



# PETRONAS DAGANGAN BERHAD

**42<sup>ND</sup> ANNUAL GENERAL MEETING**

**PRE-AGM AND LIVE Q&A**



Note: The questions and feedback have been edited for brevity and clarity.

# ANNUAL GENERAL MEETING (AGM)

## (Total: 6 Questions)

No.	Question
PRE-SUBMITTED QUESTION <span style="float: right;">1 Question</span>	
1.	Can online meeting?
LIVE AGM QUESTION <span style="float: right;">5 Questions</span>	
2.	Morning to the Board, when will our Company holds its physical AGM since better human interactions between shareholders & Board as Bursa Bhd itself also holds physical AGM too this year among the many listed company too?
3.	Good day. When are you reverting to physical or Hybrid AGM? Shareholders can interact with the Board and diffuse the misconception that BOD is hiding behind the veil as irresponsible, dishonest, mistrust and non-integrity. Thank you.
ANSWER	
Yes, our preference is to continue having online AGM meetings. We have noticed increased shareholder participation during virtual AGMs.	
4.	How much does this year's AGM cost? Would PETRONAS Dagangan consider holding both physical and virtual next year so the investors can interact with the board effectively?
5.	How much does the company spend on this virtual AGM?
6.	How much is the cost for conducting this virtual AGM?
ANSWER	
The cost of PDB's virtual AGM remains relatively lower than the cost of conducting the physical AGM. As per our earlier response, it's our preference to conduct AGM virtually in the future as we have observed more participation by the shareholders during virtual AGM.	

## ANNUAL REPORT *(Total: 9 Questions)*

No.	Question		
PRE-SUBMITTED QUESTION	1 Question	LIVE AGM QUESTION	8 Questions
7 – 15.	Please send printed annual report.		
ANSWER			
<p>In line with the virtual AGM mode and increasing preference for digitalisation, we encourage transitioning to a paperless approach for our Integrated Report.</p> <p>Nevertheless, we take note of your request for the FY2023 Integrated Report hardcopy, and we will make the necessary arrangement accordingly.</p> <p>For your information, the request for a printed copy of the Integrated Report 2023 can also be made via the BoardRoom Smart Investor Portal (BSIP) website.</p> <p>Alternatively, softcopy of the annual report is available on the PDB's corporate or Bursa Malaysia's websites.</p>			

# BUSINESS PERFORMANCE & OUTLOOK

*(Total: 7 Questions)*

No.	Question
<div style="display: flex; justify-content: space-between;"> <span>PRE-SUBMITTED QUESTION</span> <span>2 Questions</span> </div>	
16.	Financial Performance: Can you provide more details on the company's financial performance over the past year? What were the key drivers of this performance?
ANSWER	
<p>PDB experienced a year of solid operational and financial performance contributed by higher sales volumes and improved margins relative to FY2022, attributable to increased domestic and international travel as well as improved GDP.</p> <p>Retail and Commercial segments were the key drivers whilst our Convenience business continues to grow, reflecting the traction made in fulfilling varied needs of our customers.</p>	
17.	Future Strategy: What is the company's strategy for the upcoming year? How does the company plan to navigate the current market condition?
ANSWER	
<p>As we enter 2024 with positive momentum, fully intending to capitalise on Malaysia's prospects for healthier economic growth, PDB will continue progressing on our Moving Forward Together (MFT) strategy encompassing Value, Growth and Sustainability initiatives.</p> <p>We have built a foundation of resilience that allows us to adapt and navigate uncertainties with agility, leveraging our competitive advantages:</p> <ul style="list-style-type: none"> <li>• strategic and integrated assets to fulfill evolving customer needs;</li> <li>• superior quality products and differentiated customer experience; and</li> <li>• continuous investment in human capabilities to address future challenges.</li> </ul>	

