



2025 ANNUAL GENERAL MEETING

1 December 2025
SCICOM (MSC) BERHAD



AGM AGENDA

- Strategic Outlook
- Financial Overview
- Sustainability Performance
- Q&A





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STRATEGIC OUTLOOK



SCICOM IS AT AN INFLECTION POINT

**SCICOM IS TRANSFORMING FROM A BPO COMPANY
INTO A SOVEREIGN AI & GOV TECH SOLUTIONS LEADER
FOR MALAYSIA AND EMERGING MARKETS**

**PROPRIETARY AI PLATFORMS & ASSOCIATED HIGH
MARGIN AI REVENUE STREAMS**

PFI LED GOV TECH RECURRING REVENUES

NATIONAL SCALE DIGITAL INFRASTRUCTURE FOCUS

CX AI LED AUTOMATION LEADERSHIP



NATIONAL-LEVEL USE CASES

Where Scicom's AI Is Already Transforming Malaysia

3 examples of how Scicom AI is already transforming national-level ecosystems.



Telekom Malaysia

From legacy Avaya and fragmented channels, TM is moving into a unified AI-driven service fabric. Our autonomous voice agents, real-time agent assist, unified UI, and API-integrated workflows will reduce cost-to-serve by up to 50% and unlock service levels not possible with humans alone.



EMGS — The International Student Nation

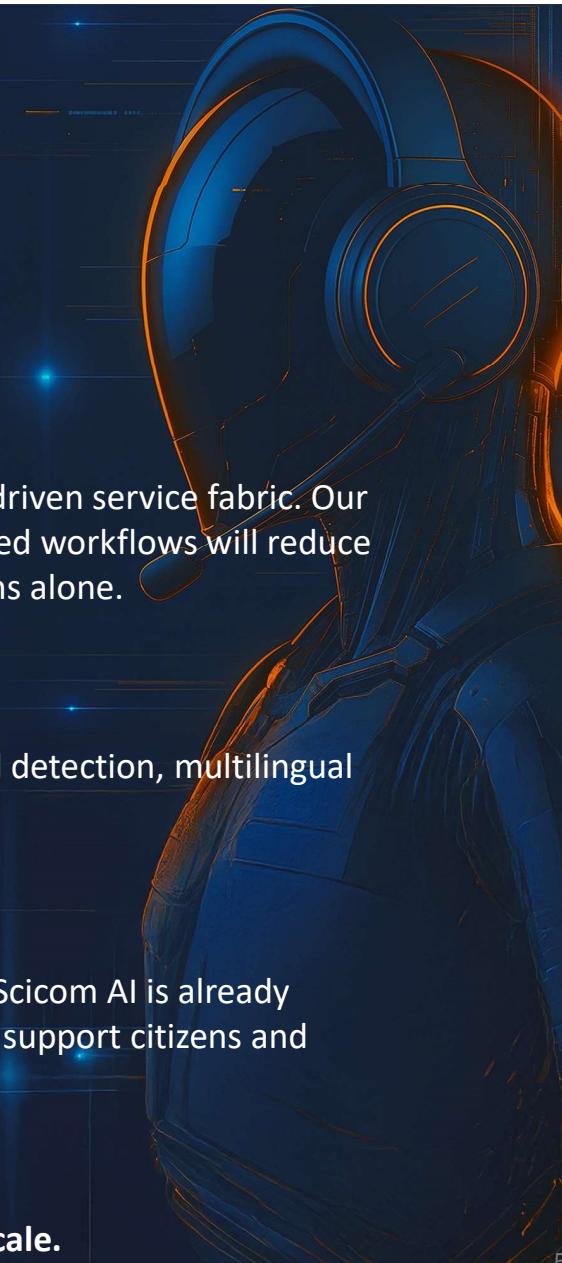
AI-powered PLATFORMS and risk engines now support visa processing, fraud detection, multilingual communication, and predictive analytics — all built and operated by Scicom.



Government & Border-Tech

Through platforms like Sentinel, ABIS, MyTVET, and digital consular systems, Scicom AI is already helping ministries strengthen national security, improve service delivery, and support citizens and businesses with greater transparency and accuracy.

These are not pilots. These are real systems deployments operating at national scale.



