed to improve on these areas.

We conduct employee engagements including quarterly Group-wide townhalls and a monthly morning coffee hour with the GCEO and SLT. In FY24, we launched the Astro MVP Award to celebrate our colleagues who strive for excellence and are culture carriers. We also organise festive celebrations, yoga and workout sessions for Team Astro throughout the year.

### Prioritising Team Astro's well-being

The well-being and safety of our employees remain a top priority. We provide them with access to activities such as fitness sessions, webinars, and complimentary access to psychologists, counsellors, career coaches and nutritionists to support their physical and mental well-being. Since the inception of our Happy Mind programme in partnership with Naluri in 2020, a total of 450 employees have completed 411 hours of therapy sessions to promote better mental health and stress management.

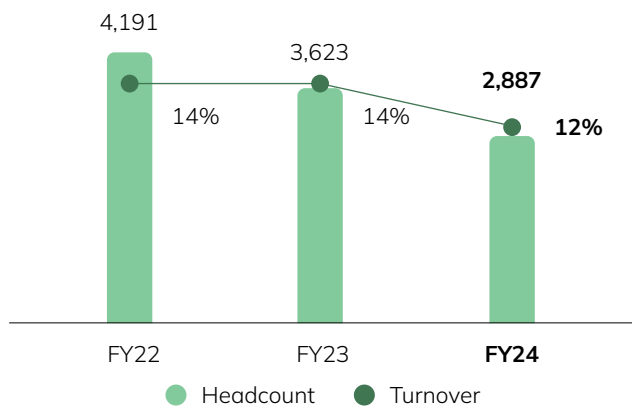
### Nurturing future talent

Astro places significant emphasis on ensuring a sustainable talent pool for the future. Since 2005, we played our part in nurturing a total of 186 potential and talented young Malaysians by investing over RM49 million into our young talent programmes.

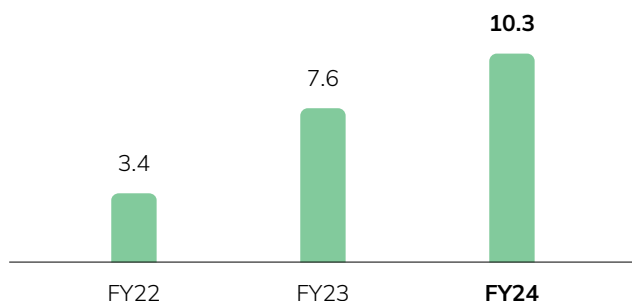
In line with our commitment in championing education for all, we have relaunched the Astro Scholarship Programme in FY24, awarding scholarships to seven bright and deserving students from B40 households to pursue their tertiary education in Malaysia.

## Our performance

### Headcount & Turnover



### Average learning hours



In FY24, we recorded an average of 10.3 hours learning hours per employee across all learning platforms, up 35%. We encourage Team Astro to take responsibility for their professional development, facilitated through a comprehensive array of learning formats – virtual, in-person, instructor-led, and on-the-job training, including:

- 1 → Astro corporate onboarding and induction programme for management, executives and non-executives
- 2 → Curated leadership development programmes for senior and middle management
- 3 → Upskilling programmes on technical courses related to job functions
- 4 → Upskilling via professional certification on IT and soft skills
- 5 → Continuous learning programmes through our digital learning platforms
- 6 → Webinars from subject-matter experts and industry leaders

## Management Approach for Material Matters

### Diversity, equity & inclusion

Astro values diversity and inclusion as integral components of our strategy for developing a robust talent pool that brings together individuals from various backgrounds and with diverse experiences. Our primary focus is to foster a cohesive and collaborative team that actively contributes towards our journey of transformation, simultaneously ensuring customer satisfaction and community empowerment. At Astro, merit-based job progression is the foundation that guides our decision-making process, promoting fairness at all organisational levels.

#### Our approach

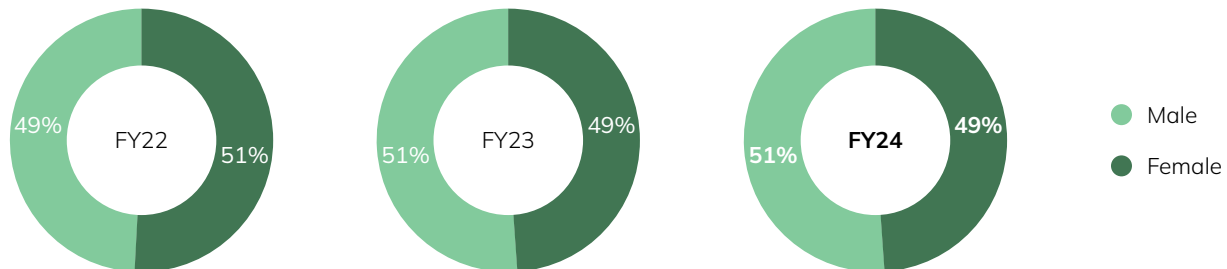
We take pride in embracing and promoting the unique qualities and perspectives that each member of Team Astro brings, as exemplified by the composition of our team. We are committed to upholding fair employment practices, providing equal opportunities to all individuals irrespective of their race, religion, gender, age, sexual orientation, disability, social class or nationality.