LIVE AGM QUESTION		5 Questions
18.	What's the impact of recent geopolitical wars (Ukraine & Russia) and (Israel & Iran). Does PETRONAS Dagangan benefit from the price hike.	
19.	<p>Hi, good day.</p> <p>In a high oil price environment, how has it increased the profitability of the company?</p> <p>Thank you.</p>	
ANSWER		
Based on our observation, it had resulted to price volatility and this impacts PDB's products costs and operating expenses.		
20.	Company are strong in Malaysia market, how was overseas? Can company do better like JV in Dubai?	
ANSWER		
<p>PDB current focus is in domestic market for our core and growth businesses.</p> <p>We shall continuously review our portfolio and is open for new opportunities if there is strategic fit and synergy that leads to value creation to our shareholders.</p>		
21.	What steps are being taken to ensure continuous growth and profitability in the challenging global environment?	
ANSWER		
<p>PDB will continue to raise the bar driving positive momentum by</p> <ul style="list-style-type: none"> <li>• Focus on growing on our customer base</li> <li>• Investing in the growth area and human capital, as shared earlier</li> <li>• Ensuring our cost competitiveness</li> </ul>		
22.	What is mean by Raise the Bar, Change the Game?	
ANSWER		
<p>The theme is best explained by the Integrated Report 2023 cover design that depicts a visual narrative of PDB ongoing journey of growth and innovation that has marked the company's 41 years of operation.</p> <p>"Raise the Bar" signifies PDB consistent efforts to grow and move forward, also visualised on top of the number "41", with its upward trajectory. While PDB is driven to "Change the Game" with fluidity and adaptability in an evolving marketplace, visualised by the circular elements.</p>		

## CARDLESS MESRA (Total: 1 Question)

No.	Question	
LIVE AGM QUESTION		1 Question
23.	Assalamualaikum & Salam Shawal. Pada pemerhatian saya, stesen petronas di kawasan Lembah Klang menggunakan Cardless Mesra system di pam petrol. Tetapi kebanyakan stesen PETRONAS luar lembah Klang tidak menggunakan Cardless Mesra system walaupun terdapat panel interaktif di setiap pam. Adakah Cardless Mesra system menambah kos pada operator?	
ANSWER		
<p><i>Cardless Mesra</i> kini tersedia di stesen PETRONAS seluruh Malaysia, termasuk di kawasan luar Lembah Klang untuk memudahkan pelanggan serta memberikan pengalaman yang lebih baik ketika mengumpul dan menebus mata ganjaran.</p> <p>Ciri terkini ini tidak melibatkan sebarang penambahan kos kepada Operator (Rakan Niaga) stesen minyak kami.</p> <p>Translated to English:</p> <p>Cardless Mesra is available nationwide at all PETRONAS stations including areas outside of Klang Valley, providing a simpler and better customer experience to easily earn and redeem loyalty points.</p> <p>The new feature has no additional cost to the Dealers (Rakan Niaga).</p>		

# DIGITAL (Total: 1 Question)

No.	Question	
PRE-SUBMITTED QUESTION		1 Question
24.	Digital Transformation: How is the company leveraging digital technologies to improve its operations and customer service?	
ANSWER		
<p>PDB is using many digital tools to collect &amp; use data, enhance the customer experience at our stations and improve operational excellence and sustainability reporting at our assets around the country.</p> <p>For example, the introduction of Cardless Mesra has led to record monthly active users for the loyalty program.</p> <p>We are committed to build our brand, as an innovative and digital leader in the fuel retailing industry.</p>		

## DIVIDEND (Total: 7 Questions)

No.	Question
PRE-SUBMITTED QUESTION <span style="float: right;">2 Questions</span>	
25.	Dividend Policy: Could you elaborate on the company's dividend policy? How does the company balance between reinvesting profits and returning capital to shareholders?
26.	Will PETRONAS be able to maintain the dividend rate at range 20 -50 cent per unit for upcoming 10 years?
LIVE AGM QUESTION <span style="float: right;">4 Questions</span>	
27.	How was. Company. Dividend payout. Can increase up to RM 0.90 or RM 1. In next?
28.	Any potential of increased dividends in future?
29.	Can you elaborate on any potential risks or uncertainties that may impact the dividend payout for shareholders?
30.	When to pay dividend and when to distribute Treasury Shares?
ANSWER	
<p>PDB has a dividend policy of 50% of the Company's annual PAT.</p> <p>In determining the dividend to be paid to its shareholder, PDB will assess its profitability and affordability whilst maintaining solvency to support PDB's core business, as well as our Growth and Sustainability agenda.</p>	
PRE-SUBMITTED QUESTION <span style="float: right;">1 Question</span>	
31.	Selamat Hari Everyone, as a Muslim may I know if the dividend distributed made by PETRONAS was considered after zakat?
ANSWER	
As of now, the dividends distributed by PDB are remitted fully to shareholders prior to any deduction, including zakat.	

