



CGS-CIMB 13th Annual Malaysia Virtual Corporate Day

6 January 2020

Move Like Never Before



PETRONAS DAGANGAN BERHAD





Move Like Never Before



About Us

Business Highlights

- Retail
- Commercial
- LPG
- Lubricant

Q3 FY2020 Financial Performance

Sustainability Commitment

2021 Look Ahead

PDB is the marketing subsidiary of PETRONAS

- PETRONAS Dagangan Berhad ("PDB") is the marketing subsidiary of Petroliam Nasional Berhad ("PETRONAS").
- Its principal activities are the marketing and distribution of petroleum products in the domestic and regional markets.
- PDB was incorporated on 5 August 1982 and was converted to a public company on 21 August 1993. PETRONAS owns 63.9% of PDB's shares.
- Shares of the Company were listed on the Main Board of the Bursa Malaysia Securities Berhad on 8 March 1994.

PDB has diversified portfolio and is the leading retailer and marketer of downstream petroleum products in Malaysia

RETAIL

Offers Fuel and Non-Fuel Products and services at more than 1,000 stations and 700 *Kedai Mesra* nationwide



COMMERCIAL

Sells and markets bulk petroleum products with market leadership in domestic commercial market

LPG

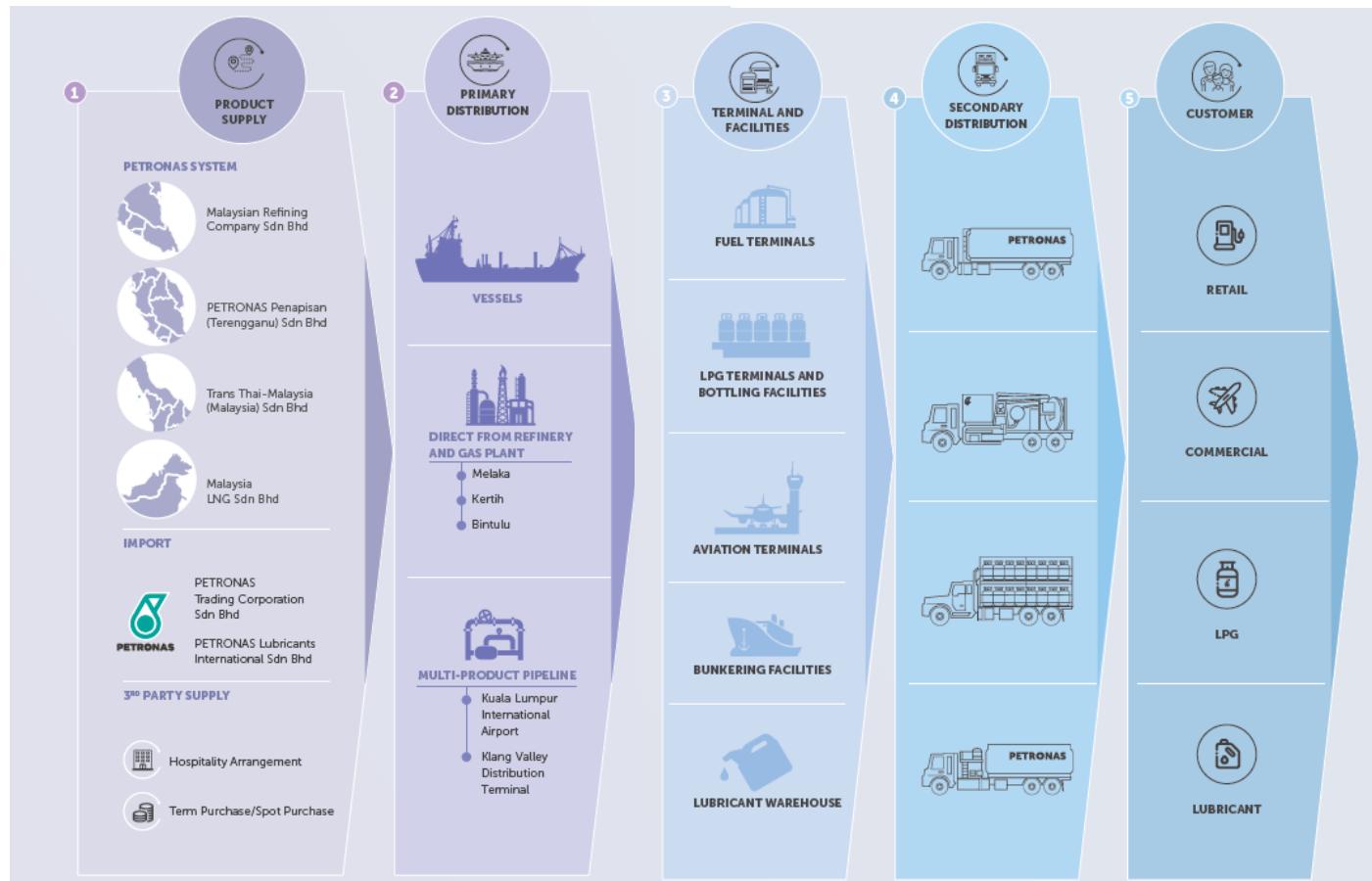
Malaysia's No.1 Cooking Gas that sells and markets LPG to household, commercial and industrial customers



