


# Sustainability Statement

## CORE VALUE #1: SERVICE QUALITY

**ECONOMIC**  
Ensuring Equitable Economic Interest of Stakeholders

**ECONOMIC PERFORMANCE**

  
8  
RECENT WORK AND  
ECONOMIC GROWTH

### Why It Matters

A strong financial performance is crucial for creating diverse and long-term economic value for our stakeholders. By achieving excellence in both financial and business performances, we deliver healthy returns to our shareholders, repay financiers and fulfil tax obligations that support socioeconomic factors such as job creation and infrastructure development. Additionally, we support local communities through sponsorships and various initiatives, as detailed in the Community Outreach section.

### Our Approach and Performance

Deleum stays abreast of market trends and pursues technological advancements, addressing identified sustainability and climate-related risks and opportunities that impact our business and stakeholders. We drive market expansion through strategic partnerships, collaborations, and diversification into new regions.

We acknowledge and appreciate the tangible economic benefits generated from our actions, recognising their multifaceted impact on various stakeholders and sectors of our community. By highlighting these impacts, we reveal the complex economic value that our efforts create:

  
1  
Value delivered to shareholders

  
2  
Value offered through our products and services to stimulate economic activity and growth

  
3  
Competitive salaries and benefits to overall economic stability and wellbeing of our employees

  
4  
Payments to Government contribute to the community through funding public services, development and welfare programmes

  
5  
Community investment enhances social welfare and builds resilient community

  
6  
Balancing the needs of customers, suppliers and financiers to sustainable business operations

Our Group’s economic activities generate consistent returns for shareholders, provide fair opportunities for vendors and subcontractors, offer employees competitive remuneration and benefits. Additionally, we contribute to the betterment of society by fulfilling our tax obligations and the welfare of the broader community through responsible business practices.

Economic Value Generated (RM Million)		Key Economic Value Distributed (RM Million)						Economic Value Retained for Reinvestment (RM Million)						
Revenue	+	Interest income	-	Purchase of goods and services	+	Dividends to shareholders	+	Employee remuneration and benefits	+	Income tax paid	+	Community investment	=	Total economic value retained
907.5		6.5		583.2		37.3		115.3		35.5		0.39		142.3
FY2023: 792.0 FY2022: 698.0		FY2023: 5.1 FY2022: 2.7		FY2023: 547.5 FY2022: 466.6		FY2023: 22.9 FY2022: 21.1		FY2023: 102.3 FY2022: 102.5		FY2023: 27.3 FY2022: 12.8		FY2023: 0.40 FY2022: 0.37		FY2023: 98.7 FY2022: 97.3

Refer to page 17 of the Annual Report 2024 for the details of financial performance under the Management Discussion and Analysis section.

# Sustainability Statement

## CUSTOMER AND PRODUCT RESPONSIBILITY



### Why It Matters

As an oil and gas service provider, ensuring customer satisfaction through excellent customer service and delivering high-quality products is crucial for building brand loyalty and trust. At Deleum, each business unit is responsible for ensuring customer satisfaction and maintaining excellent service quality.

### Our Approach and Performance

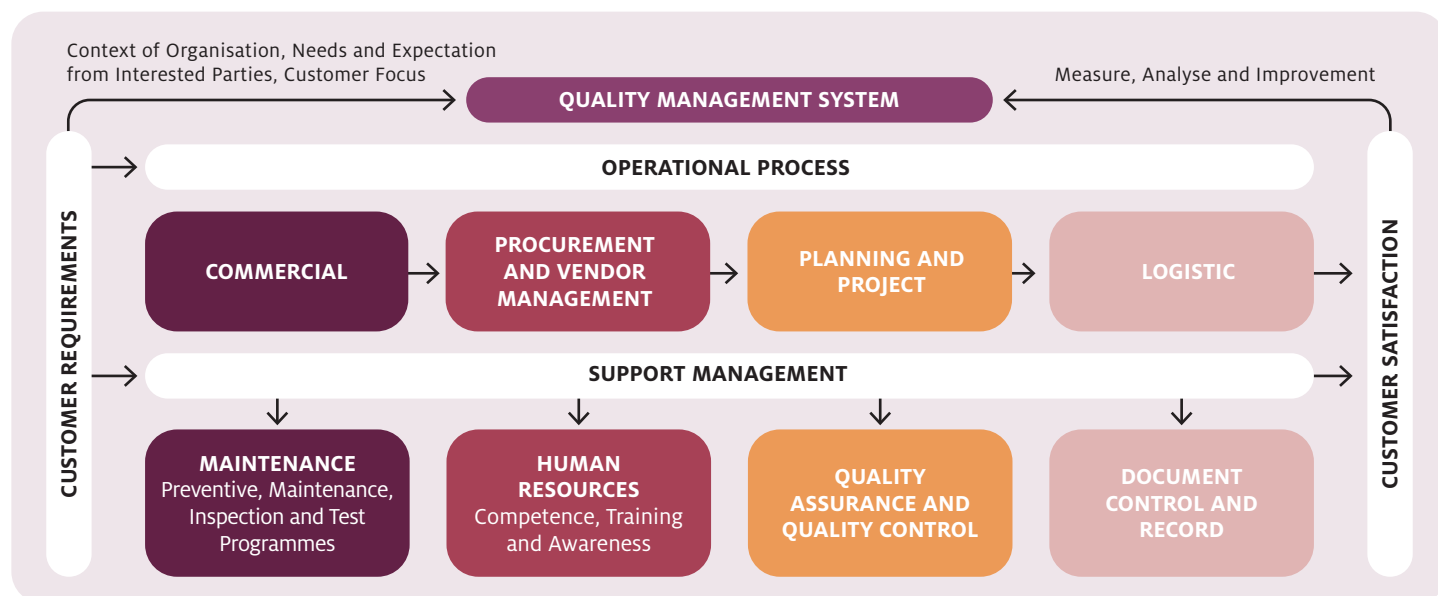
	Target	FY2022	FY2023	FY2024
<b>Customer Satisfaction Index</b>	>70%	89%	90%	85%
<b>Customer feedback (Commendation letter)</b>	10	19	18	34