# ELECTRIC VEHICLE (EV) (Total: 5 Questions)

No.	Question
<div style="display: flex; justify-content: space-between;"> <span>LIVE AGM QUESTION</span> <span>5 Questions</span> </div>	
32.	What is the P&L contribution from the EV charging station so far? What is the expected return every year per EV charging port? How much is the cost of investment the company has spent so far on EV charging ports? How much on average the cost of each EV charging units?
33.	What is the EV car era impact to business?
34.	Hi, good day. Will EV affect the revenue of the company? Thank you.
ANSWER	
<p>PDB is progressing in the EV charging business through strategic partnership with a win-win business model.</p> <p>Currently, the impact of growing EV demand to PDB's business and profitability are insignificant. We will continue to monitor as this venture matures.</p>	
35.	Has PDB explore the EV charging business model for its PETRONAS stations? As the EV chargers utilise electricity, how can PDB generate revenue from the installation of the EV chargers at its PETRONAS stations?
ANSWER	
<p>Yes, by working closely with our related company, Gentari.</p> <p>Through this collaboration, PDB benefits via our retail and convenience offerings.</p>	
36.	The increasing number of Electric and Hybrid Vehicles will reduce the consumption of petrol in Malaysia in the near future. Is this risk not important to be included in the Market Risk of PDB? (Key Risk & Mitigation - pages 66-69)? Please updates shareholders when will the peak usage of petrol will happened due to the conversion to EVs and Hybrids in the coming years.
ANSWER	
<p>PDB does consider the increase in the Electric Mobility space in the Market Risk section of our 2023 Integrated Report.</p> <p>We are working on a comprehensive mitigation strategy in addressing this risk which is incorporated as part of PDB Corporate Risk Profile (CRP).</p> <p>We foresee the impact will be between medium to long term, aligned to Malaysia's National Energy Policy &amp; Transition Roadmap (NETR).</p>	

# FINANCIALS (Total: 6 Questions)

No.	Question
PRE-SUBMITTED QUESTION <span style="float: right;">1 Question</span>	
37.	Noticed that in 2023 PDB suffered a negative operating cash flow due to delay in receipt of subsidies. To date, has these subsidies been received yet.
ANSWER	
The outstanding reimbursement in 2023 has been received in early 2024.	
LIVE AGM QUESTIONS <span style="float: right;">5 Questions</span>	
38.	<p>The Group reported a loss from its Joint-Ventures in FY2023 amounted to (RM4.902 million) vs a profit of RM11.333 million in FY2022.</p> <ol style="list-style-type: none"> <li>1) Which material JV made losses in Fy2023?</li> <li>2) What are the reason(s) for such losses as the JVs were profitable in FY2022?</li> </ol>
ANSWER	
Loss from Joint-Ventures in FY2023 is attributed from one of our JV in Malaysia. Losses was attributed to investments for business expansions and growth.	
39.	<p>Assalamualaikum Mr. Chairman</p> <ol style="list-style-type: none"> <li>1) What measures is the board taking to ensure the company's forecasts remain accurate and relevant in a dynamic business environment?</li> <li>2) How frequently does the board review and update the company's forecasts, and how transparent is the process of communicating any revisions to shareholders?</li> </ol>
ANSWER	
<ol style="list-style-type: none"> <li>1) The Board reviews and approves annual plans and budget, as well as business key performance indicators.</li> <li>2) The Board reviews business and financial performance at least on quarterly basis. And, our view on the outlook impacting PDB business is reported through the yearly Integrated Report.</li> </ol>	