LUBRICANT

Top tier lubricant player via extensive range of lubricant products

PDB Integrated Value Chain



Extensive supply and distribution infrastructure nationwide

44 facilities across Malaysia





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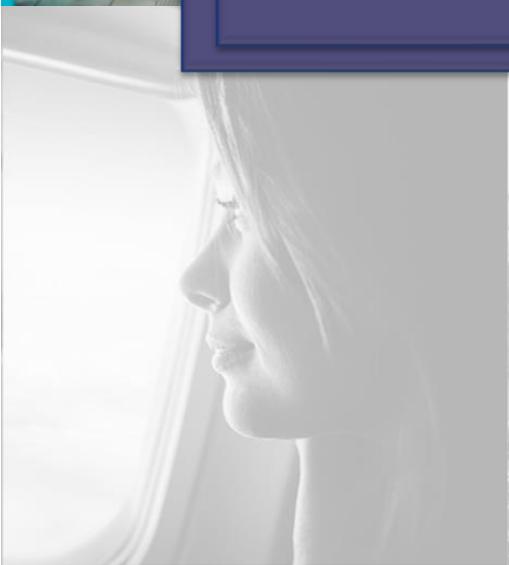
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RETAIL BUSINESS



The leading retailer and marketer of downstream petroleum products in Malaysia

Retail Business comprise of 2 major components:

1 Fuel



PETRONAS PRIMAX 97 WITH PRO-RACE

PETRONAS PRIMAX 95 WITH PRO-DRIVE

PETRONAS DYNAMIC DIESEL

**PETRONAS DYNAMIC DIESEL
EURO 5 WITH PRO-DRIVE**

2 Non Fuel: Kedai Mesra



>1,000

PETRONAS Stations

~800

Kedai Mesra

We expanded our network at strategic locations

Operationalised

14

new stations as at FY2020

**Largest
network**



A photograph of a Petronas service station. The station features a prominent green canopy with the 'PETRONAS' logo in white. Below the canopy is a white building with large glass windows. In the foreground, there are several fuel pumps and a paved area with a few cars. The sky is clear and blue.

1

Consistent delivery of superior customer experience

2

Expansion of non-fuel business

Transforming our stations to elevate customer experience

UPGRADED

>170

MESRA NEW LOOK AND FEEL

Before



After



OPENED

>200

NEW Quick Service Restaurants



Quality products with smooth and fast fuelling experience

Upgraded Outdoor Payment Terminal



Available at

> 400

**PETRONAS Station
in FY2020**

Planned

604

**PETRONAS Station
in FY2021**

The new PETRONAS Primax 97 with Pro-Race is designed to deliver unbeatable performance and satisfaction on the road, meeting your every driving need and that of your engine's



NEW
PETRONAS
PRIMAX 97
with Pro-Race

TRY THE NEW FUEL TODAY!

AVAILABLE AT
>750

PETRONAS logo



POWER

Removes **99.9%** of engine deposits for effortless power



RESPONSIVE

World's First Advanced Dual friction Modifier reduces friction by an additional **25%** for a more responsive drive



EFFICIENT

Unique formulation for better fuel and oil interaction to take you further, resulting in more **fuel efficiency** and lower carbon emissions

...and proven testimonials from our customers

 Power

 Responsive

 Efficient

"There is really a **BIG DIFFERENCE** compared to the previous fuel. Overall, **PERFORMANCE IS WORLD CLASS** for a Malaysian fuel"

"My car feels **MORE RESPONSIVE**. With just a light tap on the pedal, I **CAN FEEL MY CAR TAKE OFF**"

"Each drive **FEELS BETTER, MORE POWERFUL**. It's a **GOOD CHOICE** for drivers who want **HIGH PERFORMANCE**"

"Kereta saya **LEBIH BERKUASA & RESPONSIF** .