OUR ADDRESSABLE MARKET

- AI Customer Experience Market

Year 2023	Year 2032	CAGR
\$ 1.6B	\$10.7B	22.7%

- Gov Tech Market

Year 2023	Year 2032	CAGR
\$ 531B	\$2T	15.8%

- Digital Commerce Market

Year 2024	Year 2033	CAGR
\$ 18.77T	\$67.05T	15.2%



• Preparing the Workforce for an AI-Driven Future

What we do: Enable the workforce to build essential skills needed to thrive in a global and digital world



Bespoke corporate training solutions/ learning paths



Learning Management System (LMS)



Course creation - from instructional design to content to production.

Scicom Academy works with businesses and governments to create custom courses and bespoke learning solutions. Working with subject matter experts, our team manages the end-to-end development of customised courses.

At the end of the day, AI will not replace people but the people who know how to use AI will replace those who don't.

Malaysia's Education Market Size

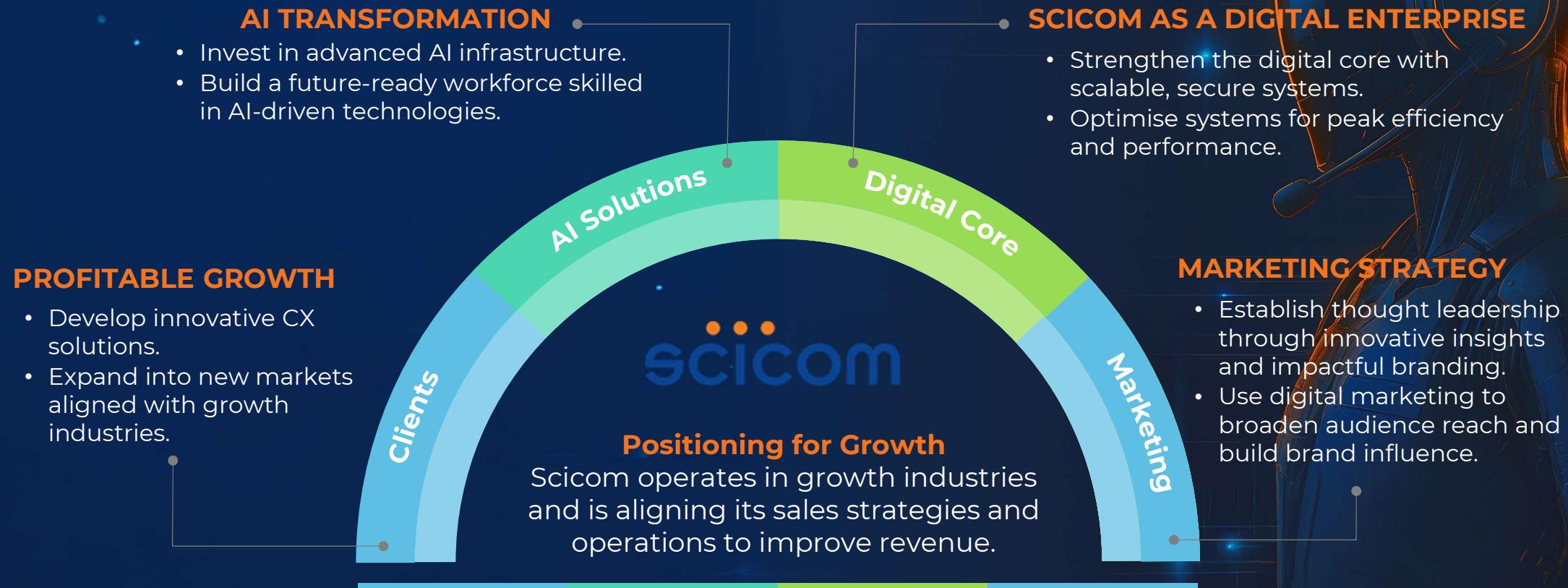
Malaysia's Human Resource Development Corporation (HRDC) fund disbursed in excess of RM 2 billion in 2024 for corporate training.

Scicom Academy, the training division of Scicom is a HRDF registered Training. This accreditation allows Scicom Academy to offer HRD Corp claimable courses, enabling employers to utilise their HRD Corp levies for employee training programmes.