#### Fostering diversity, inclusion and human rights

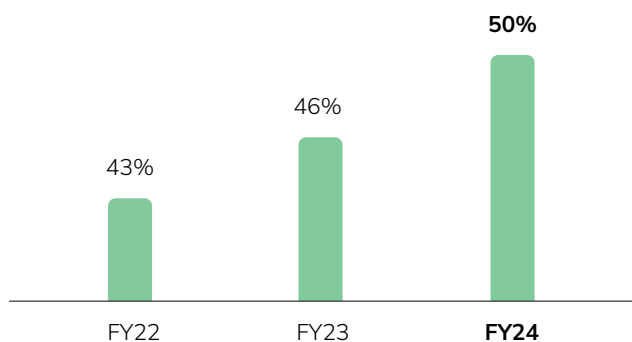
Astro respects the rights and well-being of our employees and the community we impact through our actions. We are committed to providing a workplace that is free from harassment and bullying so our employees are respected and can thrive in a safe and inclusive workplace and culture. There are internal policies and structures in place to provide employees and talents a safe environment to report any inappropriate behaviour.

#### Our performance

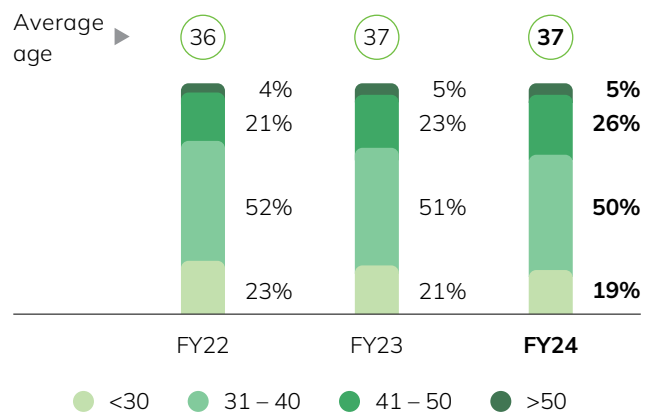
##### Gender composition



##### Female representation in senior management



##### Age composition



In FY24, all 59 cases (FY23:107 cases) lodged relating to breaches of policies and procedures, harassment and negligence as well as other issues were fully resolved. We comply with all applicable laws and regulations including the Employment Act 1955.



## Management Approach for Material Matters

### Community development

At Astro we are committed to be an inclusive and responsible corporate citizen by enriching the lives of the communities in which we operate, through community and impact programmes with a focus on education, forest conservation, being a voice for good and donations to the less privileged.

#### Our approach

Astro and its foundation Yayasan Astro Kasih continue to strengthen their commitment to support local communities based on three of Astro's ESG Pillars, namely Voice for Good, Education for All and Community Development.



#### Voice for Good

We recognise that we have a unique responsibility as the nation's leading media and content platform, to deliver impactful messaging to influence and drive positivity in our community.



#### Education for All

We invest in education because we believe it serves as a catalyst for building a brighter future for our children, who will go on to form a high-quality talent pool for our nation.



#### Community Development

We aspire to build sustainable communities and create a lasting impact on society while providing emergency relief assistance to our community when the need arises.

#### Our performance

We launched our RimbaKita initiative and created a dedicated On Demand rail filled with a library of impactful environmental documentaries like *The Conservationist*, *Bornean Elephants – A Journey Through a Living Landscape*, *Wang Kelian*, and *Finding Solo* and many more. Our hope is that through these documentaries, Malaysians will be more informed about environmental challenges and be inspired to work together for a sustainable future.

Further information on our RimbaKita environmental advocacy initiative can be found in the Management Approach: Climate Change sub-section on pages 63 to 68

Astro AWANI via AWANI Green Action fostered a strategic partnership with UN Habitat, the United Nations programme for human settlements and sustainable urban development, and the World Economic Forum (WEF). Awani continues to focus on ESG, UNSDG and content and campaigns to combat climate change across Astro AWANI's TV and digital

content offerings including coverage of the United Nations Habitat Assembly in Nairobi, Kenya; COP28, the United Nations Climate Change Conference in Dubai, United Arab Emirates, and extensive flood coverage in the East Coast and Southern Peninsular (Johor).

Recognising the power of sports in uniting people, Astro broadcasts inspiring stories for our National Day (Merdeka) campaign. Our #DemiNegaraku capsules featured Lego Sam, a Gold Medallist at the SEA Games 2023; Pavitrah, the Best Young Player in the 2022 sooka Netball Super League; Mohd Rizzua Haizad a talented Malaysian hurdler; and Syaqiera Mashayikh, Malaysian archer and 2020 Summer Olympics qualifier, as they proudly represented Malaysia on the international sporting stage.