Our business units are committed to maintaining high-performance standards through regular monitoring and reporting activities supported by our Quality Policy.

- We strive to enhance customer satisfaction through continuous enhancements in our quality management processes in line with ISO 9001:2015 standard. This certification ensures that our Quality Management System ("QMS") is robust, efficient and meets customer expectations. We regularly audit and review our QMS to promote continuous improvement, applying these principles consistently across our organisation.

In addition to ISO 9001, we are certified with API Specification Q2 (2nd Edition), which serves as a comprehensive quality management blueprint for service supply organisations in the petroleum and natural gas industries. By aligning our operations with this standard at Deleum Oilfield Services Sdn. Bhd. in Kemaman, we meet the industry's stringent quality requirements and gain a strategic edge in a competitive marketplace.

- We ensure clear communication throughout our organisation and with key stakeholders, promoting transparency and effectiveness in our operations. We value the trust and confidence our customers place in us, and we remain committed to delivering high quality products and services.



# Sustainability Statement

## INNOVATION AND TECHNOLOGY



### Why It Matters

For an oil and gas service provider, innovation and technology are vital to staying competitive, efficient and sustainable in a rapidly evolving industry. Advancements in technology continue to improve Deleum’s operational efficiency, reduce its environmental impact and uphold safety standards that protect its people. Innovation is also key in navigating current industry challenges like policy initiatives, fluctuating demand and the global shift toward cleaner energy sources, which require adaptable technology-driven solutions.

### Our Approach and Performance

Deleum continuously invests in impactful technology that not only unlocks efficiencies in its service provision but also maintains an innovative edge in its equipment which is advantageous in a competitive environment.

In enhancing data sharing through innovation and technology, Deleum has developed its Service Quality Centre (“SQC”) portal to facilitate efficient data sharing across all business units. This portal provides readily accessible, accurate and up-to-date data. SQC reduces the time spent on data retrieval, enhances the decision-making process, and supports comprehensive analysis reporting and dashboards for informed decision making.

We strive to drive meaningful changes by collaborating on technological advancements within the oil and gas sector, in order to open doors to new opportunities and to address climate change effectively:



#### SC-Dsludge Innovation

An innovative sludge treatment technology, SC-Dsludge offers a sustainable solution to our customers, enabling the recovery of oil from sludge. This breakthrough solution not only addresses the reduction in storage capacity and process constraints but also eliminates the environmental impact and carbon footprint associated with the conventional disposal by incineration method.



#### Digitalisation of slickline operations

Deleum Oilfield Services Sdn. Bhd. entered into a partnership with Paradigm Technology Services B.V. to revolutionise traditional slickline operations through digitalisation, as it introduces cost-efficient solutions to address oil well challenges, elevating operational efficiency and productivity within the oilfield services operations, bringing enhanced value to customers.



#### Methane emissions monitoring solution

Deleum Oilfield Services Sdn. Bhd. continued its collaboration with LatConnect 60 Ltd, (a satellite imagery and data analytics company) promoting eMission60, an advanced methane emissions monitoring solution powered by satellite data analytics. This state-of-the-art technology provides precise methane monitoring capabilities, enabling organisations to enhance the measurement and control of emissions globally.



#### Supporting carbon capture storage project

Deleum Services Sdn. Bhd., in collaboration with its technical partners, has been entrusted with supplying Gas Turbine Generators and Printed Circuit Heat Exchangers. These generators are set to energise an offshore platform, whilst the heat exchangers serve as a cooling system for the compression applications by the end of 2026, supporting a substantial Carbon Capture Storage (“CCS”) project. This CCS initiative represents a noteworthy investment in carbon capture and storage technology within Malaysia, expected to significantly contribute to global efforts in combating climate change.