40.	How much the price of petrol and gas price now, how many percent increase in profit?
ANSWER	
There is no revision to the Automated Pricing Mechanism (APM) and PDB's profitability remains intact.	
41.	<p>The subsidy receivables from the Govt has increased substantially to RM3.39 billion (FY2022: RM1.9 billion) (Note 9 - page 53 of Financial Statements)</p> <ol style="list-style-type: none"> <li>1) What is the latest outstanding subsidy receivables from the Govt as at 31 March 2024?</li> <li>2) What are the reason(s) for the impairment losses amounted to RM5.492 million from the subsidy receivables in FY2023?</li> </ol>
ANSWER	
<ul style="list-style-type: none"> <li>• There is no outstanding subsidy receivable to date.</li> <li>• The impairment losses quoted refers to our non-trade balances and is not related to the subsidy receivables.</li> </ul>	
42.	<p>In her review, the CFO reported that the net cash used in operating activities was higher by RM2.081 million due to delayed subsidy receipts.</p> <ol style="list-style-type: none"> <li>1) Has the "delayed subsidy receipts" collected from the Government?</li> <li>2) What is the normal timeline for the subsidy to paid the Government?</li> </ol>
ANSWER	
<ul style="list-style-type: none"> <li>• As per earlier response, the outstanding reimbursement in 2023 has been paid by the Government in early 2024.</li> <li>• Subsidy reimbursement usually gets paid approximately 1 to 2 months from claim submission.</li> </ul>	

## **GIFTS (Total: 50 Questions)**

No.	Question		
PRE-SUBMITTED QUESTION	9 Questions	LIVE AGM QUESTION	41 Questions
43 - 92	Would the BOD kindly give RM 100 Setel e- voucher as a token of appreciation for attending this RPVE? Is the Company considering to provide door gifts as a token of appreciation to shareholders who participate in the virtual AGM and would there be any differentiation according to size of share ownership by the shareholder?		
ANSWER			
<p>Thank you for supporting PDB. As a token of appreciation, PDB will provide Setel e-voucher worth RM100 to all shareholders, proxies, corporate representatives, and attorneys participating in today's AGM. The vouchers will be sent via email by Boardroom Share Registrars Sdn. Bhd. within 5 working days based on today's attendance record. There will be no differentiation in the gifts based on the size of shareholding.</p> <p>Simply download the Setel mobile app (available in Apple Appstore and Google Playstore) and redeem the e-voucher into your e-wallet.</p>			

## HUMAN CAPITAL (Total: 1 Question)

No.	Question	
LIVE AGM QUESTION		1 Question
93.	What are the take of PETRONAS Dagangan to ensure the best talents in the industry is retained in PETRONAS Dagangan. Would you share some significant incentives that have been provided to the employees from the recent years.	
ANSWER		
PDB's current remuneration is benchmarked against the market and its deemed attractive in talent attraction and retention.		

# LPG (Total: 2 Questions)

No.	Question
<div style="display: flex; justify-content: space-between;"> <span>LIVE AGM QUESTION</span> <span>2 Questions</span> </div>	
94.	<p>I experienced your PETRONAS cooking gas delivery. it's impressive from a customer service point of view, However, the flow of the customer experience seems immature and inefficient with underutilised of the technology. Won't you think?</p>
ANSWER	
<p>Currently, PDB cooking gas delivery service is available through Gas PETRONAS Home Delivery (GPHD) via the Mesralink hotline 1-300-88-8181 or delivery via our extensive dealer network.</p> <p>We continuously enhance our offerings and services to meet evolving customer needs.</p>	
95.	<p>These days we have LPG available for pick up at the petrol stations. With LPG stored here in the pump island area, is safety being compromised?</p>
ANSWER	
<p>LPG cylinder storage cage placement at petrol station is specifically chosen to safeguard the health, safety and well-being of our customers. Bomba and relevant authority will evaluate the safety aspect of the LPG cylinder pick up area, ensure compliance with regulatory standards and issue approval documents once all safety requirements are complied with.</p> <p>Thus far, there are no incidents relating to LPG at petrol stations.</p>	