Utilising our multiplatform reach on TV, radio and digital, we broadcast 7,770 hours of public service announcements (PSA) and over 2,000 hours of ESG-related content in FY24 to raise awareness on crucial environmental, social, civic and governance issues.

We make available 13,100 educational On Demand videos, with over RM136 million invested over the past 13 years on our TV platform. These include favourites such as our flagship Astro Tutor TV and Astro Ceria channels.



AKB participants being trained by former national coaches

Astro takes an interest in promoting education through sports with Astro Kem Badminton (AKB), which to date, has trained 19,600 children between the ages of 10-12 years. In FY24, 1,600 children participated in our badminton camps nationwide with the top 50 talents selected for the Final Training Camp and Tournament in Kuala Lumpur. As testament to the positive impact of AKB on Malaysian badminton and the part it plays in inspiring young players, 40 AKB alumni currently represent Malaysia on the national team.

## Management Approach for Material Matters

We continue to serve the three Astro Hostel school communities, which we established in 2010 to support students living in remote interiors, by providing an environment conducive for learning. In FY24, 375 students at SK Magandai and SK Malinsau in Sabah, as well as SK Sungai Paku in Sarawak benefitted from our educational initiatives. These hostels also collectively enabled 206 students from these schools to save about 113,000 hours per year in commuting time that can be repurposed towards educational activities. We also provided an education incentive worth RM500 each for the top three students in each of our hostels to motivate them to achieve academic excellence.

Astro Kasih piloted a community reading programme with MyReaders and AjarLokal in FY24, aiming to provide literacy intervention to children in B40 communities. All students that were onboarded successfully completed the 20-week programme with an average additional reading time of 21 hours per student. A vast majority, or 93.3% of these students achieved growth in overall proficiency for their reading skills based on their year group.

Astro awarded a total of seven scholarships in FY24 for B40 tertiary students pursuing their degree in local private and public universities, with a focus on skill sets and qualifications related to the media entertainment industry.

In FY24, Astro invested over RM329,000 in community impact programmes involving 27 charities. Among the notable contributions made were to the Humanitarian Trust Fund for the People of Palestine and donating 1,000 servings of bubur lambuk to 120 individuals from two orphanages and single mothers' associations at Masjid Nurul Ehsan Taman Medan during Ramadan. Astro continued to support the development of local artistes through its contribution to the Krishen Jit Fund. We harness the passion of Team Astro by including staff volunteers in community initiatives and collectively contributed 2,232 hours of volunteerism in FY24.



Team Astro volunteers helping to improve literacy amongst students

### Health and Safety

We prioritise the health and safety of our employees and contractors in our business operations and facilities. By ensuring a healthy, safe and conducive workplace, we aim to prevent injuries and illnesses among those working within our premises, which ultimately leads to increased efficiency and well-being.

#### Our approach

Our Health and Safety Policy outlines how our business operations are conducted in a safe manner, through the implementation of various measures and controls by all levels of our workforce. We have established the Occupational Safety, Health and Environment Management Systems (OSHEMS), which conforms to the Occupational Safety and Health (OSHA) Act 1994, ISO 45001:2018 Occupational Health and Safety Management System and ISO 14001:2015 Environment Management System standards. Occupational Safety, Health and Environment (OSHE) Committees are present throughout our divisions and locations and quarterly meetings are conducted with representatives from Management to ensure that performance and overall direction are discussed at all levels.

## Management Approach for Material Matters

While periodic workplace inspection is part of the practice carried out by the OSHE Team and OSHE Committee, we also foster a reporting culture where workers can report incidents, accidents and matters related to work safety without fear of reprisal. Channels for reporting and communication including contacts for emergencies have been established.

As part of our efforts to educate and inculcate workplace safety, Team Astro is required to undertake and pass a compulsory OSHE training module online annually. Optional OSHE training such as fire safety, first aid, emergency response and OSH internal audit are also available for employees looking to upskill themselves in these areas as well as to ensure our talents are always prepared during emergencies.

The Hazard Identification, Risk Assessment, and Risk Control (HIRARC) process is regularly reviewed and assessed to ensure that it remains relevant in identifying all potential hazards and providing effective mitigation measures. HIRARC is required in the permit-to-work process to predetermine and consider all hazards and risks in advance so that the appropriate precautions can be taken.

At Astro, we put staff health as our priority with medical care readily available for our employees. Along with allocation for health screening and medical surveillance, we provide an infirmary with an in-house registered nurse at the main office for all Astro employees to seek medical attention or consultation as needed. Additionally, we provide the relevant and necessary health and safety training throughout the year to employees and contractors. Our training programmes include both knowledge-based and skills-based training, covering topics such as emergency response, hazard and risk management, as well as health awareness. These programmes are reviewed on a regular basis to ensure their relevance to our employees and businesses.

As part of our compliance to the Environment Management System Standards, we also carry out Environment Aspect Impact assessment internally on regular basis.

*Further information on our approach and performance can be found under the Management Approach: Responsible Environment Management sub-section on pages 69 to 70*

Our Group intranet, accessible by all employees, is regularly updated and contains all safety and health related information including relevant requirements and guidelines.