FY2026 Focus

- Launch specialised eLearning courses in artificial intelligence and automation.
- Develop targeted programs in partnership with industries for future-ready skill development.
- Position Scicom Education as a leader in AI workforce transformation and digital economy enablement.

• Strategic Scicom pillars for sustainable growth



Shaping Tomorrow

• **Scicom is well positioned for future growth**

Scicom excels in Digital and Customer Experience solutions by integrating cutting-edge AI technology, diverse industry expertise, and exceptional talent.



Broad expertise and insights across diverse industries

RESILIENT

- Domain expertise for major verticals
- Process Excellence



Leading-edge digital platforms, including AI, Security, Blockchain, and Data Analytics, to stay ahead in the industry

INNOVATIVE

- Border Control Solutions
- Generative AI, LLM for Knowledge Base, Conversational Commerce



Providing high-value, integrated services to solve complex business challenges

VALUE-DRIVEN

- Driving positive outcomes for diverse industry verticals.



Motivated, innovative, and future-ready workforce

WORKFORCE

- Culture of continuous learning, adaptability, and collaboration.





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FINANCIAL OVERVIEW

• FY2025 Focus And Achievement



Strong Cash Flow

- Disciplined financial management.
- Capital-light model.
- Efficient operating expense structure.

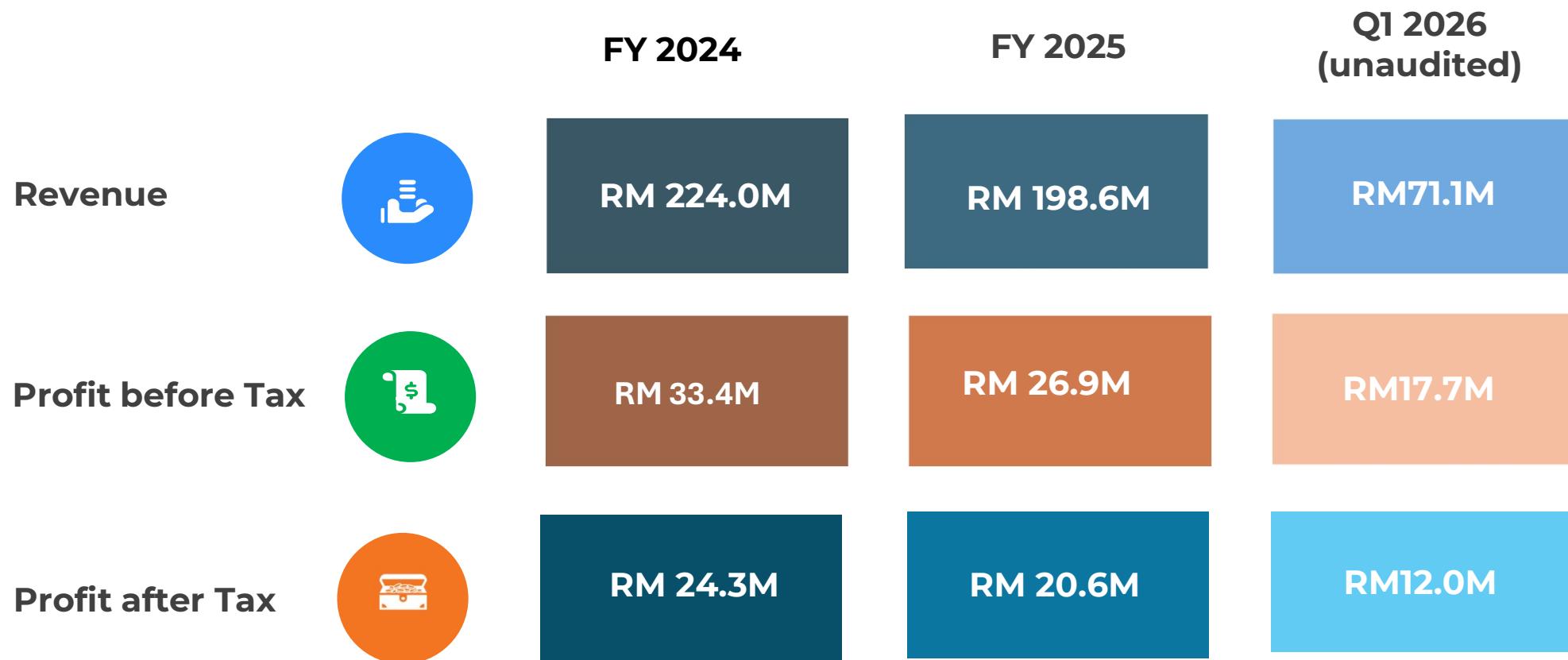
Business Development & Expansion

- Secured 5 major projects.
- Created new revenue streams with secured business.
- Developed new products and services.

Smart & Disciplined Capital Allocation

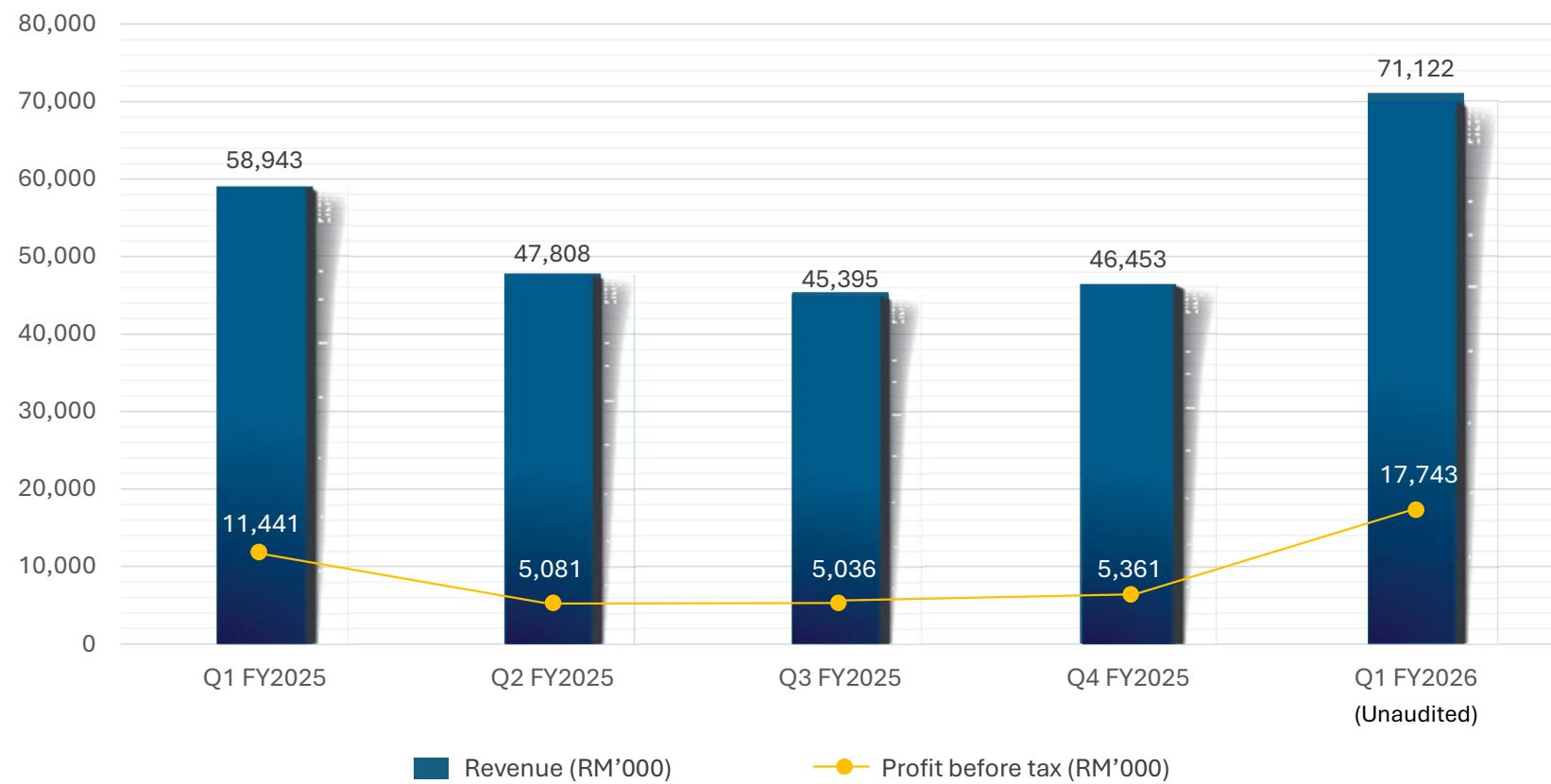
- **Invest in the business**
 - Capital Expenditures: 21.2% of operating cash flow.
 - Investment in software development cost for new revenue streams i.e. Artificial Intelligence.
- **Return to Shareholders**
 - Dividend of 5.5 sen per share.
 - Dividend payout ratio of 94.7%.
 - Dividend yield of 6.1%.