"It gives more **POWER** to my car and better responsiveness. This is great!"

*"Amazing **OVERALL** performance"*

NEW

PETRONAS
PRIMAX 97
with **Pro-Race**

"Its **POWER** on **POWER** ! Like **DOUBLE BOOST**, like **VROOM!**"

"Can you believe it, I have **EXTRA MILEAGE** now! So worth it!"

PETRONAS Primax95 with Pro-Drive

NEW

PETRONAS PRIMAX 95 with Pro-Drive

AVAILABLE
NATIONWIDE



Smooth

Most advanced friction reduction technology reduces friction by **20%***



Responsive

Clean **99%*** deposit in the engine for responsive drive



Efficient

10X* less Sulphur and enhanced anti-corrosion for cleaner emissions and a continuous efficient drive



...and proven testimonials from our customers

PETRONAS
PRIMAX95
with Pro-Drive

Move like
never before

**“I get *more mileage* for
this pro-drive petrol. *Extra
30 to 40km per
tank”***

-HOVEN WEN CH

 Lutfi Ashraf Terbaik petronas primax 95 with Pro Drive yg terbaru ni! Kereta rasa ringan. Dan minyak jimat. Enjin kereta senyap je. Memang berbeza dari primax 95 du. Mcm ni la minyak kebanggaan NEGARA KITA! 

**“*Terbaik mileage*
PETRONAS Primax 95 with
Pro-Drive! Memang
berbeza dari Primax 95
dulu”**

-LUTFI ASHRAF

 Aiman Ismail Been using Petronas RON95 for years. My car definitely feels different this week. Better pickup and more efficient. Congrats Petronas!

Like · Reply · Message · 1w

**“My car definitely feels
different. *Better pickup
more efficient*”**

-AIMAN ISMAIL

 Mohamad Amirudin Dah lama gila tak isi minyak petronas. 3 hari lepas saja aku isi. Aduh mmg jenis minyak dalam ik kering lengok minyak dalam depas. Rasa ringan. Rupa2 kereta juga betul kereta aku. Rasa lebih ringan, lebih power dan lebih jimat. Purna la hairan sampai aku stalin page petronas kat fb, rupanya minyak baruuu Pro-Drive. Memang isi petronas je lepas ni.

Wow · Reply · Message · 6d

**“Tetibe rasa lain kat kereta
aku. *Rasa lebih
ringan, lebih power
& lebih jimat.* Rupanya
minyak baruuu Pro-Drive!”**

-MOHAMAD AMIRUDIN

Setel, creates seamless on-the-go refuel and retail experience for PETRONAS customers



Available at
1,061

FY2019: 285

PETRONAS Stations Nationwide

~2.0 Mil

FY2019: 0.52M

Setel Users

86

FY2019: 71

Net Promoter Score

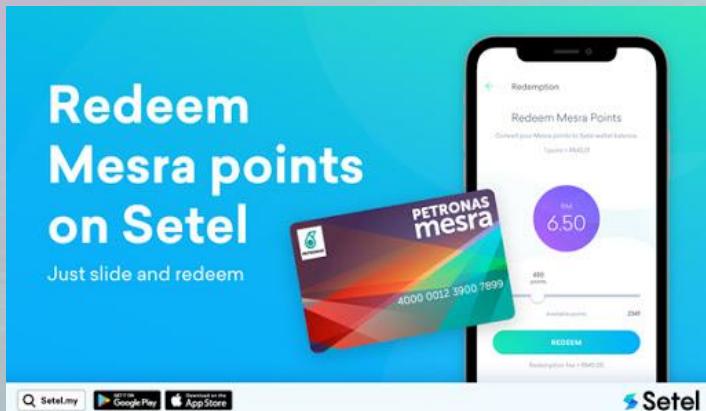
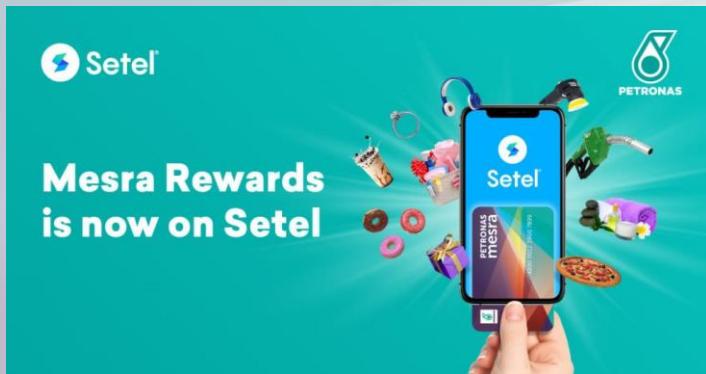
Contactless fuel and shop in car, pickup and go via Setel app