### Our performance

#### Health and safety training

In FY24, a total of 439 employees participated in various training programmes on health and safety standards.

#### Work-related injuries

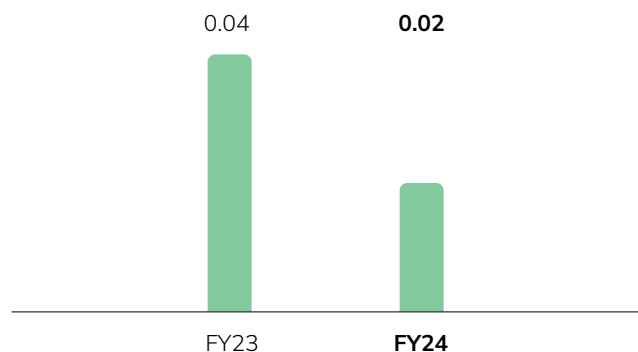
Astro aims to ensure that all employees return home safely at the end of the day, which is why we strive to maintain zero fatalities annually by preventing and minimising workplace incidents. We maintain a record of zero fatal accidents since FY22.

We recorded one case of occupational lost time injury in FY24 as compared to two cases in FY23. This unfortunate event occurred during a production activity with an employee sustaining an ergonomic issue i.e. severe backache during loading and unloading of luggage and equipment. A detailed investigation was conducted to identify the cause and systemic failures and corrective measures were duly taken, including the provision of supply of the correct tools and equipment with effective periodical ergonomic training for employees. Although this case has been classified as non-occupational by the occupational health doctor, we treat this as equally important as an occupational case. We are strengthening preventive measures to avoid any future recurrence.

#### Number of lost time injuries



#### Lost time incident rate (LTIR)



## Management Approach for Material Matters

### Cybersecurity & data privacy

Protecting the privacy and confidentiality of the data entrusted to us by our customers, employees, and other stakeholders is very important to us. In navigating today's intricate world of advanced technology, Astro remains committed to fostering ethical business practices and embodying good corporate citizenship. These principles are seamlessly integrated into our cybersecurity and data privacy strategy, operations, and management to instill confidence and assurance among stakeholders and serve as the cornerstone for driving value creation in the long run.

#### Our approach

##### Cybersecurity

Cybersecurity governance, management and continuous improvement activities are an integral part of our Group's aim to achieve sound cybersecurity practices including up-to-date cybersecurity posture. The Cybersecurity team stays vigilant against the latest security threats, including vulnerability risks, and has in place an established process to manage emerging cybersecurity threats to our Group, both internally and externally, and safeguard our customer data, content and assets. This process undergoes regular reviews, updates and testing to ensure its effectiveness. This includes implementing applications and systems security reviews, conducting security awareness, vulnerability assessments and penetration test exercises, ensuring adequate security controls relating to our Group's projects and managing a 24/7 security operation centre.

Our Group also complies with the relevant regulatory and industry security programmes such as Information Security Management System (ISMS) ISO/IEC 27001:2013 and Payment Card Industry Data Security Standard v3.2.1 and benchmarks our security programmes against industry best practices. The Cybersecurity team actively collaborates with MCMC's Network Security Center (NSC) on cybersecurity-related matters.

A monthly update is provided to the SLT for strategic oversight on our Group's logical and cybersecurity management practices, ensuring effective handling of potential threats like user access issues, content piracy, and cyberbreaches. Concurrently, the Cybersecurity team collaborates with the Human Capital team to educate and communicate cybersecurity and Personal Data Protection Act 2010 (PDPA) requirements across our Group on an ongoing basis to heighten awareness and compliance while enhancing control. All security incidents are reported directly to SLT with action plans monitored to satisfactory resolution.

##### Data privacy

In the face of increasing technological integration and the corresponding surge in cyber threats, we prioritise information security as a key focus area. Our established security policies, rules, technology controls and mandatory annual online assessments protect our Group's data from unauthorised access, improper use or disclosure, unauthorised modification and accidental loss.







The Personal Data Protection Committee meets at least monthly to discuss data-related issues to ensure continuous compliance and conformance to the PDPA. All employees, data processors and data owners who have access to and are associated with the processing of our Group's data are obliged to respect its confidentiality.

The Information Classification and Control Policy (ICP) provides direction and guidance for the classification, management and control of information utilised within our Group. This protects and preserves the security of information from being wrongly disseminated or distributed to unauthorised parties. All employees are required to complete mandatory training on the collection, possession, processing and use of personal data as well as handling, managing and control of the information that is collected and stored pursuant to the PDPA and ICP.

The Cybersecurity team regularly conducts employee training and awareness campaigns focusing on the importance of data privacy. Continuous investments to improve our technology infrastructure and security controls form part of our Group's commitment towards ensuring customer data privacy and security.