# PARTNERSHIP (Total: 1 Question)

No.	Question
PRE-SUBMITTED QUESTION <span style="float: right;">1 Question</span>	
96.	<p>Kindly elaborate PetDag/BJFOOD partnership with regard to Starbuck ("Starbucks") stores at PETRONAS stations, i.e. current status, planned numbers, revenue model.</p> <p>In light of boycott due to current standing of the Starbuck ("Starbucks") parent in support of Israel, what is the direction set by the board on this partnership?</p>
ANSWER	
<p>We have seen the shift in customers' preference due to the conflict. At the same time, we have existing commercial agreements with all our F&amp;B partners.</p> <p>PDB will continue to monitor customer demand and trends and ensure that we consistently provide choices that resonate with our customers.</p>	

# POLICIES & REGULATIONS (Total: 1 Question)

No.	Question
LIVE AGM QUESTION <span style="float: right;">1 Question</span>	
97.	<p>Government regulations can significantly impact the fuel and retail industry. How is PETRONAS Dagangan navigating the current regulatory environment?</p> <p>Are there any anticipated changes in regulations that might pose challenges or opportunities for the company?</p>
ANSWER	
<p>PDB stands guided by the Government and authorities on any policies and regulations affecting PDB business operations. In addition, we also have a dedicated stakeholder management team to collaborate on the matter in ensuring seamless implementation, while keeping the experience simpler and better for the customers.</p>	

# RETAIL (Total: 3 Questions)

No.	Question
<div style="display: flex; justify-content: space-between;"> <span>PRE-SUBMITTED QUESTION</span> <span>1 Question</span> </div>	
98.	<p>Has PETRONAS become number one in retail market in Malaysia? If not, what is the plan, when is the target?</p>
ANSWER	
<p>PDB is number one with the biggest network of over 1,000 petrol stations and best geographic coverage - that resulted in strong volume for Retail that we see today. We will continue to expand and evolve with our customers' needs into the future.</p>	
<div style="display: flex; justify-content: space-between;"> <span>LIVE AGM QUESTION</span> <span>2 Questions</span> </div>	
99.	<p>Hi, all Board members and Management. Why is the application for new dealership only opened for 1 day? How do we get notified when it is opened? Seems like an attempt not to make it public info.</p>
ANSWER	
<p>The notification to invite the public to apply for the dealership has been made in PDB main social media accounts named "PETRONASBrands", several days before the actual application date.</p> <p>2024 Retail Dealership drive was opened to all Malaysians via MyMesra website but limited on first-come-first-serve basis. This is in view of the required number of the pool candidate vacancies to be filled up.</p>	
100.	<p>How many cases of dealership violation cases which involve KPDN recorded in last three years? Which business sector and what action taken as violation will effect/tarnish the company image?</p>
ANSWER	
<p>There have been only a small number of cases over the last 3 years.</p> <p>PDB remains committed to ensure utmost compliance with the law and regulations around our business operations.</p> <p>We have a zero-tolerance policy against non-compliance by our dealers and counterparts and conduct our business with the highest level of professionalism and integrity.</p> <p>We will take appropriate action for any of our Rakan Niaga or counterparts that breach our policies.</p>	

# RISK MANAGEMENT (Total: 2 Questions)

No.	Question
PRE-SUBMITTED QUESTION <span style="float: right;">1 Question</span>	
101.	Risk Management: How is the company managing risks, particularly in light of recent global events? What measures are in place to mitigate these risks?
LIVE AGM QUESTION <span style="float: right;">1 Question</span>	
102.	What are the key risks and challenges facing the company, and how does management plan to mitigate them?
ANSWER	
<p>As part of PETRONAS Group, PDB adopts the PETRONAS Resiliency Model in managing risk which focuses on three areas of business resilience, namely Enterprise Risk Management, Crisis Management and Business Continuity Management that provides an integrated view of the overall strategy to manage risks.</p> <p>PDB also continuously scans the environment including global events for any emergence of new risks. Emerging risks that could have material impact to the company will drive the next effort of identifying measures to mitigate the risks in a timely manner.</p> <p>Reference can be made to the Statement of Risk Management and Internal Control in PDB’s Integrated Report from page 206 to 220.</p>	