Minimise Contact, Maximise Safety

Mesra Rewards and Mesra Redemption via Setel

www.mymesra.com.my



6.0%

NEW Kad Mesra Sign-Ups

> 80

**Mesra Redemption
Partners**

Innovative ROVR fuel delivery solutions



9

- Serving B2B Market
- CAPEX Efficient



A photograph of a Petronas gas station at sunset. The station has a green and white canopy with the 'PETRONAS' logo. Several cars are parked at the fuel pumps. The sky is a mix of orange, yellow, and blue. A large, semi-transparent yellow rectangular box is overlaid on the image, containing the text.

1

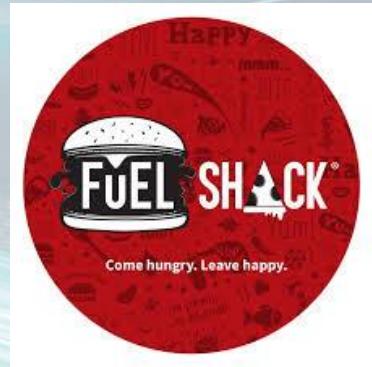
Consistent delivery of superior customer experience

A photograph of a Petronas gas station at sunset. The station has a green and white canopy with the 'PETRONAS' logo. Several cars are parked at the fuel pumps. The sky is a mix of orange, yellow, and blue. A large, semi-transparent yellow rectangular box is overlaid on the image, containing the text.

2

Expansion of non-fuel business

Kedai Mesra established new strategic partnerships



Successful launch of Makan@Mesra



FY2020

9

Makan@Mesra

Planned FY2021

75

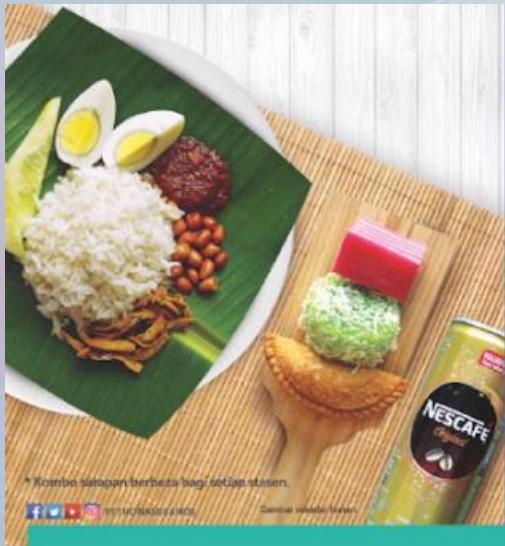
Makan@Mesra

Customised product offerings to meet customer's needs



Introduced
>300 SKUs
in FY2020

Successful Mornings@Mesra breakfast campaign



...and introduction of white label brands

**Stay fresh,
stay hydrated.**

Visit your nearest
PETRONAS Mesra store today!



New flavours are now
available at Kedai Mesra!



- 1 Water Bottle
- 2 Mesra Bites
- 3 Mesra Wipes

Supporting local businesses from our new campaign Love Local

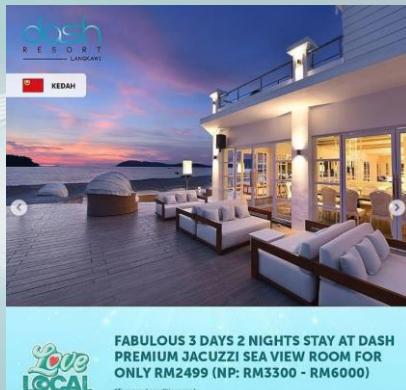


TRAVEL AND BUY LOCAL THIS SEASON!

Enjoy exciting hotel deals and gift offers while supporting local businesses when you spend a minimum of RM30* at any PETRONAS station today!