## Management Approach for Material Matters

### Our performance

 <p>Continuous fortification of our Group's cybersecurity system through cybersecurity exercises involving our Group's systems, applications, and infrastructure to minimise the risk of service interruption arising from malicious activities, cyberattacks and malware</p>	 <p>Enhancement of Cloud Security Posture for visibility, control, and compliance across all our Group's cloud assets</p>	 <p>Implementation of industry best practices to enhance and standardise security baseline implementation within our Group</p>
 <p>Review of our Group's existing password policy to further enhance Astro's cybersecurity posture</p>	 <p>Successful completion of the annual ISMS ISO/IEC 27001:2013 certification by SIRIM with zero Non-Conformance Report (NCR)</p>	 <p>Engagement of independent experts to perform cyber vulnerability scans and tests on an ongoing basis to provide assurance on our Group's cybersecurity governance</p>

### Vendor and supply chain management

Astro is committed to advancing responsible procurement practices and bolstering the resilience of our supply chain as we actively integrate sustainability elements across every stage of our procurement lifecycle. We firmly believe in working towards a practical method of engagement, focusing on Astro's supplier base that can materially affect our ESG footprint, and can also be reasonably influenced by Astro.

### Our approach

Recognising the importance of sustainable supply chain and vendor management to our Group's long-term success, Astro's dedication to responsible business practices is reflected through several key initiatives:

- We proactively collaborate with our suppliers to evaluate opportunities to incorporate ESG considerations in their supply of products or services to Astro; such as sustainable packaging and more. A harmonious balance between ESG differentiators and sourcing affordability is maintained to ensure a sustainable yet economically viable procurement approach
- Astro maintains a strong focus on ethical business practices and governance, where suppliers are obliged to adhere to Astro's CoBE

- All prospective vendors are subject to an onboarding assessment and screening process to ensure their competence, commercial competitiveness and ability meet our Group's requirements. Third-party CoBE, due diligence questionnaire and vendor integrity pledge are included in the onboarding process to capture vendors' formal affirmation to comply with the principles of Astro Anti-Corruption Framework (AACF) and refrain from engaging in any act of bribery, corruption or fraud in dealing with our Group

### Our performance

Astro has undergone a transformation from traditional procurement to strategic sourcing, placing emphasis on establishing clear planning, pipelines, end-to-end partnerships and lifecycle management. This shift sets a new foundational baseline for enhanced risk, cost and supplier management.

## Internal Assurance Statement

### Statement of Assurance on AMH Group's Sustainability Report

The Corporate Assurance Team has performed an internal review to validate whether:

- a) all established Bursa Common Sustainability Matters (BCSM) and accompanying Bursa Common Indicators (BCI) reported in the Integrated Annual Report 2024 are in all material respects in accordance with Bursa Malaysia's Sustainability Reporting requirements; and
- b) internal controls are effective in managing and supporting AMH Group's Sustainability Reporting.

This Statement of Assurance has been recommended by the ARC and approved by the Board.

### Sustainability Matters

The scope of the internal review covered FY24 disclosures for 9 out of 11 BCSM, as indicated in the table below. BCSM No. 10 and BCSM No. 11 have been voluntarily disclosed. Moreover, BCSM No. 11 has been externally assured by British Standards Institutions Services Malaysia (BSI Malaysia), whose Independent Limited Assurance Statement is set out on pages 81 to 83.

Bursa Common Sustainability Matters (BCSM)	Bursa Common Indicators (BCI)
1 Anti-Corruption	<ul style="list-style-type: none"> <li>• Percentage of employees who have received training on anti-corruption by employee category</li> <li>• Percentage of operations assessed for corruption-related risks</li> <li>• Confirmed incidents of corruption and action taken</li> </ul>
2 Community / Society	<ul style="list-style-type: none"> <li>• Total amount invested in the community where the target beneficiaries are external to the listed issuer</li> <li>• Total number of beneficiaries of the investment in communities</li> </ul>
3 Diversity	<ul style="list-style-type: none"> <li>• Percentage of employees by gender and age group, for each employee category</li> <li>• Percentage of directors by gender and age group</li> </ul>
4 Energy Management	<ul style="list-style-type: none"> <li>• Total energy consumption</li> </ul>
5 Health and Safety	<ul style="list-style-type: none"> <li>• Number of work-related fatalities</li> <li>• Lost time incident rate</li> <li>• Number of employees trained on health and safety standards</li> </ul>
6 Labour Practices and Standards	<ul style="list-style-type: none"> <li>• Total hours of training by employee category</li> <li>• Percentage of employees that are contractors or temporary staff</li> <li>• Total number of employee turnover by employee category</li> <li>• Number of substantiated complaints concerning human rights violations</li> </ul>
7 Supply Chain Management	<ul style="list-style-type: none"> <li>• Proportion of spending on local suppliers</li> </ul>