## SETEL (Total: 5 Questions)

No.	Question
PRE-SUBMITTED QUESTION <span style="float: right;">2 Questions</span>	
103.	<p>Thank you for Management make Setel as one of the popular ewallet in Malaysia. I feel good this App has 24/7 auto assistance, EV charging, parking, buy &amp; sell car, battery replacement, jump-start, tyre change, towing, vehicle unblock, emergency fuel that kind special function. This I feel that Setel are big different from other ewallet services. As a shareholder, I hope management can make some advertainments or provide promo code for the existing user to attract user use that kind of service. Thank you.</p>
ANSWER	
<p>Thank you for the feedback and your endless support to Setel.</p> <p>Setel highly values our loyal customers and is committed to enhancing their experience. We are excited to introduce various incentives to encourage exploration of new features on the Setel app. Ongoing incentives include exclusive discounts on petrol credit card applications, special promotions for buying or selling cars through MyTukar, savings on motor takaful/insurance renewals, discounts on car battery replacements, and enticing offers for new users on parking payments. We strive to make your experience with Setel even more rewarding and eagerly anticipate serving you with additional exciting features and incentives in the future.</p>	
104.	<p>Since expanding use of Setel beyond PETRONAS station ecosystem how many % of the 2.5 billion GMV is attributed to non-PETRONAS station transactions and how much of these GMV creates value for PDB in terms of commission /marketing fees from partners?</p>
ANSWER	
<p>Setel's Gross Merchandise Value (GMV) is predominantly driven by fuel and MESRA convenience store purchases.</p> <p>In addition, Setel enjoys other sources of income today such as Merchant Discount Rate (MDR) and commissions from sales and marketing revenue from 3rd party product and services transacted via the platform.</p>	

105.

I honestly think the direction of the Digital commercial is confusing and inorganized with many of PETRONAS Dagangan commercial apps are being separated. Have PETRONAS Dagangan thought about consolidation of digital products for the ease of customer accessible.

## ANSWER

SETEL is our digital app that conveniently consolidates all of our offerings to cater to diverse customers' needs and will continue to do so in the future.

106.

Does Setel use external vendor for digital product delivery. Would PETRONAS Dagangan list down the external vendors that have been given the tenders for further transparency.

## ANSWER

Setel prioritises leveraging on its internal talents and complements it with other external vendors resources for delivery of its digital products.

107.

Some feedback on the Setel, a lot of outlet/ merchant could not able to scan for payment. Hope more merchant has this facility.

## ANSWER

Setel is widely available across numerous touchpoints and networks, offering convenience and accessibility to users. With a vast network encompassing 1.6 million DuitNow QR merchants, Setel extends its reach to selected key merchants across pivotal categories like restaurants, F&B outlets, retail stores, boutiques and workshops.

Setel will continue to expand across strategic merchants to offer users, array of options. Further details on existing partners are available here <https://www.setel.com/pay-online-locations>.

## SHARE BONUS ISSUE (Total: 3 Questions)

No.	Question	
LIVE AGM QUESTION		3 Questions
108.	When will the company going to reward shareholders with a bonus issue? Please advise	
109.	I hold this share since IPO in the 80s. Is there any plan to issue bonus shares again? Any door gift in today AGM?	
ANSWER		
Thank you for your loyalty to PDB. Currently, there are no plans to issue bonus shares. We will be providing door gift in terms of Setel vouchers as per earlier mentioned.		
110.	How much shares are in the open market and how much shares are holding by substantial shareholders	
ANSWER		
The information is available on pages 223-224 in the 2023 PDB Integrated Report.		

