



**AMWAY (MALAYSIA) HOLDINGS BERHAD**  
**27<sup>TH</sup> ANNUAL GENERAL MEETING**  
**25 MAY 2022**

**Amway**

Growing Opportunities,  
Empowering *Lives*

ANNUAL REPORT 2021



**Amway**

## 27TH ANNUAL GENERAL MEETING

### Presentation by Management

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25 MAY 2022



# **BUSINESS HIGHLIGHTS FY2021**

**Mike Duong, Managing Director**



**OUR PURPOSE**  
**HELPING PEOPLE LIVE  
BETTER, HEALTHIER LIVES**

**HEALTH &  
WELLNESS**

**ENTREPRENEUR**

**TECHNOLOGY**

**Our Vision: Leading Health and Wellness Company for Entrepreneurs**





# HEALTH & WELLNESS

# Future Health and Wellness Challenges



**Unhealthy diet/ food explosion**



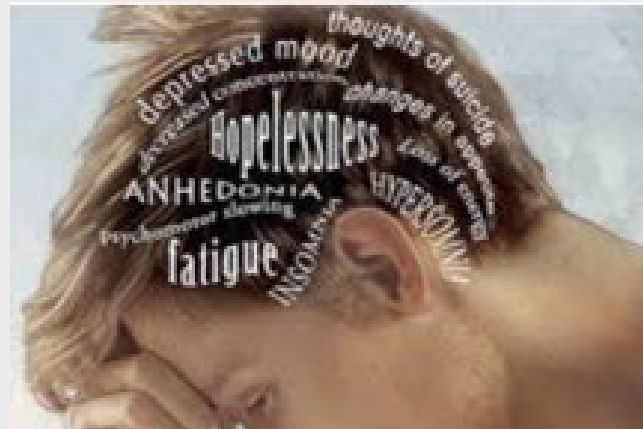
**Global Obesity Tsunami**



**Rising Lifestyle & Chronic Diseases**



**Increasing Elder Population  
and Need for care**



**Mental Well-Being Distress**



**Worsening Pollution**





**Support a healthy and active lifestyle  
through innovative products & communities**



**Amway Malaysia continues to support the nation's health and wellness amidst the pandemic.**



Immunity Boosting  
Supplements



Award-winning  
products



Delivered 12 new  
products & 6 bundles



# Products Launched In 2021

# Awards



DHA Gummy



Fruits & Vegetables Smoothies



4-in-1 total immunity



Green T Plus



BK Meal Replacement



Sleeping Mask



Skin Nutrition Range



Mini



Reader's digest – 17<sup>th</sup> Consecutive Year



2021 - GOLD AWARD FOR MALAYSIA UNDER VITAMINS HEALTH SUPPLEMENTS CATEGORY



2021 - GOLD AWARD FOR MALAYSIA & ASIA UNDER WATER PURIFIER CATEGORY



Reader's digest – 16<sup>th</sup> Consecutive Year



CERTIFIED BY NSF INTERNATIONAL



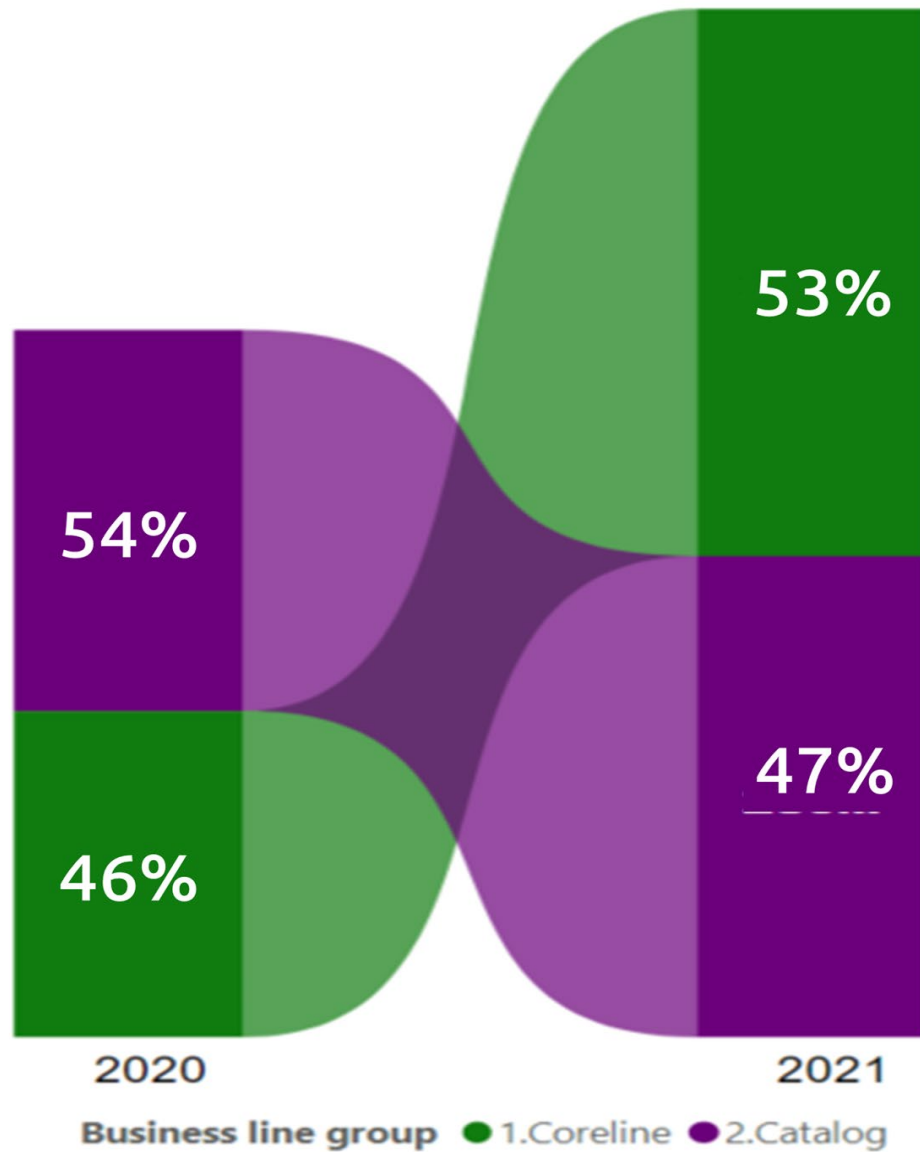
GOLD SEAL FROM THE WATER QUALITY ASSOCIATION



Longest Distance Covered  
In A Virtual Run (250,000km)



**Creating  
Healthy  
Communities**



**BUMI  
SEGMENT  