## Internal Assurance Statement

Bursa Common Sustainability Matters (BCSM)		Bursa Common Indicators (BCI)
8	Data Privacy and Security	<ul style="list-style-type: none"> <li>Number of substantiated complaints concerning breaches of customer privacy and loss of customer data</li> </ul>
9	Water	<ul style="list-style-type: none"> <li>Total volume of water used</li> </ul>
10	Waste Management	<ul style="list-style-type: none"> <li>Total waste generated, and a breakdown of the following:               <ol style="list-style-type: none"> <li>Total waste diverted from disposal</li> <li>Total waste directed to disposal</li> </ol> </li> </ul> <p><i>This BCSM is currently a voluntary disclosure item as per Practice Note 9 of the Bursa Malaysia Main Market Listing Requirements, and has not been internally or externally assured</i></p>
11	Emissions	<p><i>This BCSM has been externally assured by BSI Malaysia</i></p> <p>Please refer to pages 81 to 83 for BSI Malaysia's Independent Limited Assurance Statement</p>
<p><b>In total, 9 BCSM (out of 11 BCSM), and 21 BCI (out of 23 BCI), have been internally assured</b></p>		

The boundary of the internal review encompassed all of Astro Group's business entities and locations, including subsidiaries where we have operational control, except for BCI reviewed under energy management, water and emissions, whereby only All Asia Broadcast Centre (AABC) in Bukit Jalil, Kuala Lumpur, Astro Cyberjaya Broadcast Centre (ACBC) in Cyberjaya, Selangor and Bangsar South Contact Centre (BSCC), Kuala Lumpur were covered. The rationale for the reduced boundary for these BCI is based on our Group having control over resource usage in these facilities, whereas other offices are rented spaces located in buildings with shared amenities. In FY24, AABC, ACBC and BSCC housed 78% of Astro Group employees.

### Standards and References Adopted

The internal review was performed based on the following standards and references:

- Internal audit standard and benchmark: International Professional Practices Framework (IPPF);
- Bursa Malaysia Sustainability Reporting Guide – 3<sup>rd</sup> Edition 2022; and
- Bursa Malaysia Sustainability Reporting Toolkits.

### Procedures Performed

The internal review consisted of making enquiries, primarily of persons responsible for the preparation of the Sustainability Matters presented in the Sustainability Report, and applying evidence-gathering procedures, as appropriate, including:

- Walk-through tests;
- Enquiries and interviews of relevant Management personnel in charge of the subject matter data collection, collation and reporting; and
- Verification and validation of underlying records, information and data.

### Restriction of Use

This Statement of Assurance shall not be copied, referred to or disclosed, in whole or in part, without our prior written consent.

## Independent Limited Assurance Statement

For the second year running, our Group obtained an independent limited assurance from BSI Malaysia against ISO 14064-1:2018 for our reported GHG emissions in FY24. Their report is as follows:



### Verification Report

#### Verification Opinion

<b>Verified as Satisfactory</b>	
Based on the process and procedures conducted, there is <u>no evidence</u> that the GHG statement contained in the "Carbon and Water Footprint Assessment (CWFA) for Financial Year (FY) 2024" produced by Astro Malaysia Holdings Berhad	<ul style="list-style-type: none"> <li>is not materially correct and is a fair representation of GHG data and information.</li> <li>has not been prepared in accordance with ISO14064-1: 2018 and its principles.</li> </ul>
The following improvements were raised in relation to future reporting.	Effectively managing activity data requires regular reviews and updates to ensure they accurately reflect current processes. Incorporating continuous improvement strategies is essential for optimizing data management
Lead Verifier	Shaiful Rahman
Verifier	Salmiah Hasbullah
Independent Reviewer	Naris Lapsunthornphithak
Signed on behalf of BSI	<b>Evelyn Chye - Managing Director, Malaysia</b> 
Issue Date	22 April 2024
BSI Malaysia Suite 29.01, Level 29, The Gardens North Tower, Mid Valley City, Lingkaran Syed Putra, 59200 Kuala Lumpur, Malaysia.	
NOTE: BSI Malaysia is independent to and has no financial interest in Astro Malaysia Holdings Berhad. This third-party Verification Opinion has been prepared for Astro Malaysia Holdings Berhad only for the purposes of verifying its statement relating to its GHG emissions more particularly described in the scope above. It was not prepared for any other purpose. In making this Statement, BSI Malaysia has assumed that all information provided to it by Astro Malaysia Holdings Berhad is true, accurate and complete. BSI Malaysia accepts no liability to any third party who places reliance on this statement.	

### CFV 803946 22042024

#### Verification Engagement

Organization	Astro Malaysia Holdings Berhad
Responsible party	Astro Malaysia Holdings Berhad
Verification Objectives	To express an opinion on whether the organizational GHG Statement which is historical in nature: <ul style="list-style-type: none"> <li>Is accurate, materially correct and is a fair representation of GHG data and information</li> <li>Has been prepared in accordance with ISO14064-1: 2018 and ASTRO's GHG Measurement and Management Procedure HC/F/ESG/001, Rev 01 the criteria used by BSI to verify the GHG Organizational Statement</li> </ul>
Materiality Level	5%

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## Independent Limited Assurance Statement



Level of Assurance	Limited
Verification evidence gathering procedures	<ul style="list-style-type: none"> <li>Evaluation of the monitoring and controls systems through interviewing employees, observation &amp; inquiry</li> <li>Verification of the data through sampling recalculation, retracing, cross checking, and reconciliation</li> </ul>
Verification Standards	The verification was carried out in accordance with ISO 14064-3: 2019 and ISO 14065: 2020
Note: Astro Malaysia Holdings Berhad is responsible for the preparation and fair presentation of the GHG statement and report in accordance with the agreed criteria. BSI is responsible for expressing an opinion on the GHG statement based on the verification.	