## SUSTAINABILITY *(Total: 6 Questions)*

No.	Question
LIVE AGM QUESTION <span style="float: right;">3 Questions</span>	
111.	In light of the increasing emphasis on sustainability and environmental responsibility in the energy sector, could you please outline PETRONAS Dagangan's strategy and initiatives for reducing its carbon footprint and promoting renewable energy solutions in its operations?
ANSWER	
<p>PDB is continuously looking into further opportunities to roll out solar panels to our assets nationwide as part of the ambition towards reducing carbon emissions in our businesses.</p> <p>We are also exploring and expanding the electric vehicle (EV) charging footprint at our facilities.</p>	
112.	<p>PETRONAS Dagangan operates in a dynamic energy landscape.</p> <p>Considering the increasing focus on renewable energy, could you elaborate on the company's long-term strategy to adapt and remain competitive?</p> <p>Are there any specific investments planned in renewable energy or related technologies?</p>
ANSWER	
<p>We have built a foundation of resilience that allows us to adapt and navigate uncertainties with agility, leveraging our competitive advantages:</p> <ol style="list-style-type: none"> <li>1) strategic and integrated assets to fulfil evolving customer needs;</li> <li>2) superior quality products and differentiated customer experience; and</li> <li>3) continuous investment in human capabilities to address future challenges.</li> </ol> <p>Staying true to our MFT Strategy and PDB Sustainability Roadmap, this includes venturing into renewable energy mainly via strategic partnerships with appropriate resource allocation.</p> <p>We have a dedicated section in the Integrated Report from page 87 to 137 which contains further details on our Sustainability progress.</p>	

113.	Given the increasing global focus on sustainability and environmental responsibility, could you elaborate on PETRONAS Chemical's strategies and initiatives to reduce its carbon footprint and promote sustainable practices throughout its operations and supply chain?
ANSWER	
We recommend this question to be channeled to PETRONAS Chemicals Group (PCG).	
PRE-SUBMITTED QUESTION <span style="float: right;">1 Question</span>	
114.	Can you share more about the company's sustainability initiatives? How is the company addressing environmental, social, and governance (ESG) factors in its operations?
LIVE AGM QUESTION <span style="float: right;">1 Question</span>	
115.	Sustainability is a growing concern for investors and customers. Can you detail PETRONAS Dagangan's current sustainability initiatives? How is the company measuring progress towards its sustainability goals, and are there any plans to expand these efforts in the future?
ANSWER	
<p>Guided by MFT strategy and PDB Sustainability Roadmap, PDB is making good progress on our sustainability activities and initiatives which are aligned with PETRONAS Group and the nation's NZCE ambitions. The Sustainability Roadmap covers Continued Value Creation, Safeguard the Environment, Positive Social Impact and Responsible Governance. This includes creating employment opportunities whilst driving sustainable entrepreneurship, expanding EV charging networks, solarisation of our assets, supporting human capital initiatives as well as strengthening our sustainability governance framework.</p> <p>We have a dedicated section in the Integrated Report from page 87 to 137 which contains further details on our Sustainability progress.</p>	

116. In terms of sustainable aviation fuel, is this only currently sold to MAG? What is the current proportion of SAF sales vs normal aviation fuel?

## ANSWER

Apart from MAG, who is our 1<sup>st</sup> customer, to-date we have sold to general aviation players i.e., helicopter service provider and manufacturers, also fuel agents.

We continue to enter into offtake agreements with other aviation companies for future offtake and are in talks with many more.

Today, SAF as a proportion of total aviation fuel sold is very small – this may increase in proportion when CORSIA 2027 targets come into effect.