• Overall Performance



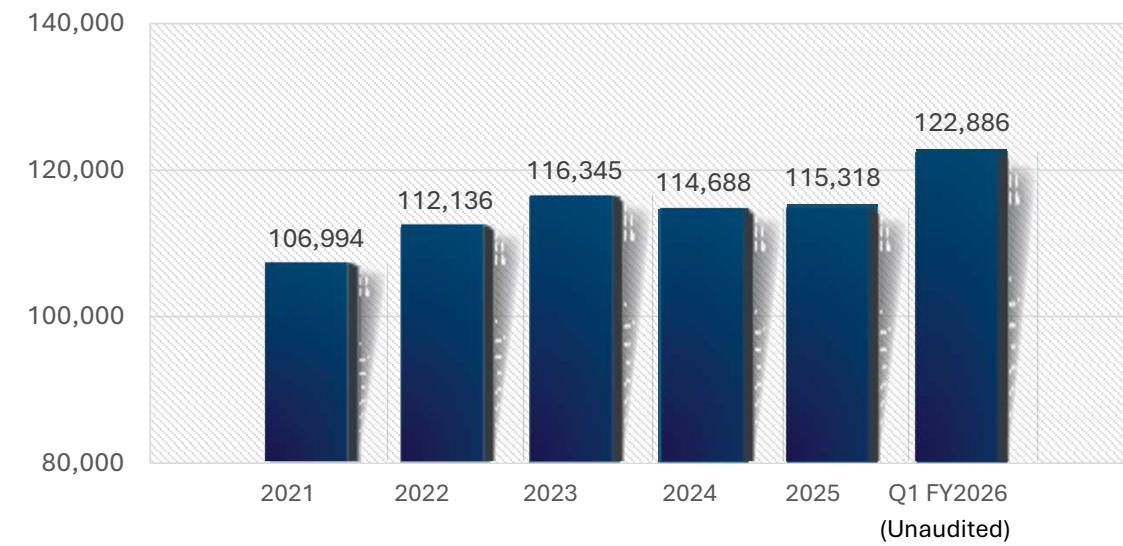
• Quarterly Performance

Revenue and Profit before tax (“PBT”)



• Shareholders' Funds And Net Cash

Shareholders' Funds (RM'000)