### Organizational GHG Statement

Organization	Astro Malaysia Holdings Berhad All Asia Broadcast Centre (AABC) Technology Park Malaysia 57000 Bukit Jalil Petaling Jaya Selangor, Malaysia.	
Organizations GHG Report containing GHG Statement	Carbon and Water Footprint Assessment (CWFA) for Financial Year (FY) 2024" produced by Astro Malaysia Holdings Berhad	
Organizational Boundary	Operational Control	
Locations included in the Organizational Boundary	Refer Appendix A	
Scope of activities:	Media, entertainment, and content company in the TV, over-the-top ("OTT"), radio, digital, and commerce space	
Reporting Boundary:	Direct GHG Emissions	<ul style="list-style-type: none"> <li>Mobile combustion from company vehicles</li> <li>Stationary combustion from fixed gensets at AABC and ACBC</li> <li>LPG consumption from cafeteria at ACBC</li> <li>Fugitive emissions from leakage of refrigerants at AABC</li> </ul>
	Indirect GHG emissions from imported energy	Purchased electricity from Tenaga Nasional Berhad (TNB) for buildings operation within the reporting boundary
	Indirect GHG emissions from transportation	<ul style="list-style-type: none"> <li>Transport-related activities by third-party installers based on the estimation of total distance travelled.</li> <li>Transport related activities by Astro's employees for business purposes, primarily from air flights</li> <li>Employee commuting from home to their respective workplaces</li> </ul>
	Indirect GHG emissions from products used by the organization	<ul style="list-style-type: none"> <li>Disposal and treatment of waste generated at AABC</li> </ul>

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## Independent Limited Assurance Statement



Exclusions from Reporting Boundary:	<p>Direct Emission: Justification for exclusion</p> <ul style="list-style-type: none"> <li>LPG records from the AABC cafeteria were not accessible due to operational change from cafeteria operator</li> <li>Maintenance records for fire suppression equipment were unavailable, and a third-party contractor is currently engaged to establish a data collection process.</li> <li>Records of refrigerant refill for ACBC were unavailable, and a third-party contractor is currently engaged to establish a data collection process.</li> <li>Fuel consumption data for promotional trucks and mobile generators is being improved by Astro, and this source will be included in the data collection for the next reporting cycle.</li> <li>Indirect GHG emissions associated with the use of products from the organization.</li> </ul> <p>Indirect Emission: Justification for exclusion</p> <ul style="list-style-type: none"> <li>Based on evaluation of significance indirect emission criteria</li> </ul>
Criteria for developing the organizational GHG Inventory:	ISO14064-1:2018
Reporting Period	01/02/2023 – 31/01/2024

## Summary of GHG Emissions (Location Based)

Category	Tonne CO2e
Direct emissions	673.1
Indirect emissions from imported energy	21,779.5
Indirect GHG emissions from transportation	5,869.90
Indirect GHG emissions from products used by the organization	38.7
<b>Total</b>	<b>28,361.20</b>

## Notes:

Astro Malaysia Holdings Berhad has demonstrated avoidance emissions totalling 2,111.8 tCO<sub>2</sub>e. The breakdown consists of 928.55 tCO<sub>2</sub>e from the purchase of Renewable Energy Certificate (REC) from TNBX Sdn. Bhd. representing 1,225,000 kWh of electricity generated from renewable resources, and 1,183.2 tCO<sub>2</sub>e from the export of electricity generated through self-consumption of solar PV generation at AABC. This was verified through evidence gathering activities aligned with the verified emissions.

## APPENDIX A - List of Sites

No.	Site and address	Main activities
1.	<b>Astro Cyberjaya Broadcast Centre (ACBC)</b> Jalan Teknokrat 1/2, Cyberjaya, 63000 Cyberjaya, Selangor.	Broadcasting
2.	<b>Bangsar South Contact Centre (BSCC)</b> 3, Jalan Kerinchi Kiri, Bangsar South, 59200 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur	Call Centre

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## Performance Data Table

Our Group is required to provide mandatory ESG disclosures as part of the MMLR, in line with Bursa Malaysia's enhanced Sustainability Reporting Guide, 3<sup>rd</sup> Edition. The following performance data table, extracted from Bursa Malaysia's ESG Reporting Platform, summarises indicators that are pertinent against our Material Matters on pages 55 to 57.