SHIFT  
TOWARDS  
CORELINE**







# ENTREPRENEURSHIP





A

**+61%**

More Buyers  
(vs 2020)



**+66%**

More Nutralite  
Buyer  
(vs 2020)

A

**30%**

growth in the  
number of new ABOs  
earning bonuses



Core Plus<sup>+</sup>



**Improving the lives of Malaysians by empowering them  
with income opportunities through entrepreneurship.**



**Customer  
Sales  
Incentive  
(CSI)**

**Bronze  
Incentive**



# Business Support Programmes

## Successful Entrepreneurial ABO Leaders

Core Plus

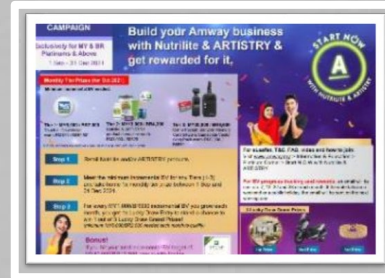
Core Plus+



ALS Trip Booster



Start Now



ABO/APC  
Signup Promo



New ABO  
Experience  
Programme



New APC  
Experience  
Programme



Online  
Community



Training &  
Meetings



Virtual Recognition



ABO Renewal Promo



APC Renewal Promo



# 499,500

## NEW ABOs & APCs

sign up as of 31 Dec 2021

Increased the force by 46%





# Women Empowerment

We inspire women to unleash their full potential

**60%**  
female  
ABOs

**3 out of 8 (38%)**  
female directors on  
the Board

exceeding the minimum 30%  
recommendation for boards

**48%**  
female  
executives

**58%**  
female  
employees

A background image of two young men playing basketball in a gym. The man in the foreground is wearing a red t-shirt, black shorts, and a white cap, dribbling a yellow and blue basketball. He is being defended by another player in a white jersey. Other people are visible in the background, some sitting and some standing.

# Tapping the Potential of Young Millennials

Helping young millennials live better and healthier lives  
by grooming their potential with right skill sets, tools,  
friendships, and business opportunities

**+139%**

Under 35 segment  
in total force size



# **TECHNOLOGY**

## **MODERNISATION & DIGITALISATION**

**Fast-tracked its strategy towards digitalisation and social commerce. Invested in infrastructure and ecommerce initiatives.**