Love LOCAL

*Terms and conditions apply



dash
RESORT LANGKAWI

KEDAH



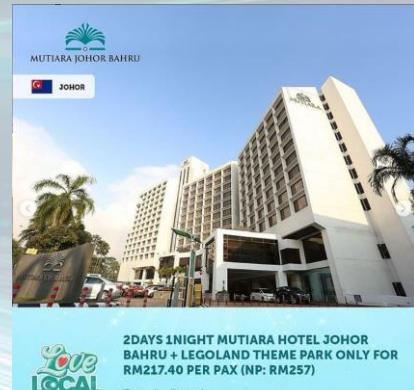
FABULOUS 3 DAYS 2 NIGHTS STAY AT DASH PREMIUM JACUZZI SEA VIEW ROOM FOR ONLY RM2499 (NP: RM3300 - RM6000)

*Terms and conditions apply



MUTIARA JOHOR BAHRU

JOHOR



2DAYS 1NIGHT MUTIARA HOTEL JOHOR BAHRU + LEGOLAND THEME PARK ONLY FOR RM217.40 PER PAX (NP: RM257)

*Terms and conditions apply



GAMBANG
Lokation of its best!

PAHANG



2DAYS 1NIGHT BUKIT GAMBANG RESORT CITY AT ONLY RM160

*Terms and conditions apply



dash
RESORT & HOTEL CYBERJAYA

SELANGOR



STAY & DINE PACKAGE – STUDIO ROOM FOR ONLY RM399 (NP: RM690)

*Terms and conditions apply



COMMERCIAL BUSINESS

Commercial Business Model, Product Mix & Market Segments



Fully integrated business focusing on sales and marketing of bulk petroleum products and no. 1 leader in domestic commercial market