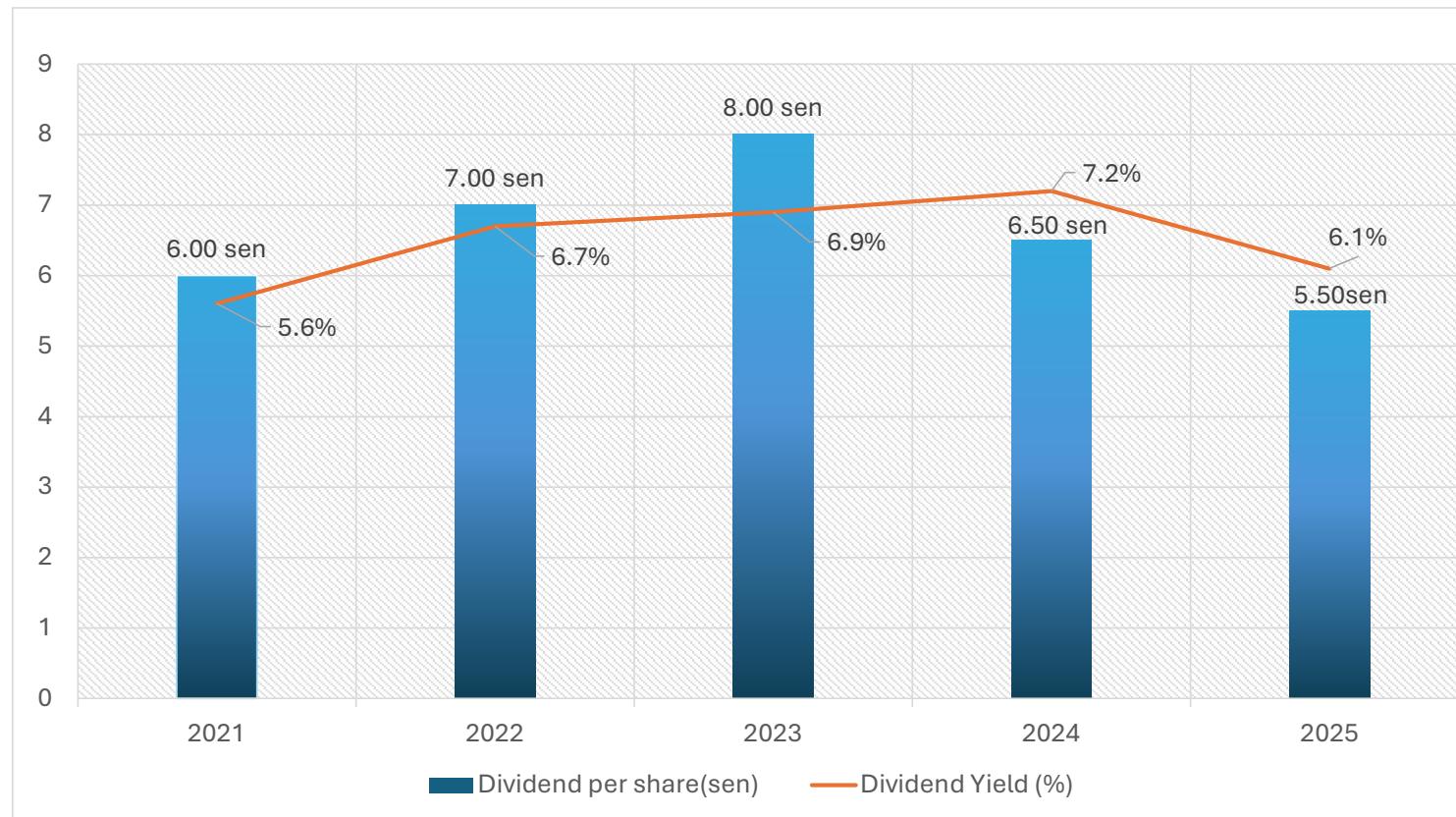
Net Cash and % of Total Asset



• Return To Shareholders

The total dividend declared for FY2025 was 5.5 sen per share, equivalent to RM19.55 million, reflecting an 94.7% dividend payout ratio against net profit.

Since its 2005 IPO, Scicom has achieved a compound total shareholder returns exceeding 1,025%, reinforcing its long-term value creation track record.



Dividend Yield of 6.1%

5.5 sen per share, i.e., 94.7% dividend payout ratio.

Scicom generates high cash flow, requires minimum capital and returns 94% + to shareholders while investing in proprietary AI.



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SUSTAINABILITY PERFORMANCE

- **Scicom's ESG vision and mission**

At Scicom, our commitment to accelerating sustainable and inclusive growth informs and guides our Environmental, Social, and Governance (ESG) agenda.

Sustainability Vision

Scicom is committed to fostering sustainable growth by embedding environmental responsibility, social equity, and economic resilience into our operations. We aim to minimise our environmental impact, support community well-being, and drive innovation for a sustainable future, creating long-term value for our stakeholders.

Sustainability Mission

To harmoniously blend our core values of people, integrity, teamwork, innovation, and quality into sustainable practices. We are dedicated to achieving total customer delight while ensuring our operations reflect an abiding commitment to environmental and social responsibility.

How we bring our strategy to life

Clients

Sustainably enhance clients' customer experience and business performance.

People

Support staff well-being, foster a culture of continuous learning, and promote a diverse and inclusive workplace.