**+60%**

**contributed to sales  
revenue in 2021**

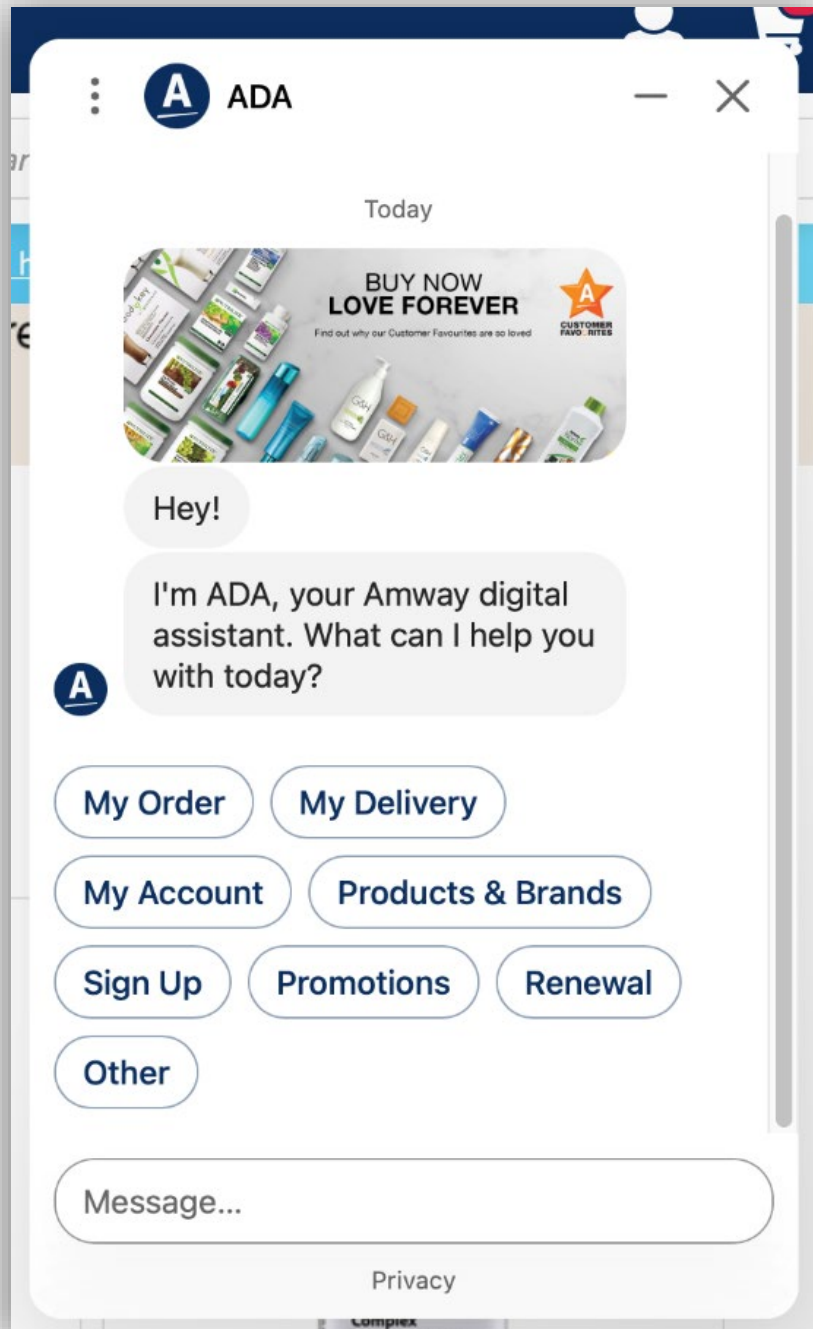
**99% on time delivery**

**CONNECT WITH**

**AmwayNow**

**ENUTR**





In November 2020, Amway successfully migrated its eCommerce capability from a legacy system to a more robust eCommerce architecture which powered by **Hybris Core**.