Indicator	Measurement Unit	2023	2024
<b>Bursa (Anti-corruption)</b>			
Bursa C1(a) Percentage of employees who have received training on anti-corruption by employee category			
Management	Percentage	100.00	100.00
Executive	Percentage	100.00	100.00
Non-executive/Technical Staff	Percentage	100.00	100.00
Bursa C1(b) Percentage of operations assessed for corruption-related risks	Percentage	-	100.00
Bursa C1(c) Confirmed incidents of corruption and action taken	Number	1	1
<b>Bursa (Community/Society)</b>			
Bursa C2(a) Total amount invested in the community where the target beneficiaries are external to the listed issuer	MYR	437,000.00	269,000.00 <sup>(1)</sup>
Bursa C2(b) Total number of beneficiaries of the investment in communities	Number	22	25
<b>Bursa (Diversity)</b>			
Bursa C3(a) Percentage of employees by gender and age group, for each employee category			
Age Group by Employee Category			
Management Under 30	Percentage	0.40	0.50
Management Between 30-40	Percentage	8.70	8.00
Management Between 41 - 50	Percentage	7.90	8.20
Management Above 50	Percentage	2.10	2.10
Executive Under 30	Percentage	13.60	11.50
Executive Between 30-40	Percentage	34.10	34.10
Executive Between 41 - 50	Percentage	12.90	14.40
Executive Above 50	Percentage	2.10	2.40
Non-executive Under 30	Percentage	7.10	7.40
Non-executive Between 30-40	Percentage	7.90	8.10
Non-executive Between 41 - 50	Percentage	2.60	2.80
Non-executive Above 50	Percentage	0.60	0.50
Gender Group by Employee Category			
Management Male	Percentage	10.10	10.20
Management Female	Percentage	8.90	8.60
Executive Male	Percentage	30.60	30.00
Executive Female	Percentage	32.20	32.40
Non-executive Male	Percentage	10.10	10.60
Non-executive Female	Percentage	8.10	8.20
Bursa C3(b) Percentage of directors by gender and age group			
Male	Percentage	55.60	71.40
Female	Percentage	44.40	28.60
40-50	Percentage	11.10	14.30
51 - 60	Percentage	66.70	71.40
Above 60	Percentage	22.20	14.30

<sup>(1)</sup> FY24 total amount committed of RM329,000 per page 75 includes an amount of RM60,000 disbursed in FY25

<sup>(2)</sup> Measurement unit is megawatt-hours (MWh) utilising conversion rate of 1 GJ = 0.278 MWh based on purchased and photovoltaic energy data on pages 67 and 68

<sup>(3)</sup> Utilising conversion rate of 1 tCO<sub>2</sub>e = 0.907 metric tonne based on data on page 65

<sup>(4)</sup> Scope 3 emissions for Category 7 have been expanded to include all employee commuting types in FY24 (versus shuttle bus services only in FY23) per data on page 65

## Performance Data Table

Indicator	Measurement Unit	2023	2024
<b>Bursa (Energy management)</b>			
Bursa C4(a) Total energy consumption <sup>(2)</sup>	Megawatt	31,363.00	30,294.00
<b>Bursa (Health and safety)</b>			
Bursa C5(a) Number of work-related fatalities	Number	0	0
Bursa C5(b) Lost time incident rate ("LTIR")	Rate	0.04	0.02
Bursa C5(c) Number of employees trained on health and safety standards	Number	2,701	439
<b>Bursa (Labour practices and standards)</b>			
Bursa C6(a) Total hours of training by employee category			
Management	Hours	-	4,778
Executive	Hours	-	38,029
Non-executive	Hours	-	14,189
Bursa C6(b) Percentage of employees that are contractors or temporary staff	Percentage	6.00	6.60
Bursa C6(c) Total number of employee turnover by employee category			
Management	Number	139	226
Executive	Number	756	630
Non-executive	Number	277	281
Bursa C6(d) Number of substantiated complaints concerning human rights violations	Number	0	0
<b>Bursa (Supply chain management)</b>			
Bursa C7(a) Proportion of spending on local suppliers	Percentage	53.00	50.80
<b>Bursa (Data privacy and security)</b>			
Bursa C8(a) Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	0	0
<b>Bursa (Water)</b>			
Bursa C9(a) Total volume of water used	Megalitres	151.421000	139.073000
<b>Bursa (Waste management)</b>			
Bursa C10(a) Total waste generated	Metric tonnes	83.70	85.60
Bursa C10(a)(i) Total waste diverted from disposal	Metric tonnes	15.40	19.90
Bursa C10(a)(ii) Total waste directed to disposal	Metric tonnes	68.30	65.70
<b>Bursa (Emissions management)<sup>(3)</sup></b>			
Bursa C11(a) Scope 1 emissions in tonnes of CO <sub>2</sub> e	Metric tonnes	1,045.00	611.00
Bursa C11(b) Scope 2 emissions in tonnes of CO <sub>2</sub> e	Metric tonnes	20,542.00	19,758.00
Bursa C11(c) Scope 3 emissions in tonnes of CO <sub>2</sub> e (at least for the categories of business travel and employee commuting)	Metric tonnes	4,457.00	5,360.00 <sup>(4)</sup>

## Colour legend:

Internal assurance    External assurance    No assurance

(\*)Restated