Communities

Strengthen local communities via charities, pro bono activities, and community building efforts.

Climate

Support sustainability practices that reduce Greenhouse Gas (GHG) emissions. Implement strategies to reduce environmental impact.

• Approach to ESG that creates value for stakeholders

Our ESG priorities were identified through periodic materiality assessments and are integral to the Group's broader sustainable and inclusive growth strategy

OUR BUSINESS

- CUSTOMER LIFE-CYCLE MANAGEMENT**
- GOV-TECH SOLUTIONS**
- DIGITAL SOLUTIONS**
- EDUCATION SOLUTIONS**
- ARTIFICIAL INTELLIGENCE**

MATERIALITY MATRIX

		Importance to Scicom		
		Low	Medium	High
Importance to Stakeholders	High	308 - Supplier Environment Assessment 414 - Supplier Social Assessment 201 - Economic Performance 202 - Market Presence 203 - Indirect Economic Impacts 204 - Procurement Practices 205 - Anti-Corruption 207 - Tax 302 - Energy 303 - Water and Effluents 305 - Emissions 306 - Waste 401 - Employment - Hires/ Turnover 403 - Occupational Health and Safety 404 - Training and Education 405 - Diversity and Equal Opportunity 406 - Non-discrimination 409 - Forced or Compulsory Labour 413 - Local Communities 418 - Customer Privacy		
	Medium			
	Low			

CONTRIBUTION TOWARDS UN SDG

Advancing Sustainability with specific and quantified targets.

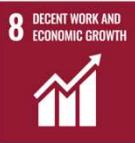
Growth & Health:



3 GOOD HEALTH AND WELL-BEING



4 QUALITY EDUCATION



8 DECENT WORK AND ECONOMIC GROWTH

Inclusion:



5 GENDER EQUALITY



10 REDUCED INEQUALITIES

Climate:



13 CLIMATE ACTION

- **FY2025 Sustainability Achievements & Highlights**



FTSE4GOOD INDEX SCORE

**FTSE4 Good Index Score: 3.1 out of 5
Included in the FTSE4Good Bursa
Malaysia Index since 2022.**



• FY2025 Sustainability Achievements & Highlights



International Association of Outsourcing Professionals (IAOP)

Our recognition as a “Leader” in the IAOP 2025 Global Outsourcing 100 (GO100) list reflects our continued commitment to excellence and innovation within the outsourcing industry. The International Association of Outsourcing Professionals (IAOP) is a global organisation that recognises excellence in the outsourcing industry.

The annual Global Outsourcing 100 list highlights the top service providers based on performance, innovation, and impact. Scicom's inclusion in the 2025 list demonstrates its sustained leadership and strong performance in the global outsourcing arena. This year, Scicom has also achieved additional distinctions in the following categories:

- Sustained Excellence
- All Star Company
- Customer References
- Awards & Certifications
- Programs for Innovation
- Programs for Social Impact

Outsourcing Service Areas:

- Customer Relationship Management
- Transaction Processing



Service Capability & Performance (SCP) Standards

The Service Capability & Performance (SCP) Standards are globally recognised benchmarks that evaluate the effectiveness of service organisations across multiple dimensions. Developed by Service Strategies, the SCP Certification assesses a company's ability to deliver high-quality service through a detailed examination of foundational and functional criteria such as planning, strategy, financial management, service delivery, and technology utilisation.

Scicom's 2024 SCP Certification, achieved under the Category: Innovating, recognises our excellent process, measurement, and continuous improvement practices that are consistently executed. Innovation continues to drive our mission to enhance the customer experience, create customer value, and foster long-term customer loyalty.

Our above-benchmark scores reaffirm Scicom's strategic positioning as a leader in service capability and operational excellence—validating our approach to strategic planning, financial management, employee development, and technology utilisation. This recognition not only highlights our current achievements but also sets a strong foundation for sustained future growth.



Scicom stands at the intersection of AI, Public Technology and Digital Transformation. We are building on a solid foundation for innovation and growth and aspire to be a leading National Tech Champion
Enabling us to be Scalable, Profitable and Impactful.

THANK YOU





QUESTIONS & ANSWERS (Q&A)