Product Offerings



Jet A-1



Bitumen



Fuel Oil



Gasoline



SmartPay



LNG



Diesel



Petroleum
Coke



Sulphur



Kerosene



Methanol

INDUSTRY COVERAGE



Agriculture



Services



Mining & Quarrying



Construction



Manufacturing



Aviation



Bunker



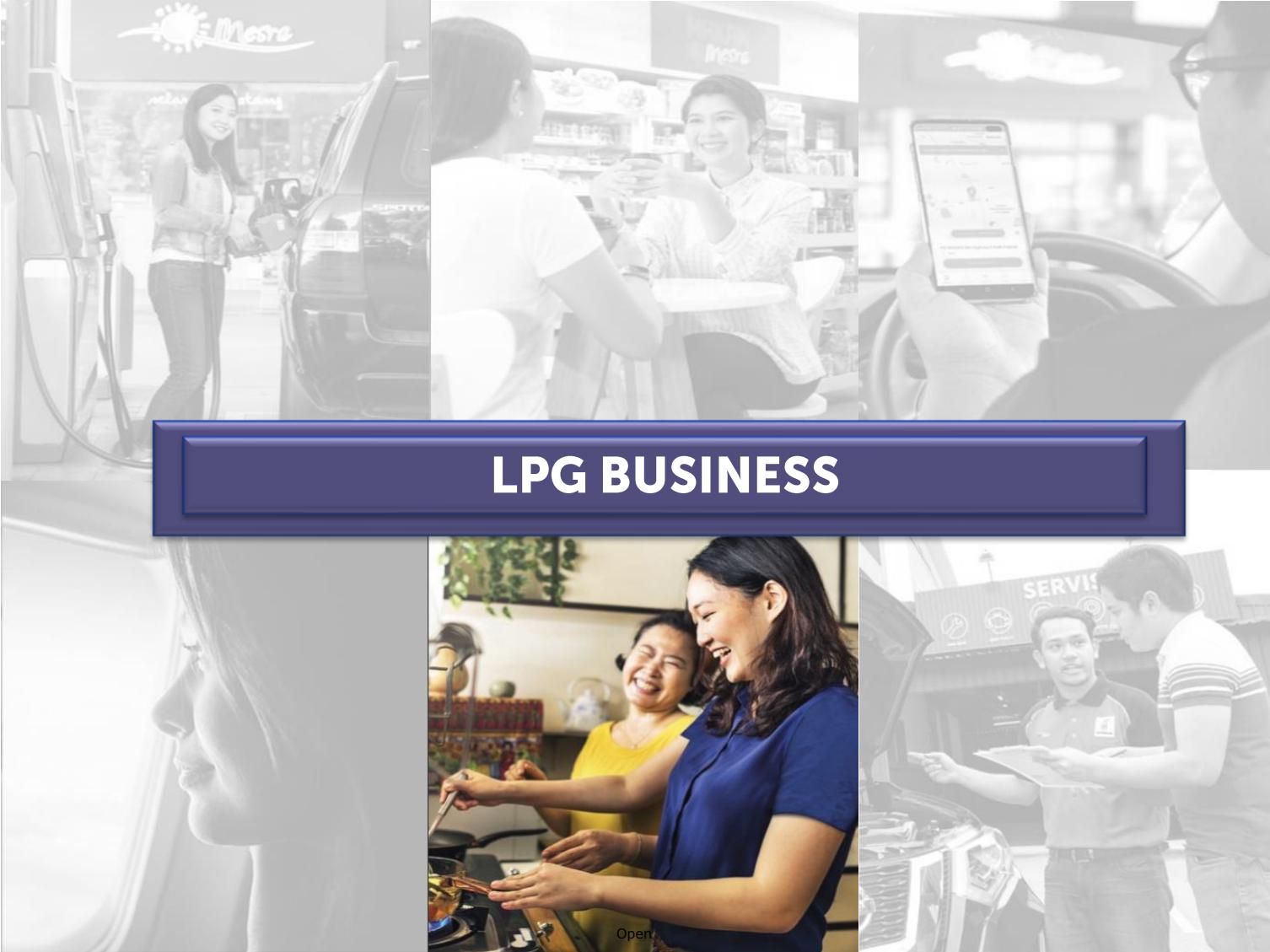
Dealer

Effective execution of recovery strategies to capture growth

Key Initiatives

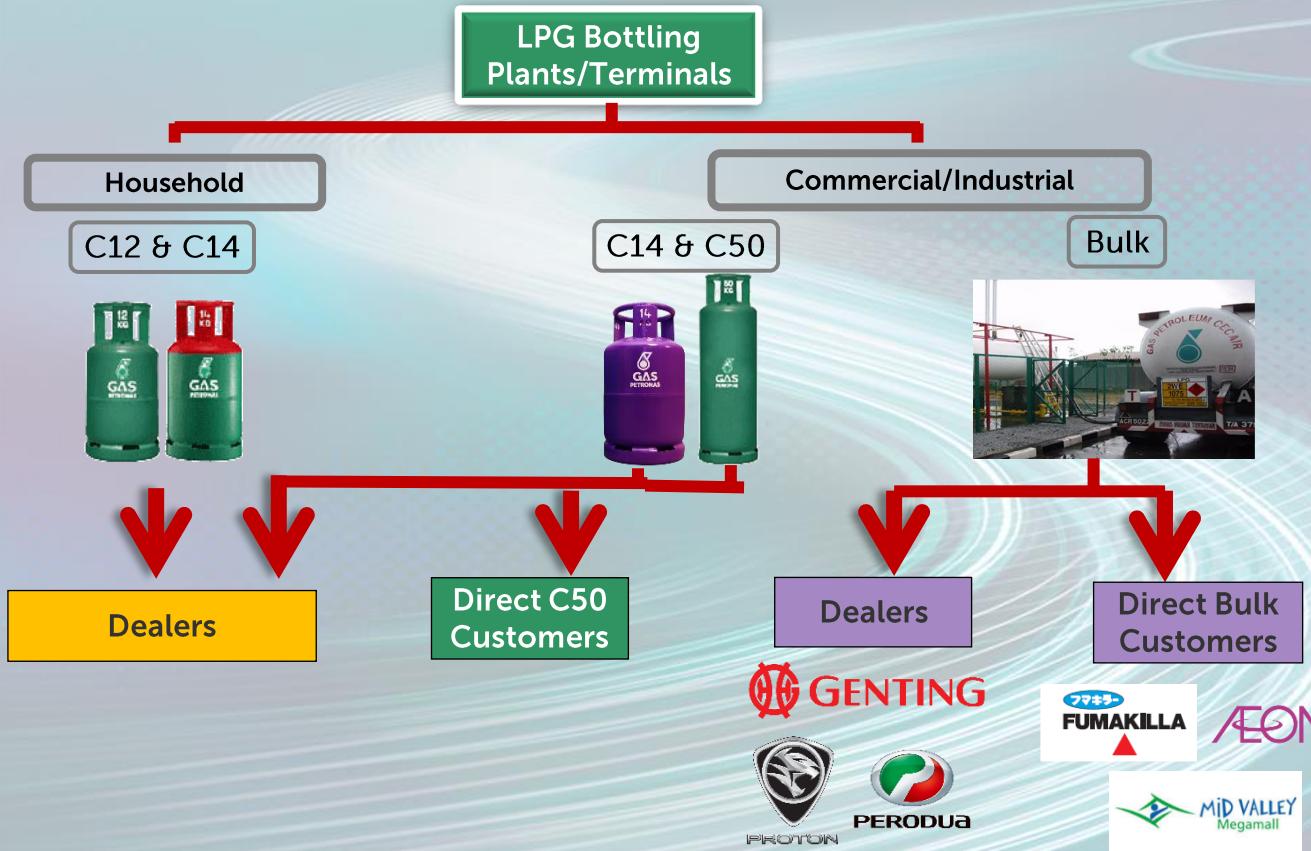
- Drive sales to capture the recovery wave post-MCO
- Provide comprehensive offerings to improve value proposition for customers
- Focus on effective risk management & cost efficiency whilst maintaining high standards of customer service