## TARGETED SUBSIDY (Total: 3 Questions)

No.	Question
PRE-SUBMITTED QUESTION <span style="float: right;">1 Question</span>	
117.	Given the government's intention to implement targeted subsidies for petrol, how will the pricing and distribution of these subsidies be managed and monitored? What pricing structure will be employed for consumers, and how might it impact the cash flow and margins of companies involved, will consumption reduce? Will petrol prices be determined uniformly across the industry (various petrol stations providers), or will they vary depending on factors such as individual company policies and the location of the petrol station (different stations have different prices)? For instance, can we expect to see higher prices in urban areas and lower prices in rural locations?
ANSWER	
<p>PDB continues to work closely with the Government in the development of any fuel subsidy rationalization program so that we are ready and prepared for any scenario.</p> <p>It is expected that the targeted diesel subsidy program will be announced by the Government for implementation within 2Q of this year for Peninsular transporters in Sektor Barangan.</p> <p>Today prices are standardised across all regions and geographies, however the Government has yet to announce the mechanism for the targeted subsidy for petrol.</p> <p>PDB is committed to support and collaborate with the Government to ensure a smooth implementation of the targeted fuel subsidy for the industry.</p>	
PRE-SUBMITTED QUESTION <span style="float: right;">1 Question</span>	
118.	How was company impact from gov ("Government") remove subsidiaries ("subsidies") to Malaysian? What would company benefit. From this?
LIVE AGM QUESTION <span style="float: right;">1 Question</span>	
119.	How will subsidy removal affect the company and its pricing to fuel. how will this be implemented?
ANSWER	
<p>The implementation of targeted subsidy programs are intended to ensure assistance effectively reaches intended groups.</p> <p>PDB stands guided by and continues to collaborate with the Government on the fuel programs to ensure readiness for implementation.</p>	

## COMMENTS/ADMINISTRATIVE (Total: 25 Questions)

No.	Question
LIVE AGM QUESTION <span style="float: right;">25 Questions</span>	
120.	To the board of directors, I would like to request for a quick physical meeting with Managing Director & CEO Encik Azrul Osman Rani or The Head of Retail Encik Khalil Jaffri.
121.	How can shareholder request to visit PETRONAS Dagangan plant.
122.	Is there any plant site visit of the company for the shareholders this year? Thank you.
123.	Any factory visits for shareholders?
ANSWER	
Please contact our Investor Relations team at <a href="mailto:petdagir@petronas.com.my">petdagir@petronas.com.my</a> for further information.	
124.	Hi Good Morning, why the management changed from Tricor to Boardroom for this year AGM?
The appointment of Boardroom as PDB's Poll Administrator has gone through PDB due selection process.	

125.	<p>Mr Chairman, Complaint about Boardroom</p> <p>I am writing this complaint on behalf of Shareholder.</p> <p>This is the 2<sup>nd</sup> time that Boardroom has screwed up on Proxy registrations for RPV.</p> <p>On 25 April they screwed up with MAYBANK AGM and today they screwed up with CIMB AGM.</p> <p>This has been happening too frequently.</p> <p>Tricor system is way better - Their proxy and registration process for RPV is far simpler and their system is fully integrated - there is only 1 portal for RPV registration and to attend and vote virtually - unlike Boardroom where there are 2 separate systems - BSIP for registration and LUMI to attend and vote - very cumbersome. Many other shareholders have the same complaint, and this was brought to the attention of Boardroom over the years but yet no improvement.</p> <p>Based on this complaint - Kindly do not use boardroom anymore in future and revert to this complaint to the shareholder after this meeting adjourns.</p>
126.	<p>I have to vote all against as you are still using Boardroom as the RPV service provider. Kindly switch over to other better service providers in future.</p>
127.	<p>Sound problem? Can't hear anything.</p>
128.	<p>Sound ok now after changing browser, thanks.</p>
129.	<p>I voted all, where to submit?</p>
130.	<p>Is this AGM ended? Suddenly my internet was disconnected</p>
ANSWER	
<p>The appointed Poll Administrator (Boardroom) has contacted the affected shareholders to address the matter.</p>	

LIVE AGM QUESTIONS	
131.	Please let us view all questions from all the shareholders.
132-133	Money spend on physical meeting will remain in our country, but the money spends on virtual will go to USA and they will use the money to weaken our RINGGIT and attack our economy.
134.	Good morning, Chairman.
135.	Good morning.
136.	Thank you very much for simplified the meeting joining procedures. Appreciate very much.
137.	Please schedule AGM away from peak month, peak day, and peak hour, sometimes I have to attend 5 AGM at the same time, this is a nightmare struggling.
138.	Good morning.
139.	Good morning.
140.	SHRMZB!
141.	Hello good morning.
142.	Boardroom Registrar had improved the method of attending AGM, very good, keep it up
143.	Don't go for hybrid, pay more dividend better, don't waste shareholder fund
144.	Director fees very high, please reward more petrol. Thank you.