LPG BUSINESS

We are Malaysia's No.1 Cooking Gas and industrial LPG marketer



Widen the availability of LPG cylinders at selected location



LPG cylinders
Now available at selected
PETRONAS stations to
provide greater
convenience for our
customers

Fortify market leadership



LPG 14kg cylinder
for commercial customers



LUBRICANT BUSINESS



Continued to be the top tier lubricant player via extensive range of lubricant products



Passenger Vehicle Lubricants & Motorcycle Oil



Commercial Lubricants



Marine Lubricants



PETRONAS Syntium with °CoolTech™ cools better than any Lubricants in the market

PETRONAS Syntium with °CoolTech™



Launched of AutoExpert and expanded customer base across all channels



9

**PETRONAS AutoExpert
in FY2020**

25

**PETRONAS AutoExpert
Planned FY2021**



PROTON



PERODUA



**GENTING
PLANTATIONS**



IOI GROUP



UEM



MUBADALA



**Continued long-term strategic
partnerships with**

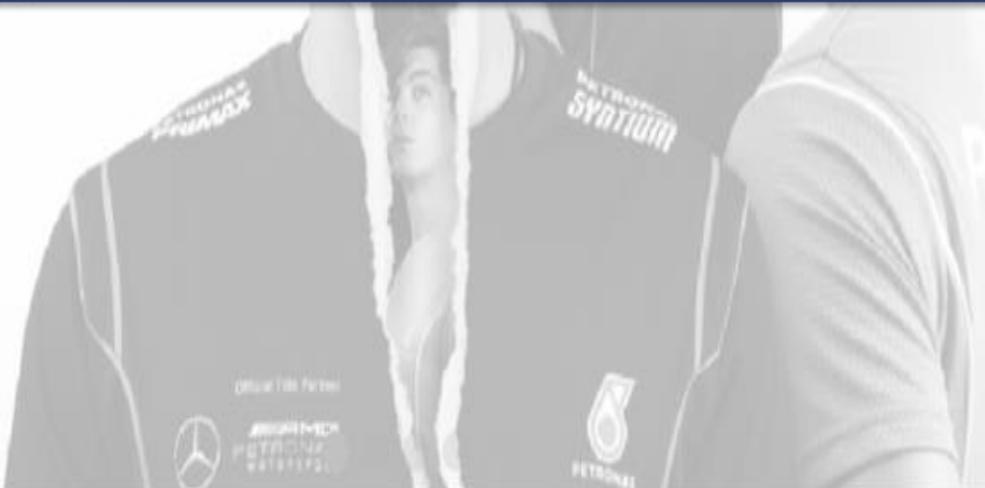
**PROTON, PERODUA and
IOI GROUP**

INSPIRED BY
#GREATNESS

6 TIMES WORLD CHAMPION
PREMIUM LITEMOVE JERSEY

In 2020, black is not a color. It's a statement.
It is not a number. It's a destination.

OTHER BUSINESS



Expanded our business portfolio



WE DELIVER TO YOUR HOUSE!

Selected Kedai Mesra PETRONAS is now on BungkusIt.
Use code PETRONAS10 to get introductory discount for new users!



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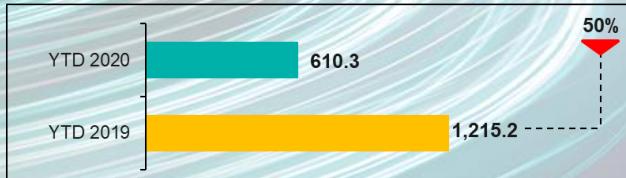
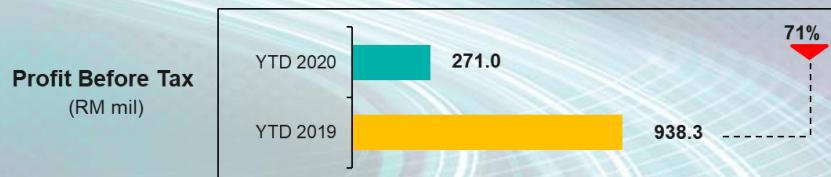
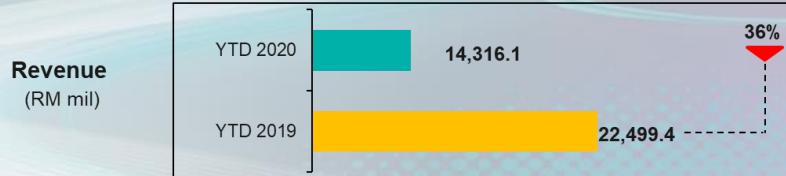
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Group Financial Performance

The Group posted higher Q3 FY2020 PBT as compared to PQ due to higher gross profit offset by higher OPEX

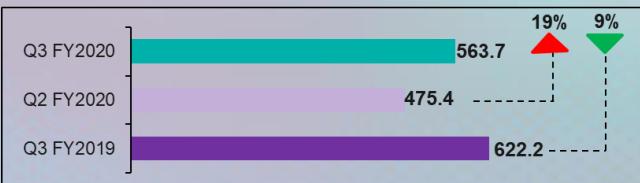


Group Operating Profit

Higher operating profit recorded against PQ mainly due to higher gross profit and other income, offset by higher OPEX



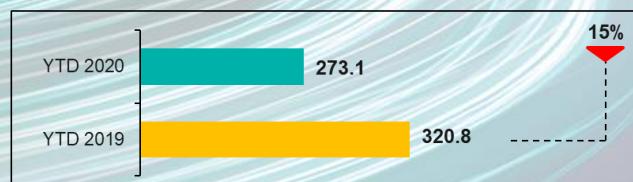
Gross Profit
(RM mil)



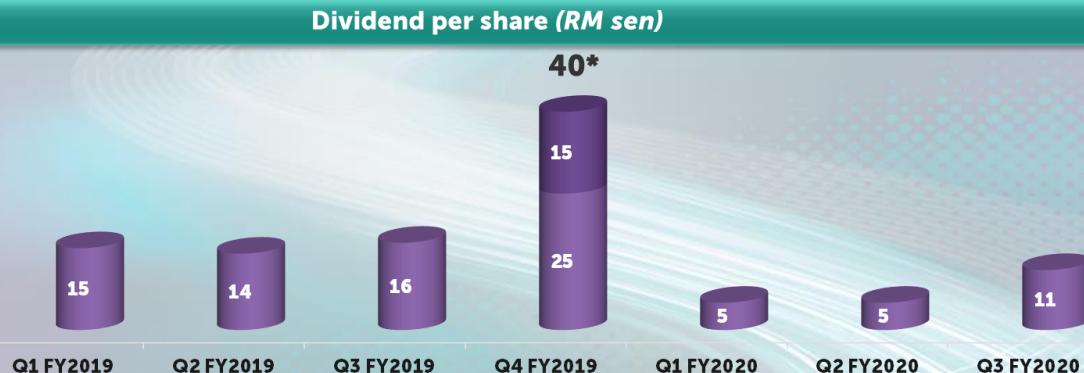
OPEX
(RM mil)



Other Income
(RM mil)



For Q3 FY2020, PetDag has declared dividend amounting to 11 sen/share



For Q3 FY2020, PetDag has declared dividend of 11 sen, with higher dividend per share as compared to Q2 FY2020

*For Q4 FY2019, dividends of 40 sen was declared by which 15 sen was special dividend and 25 sen was interim dividend



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At PDB, we fully embrace sustainability



**Solar panels:
7 new stations**



**77,000KL Litres
rainwater harvested
and reused**



**Available at
60 stations**



**Essential in reducing
CO2 emissions in the
transport fuels sector**

Enriching lives of communities

PETRONAS Coffee Break
More than **13 Mil** cups of coffee
served since 1998



PETRONAS StreetSmart
Reached more than
5000 students since 2013



Water for Life
Benefitted **8650** residents since
2013



PetDag provided assistance to the medical staff and front-liners during the pandemic



Distributed complementary coffee, snacks and shopping vouchers to
PDRM, 15 hospitals, MOH and National Disaster Management Agency

Contributed Gas PETRONAS cooking cylinders, food supplies and essential
items to **10** charitable homes



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Strategy execution remains on track whilst keeping vigilant of the market

1

Protecting the safety of our employees, customers and business partners



2

Ensuring our eco-system remain robust



3

Cash preservation effective risk management





THANK YOU
www.mymesra.com.my
Move Like Never Before