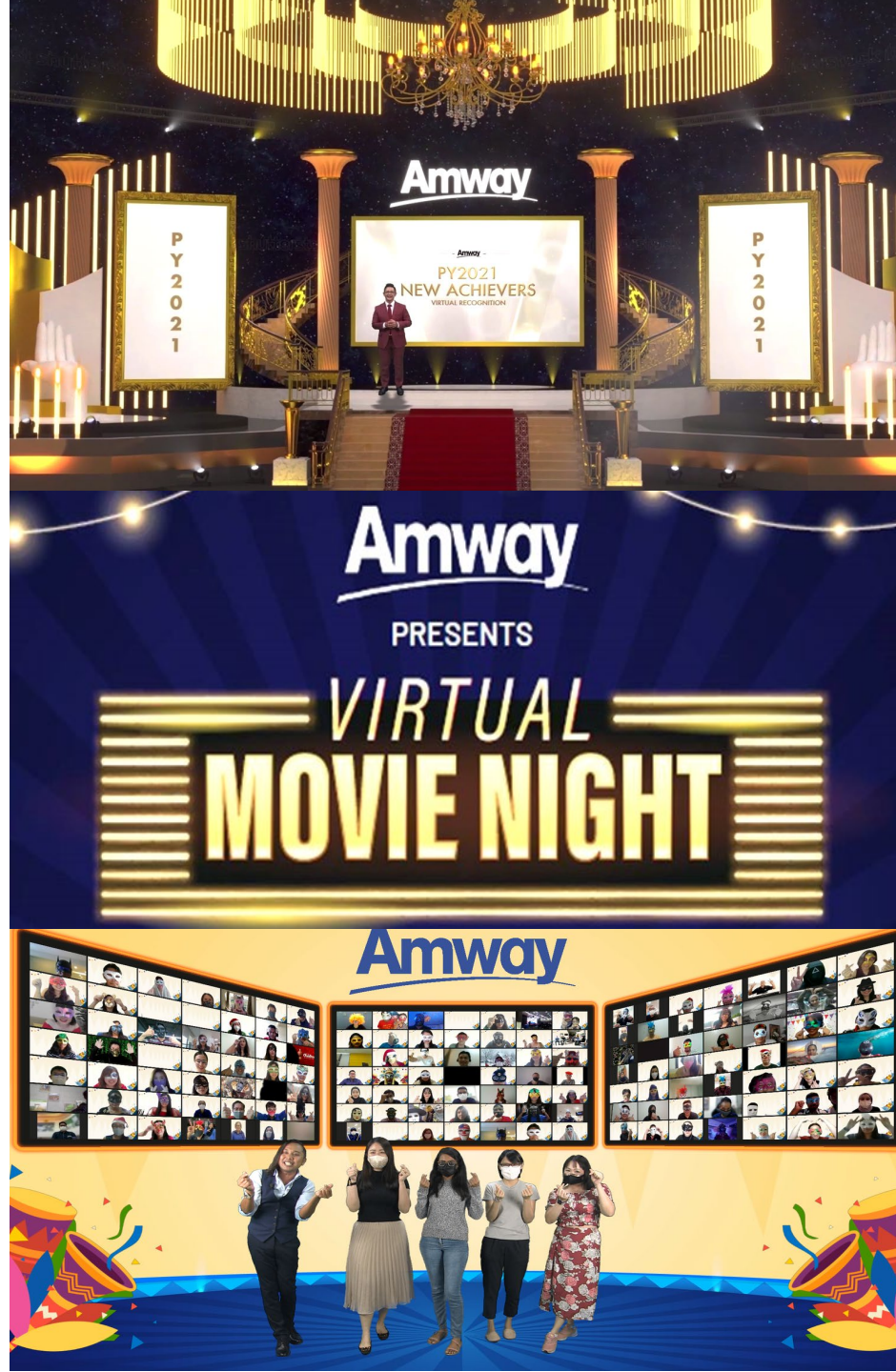
Several enhancements done for ecommerce platform in 2021:

- ▷ **Order Cancellation**
- ▷ **Order Details**
- ▷ **Order Edit**
- ▷ **Order History**
- ▷ **Notification**
- ▷ **Delivery Tracking**
- ▷ **Chat Bot & Live Agent**

Investments to eCommerce platform and **home delivery** has contributed to the online sales growth.

# ABO & COMPANY ONLINE EVENTS

76 Virtual Training, 7 Business Line Rally, 1  
New Achievers Virtual Recognition,  
12 Leaders Engagement Meetings  
During MCO, FMCO and NRP  
(Jan-Dec 2021)





# **MOVING FORWARD**



# AMWAY Malaysia 50<sup>th</sup> (2026) Aspirational Targets



ABO &  
Customer  
Obsessed



300k ABOs &  
**700k** Privileged  
Customers



Infrastructure  
to support  
**Double** Sales



**80% Sales** via  
Online

Delivery **in 24**  
**hours** for KL,  
JB, & Penang



**10X** Easier for  
ABOs Acquire  
Customers

More ABOs  
Earning Bonus



**>80%** sales in  
Health &  
Wellness

**Double** size of  
Nutrilite Sales



**OUR COMMITMENT,  
OUR COMMUNITY,  
OUR RESPONSIBILITY**



# COVID 19 VACCINATION PROGRAMME

## Retail Industry Vaccination Program (RiVAC)

- Over 200 Employees & ABO Leaders

## Voluntary COVID Testing

- Provision of self-test kits for employees to conduct self-testing every month.





**Amway Malaysia observes strict SOPs throughout the pandemic.**



Wear your mask



Respect social distancing



Avoid physical contact

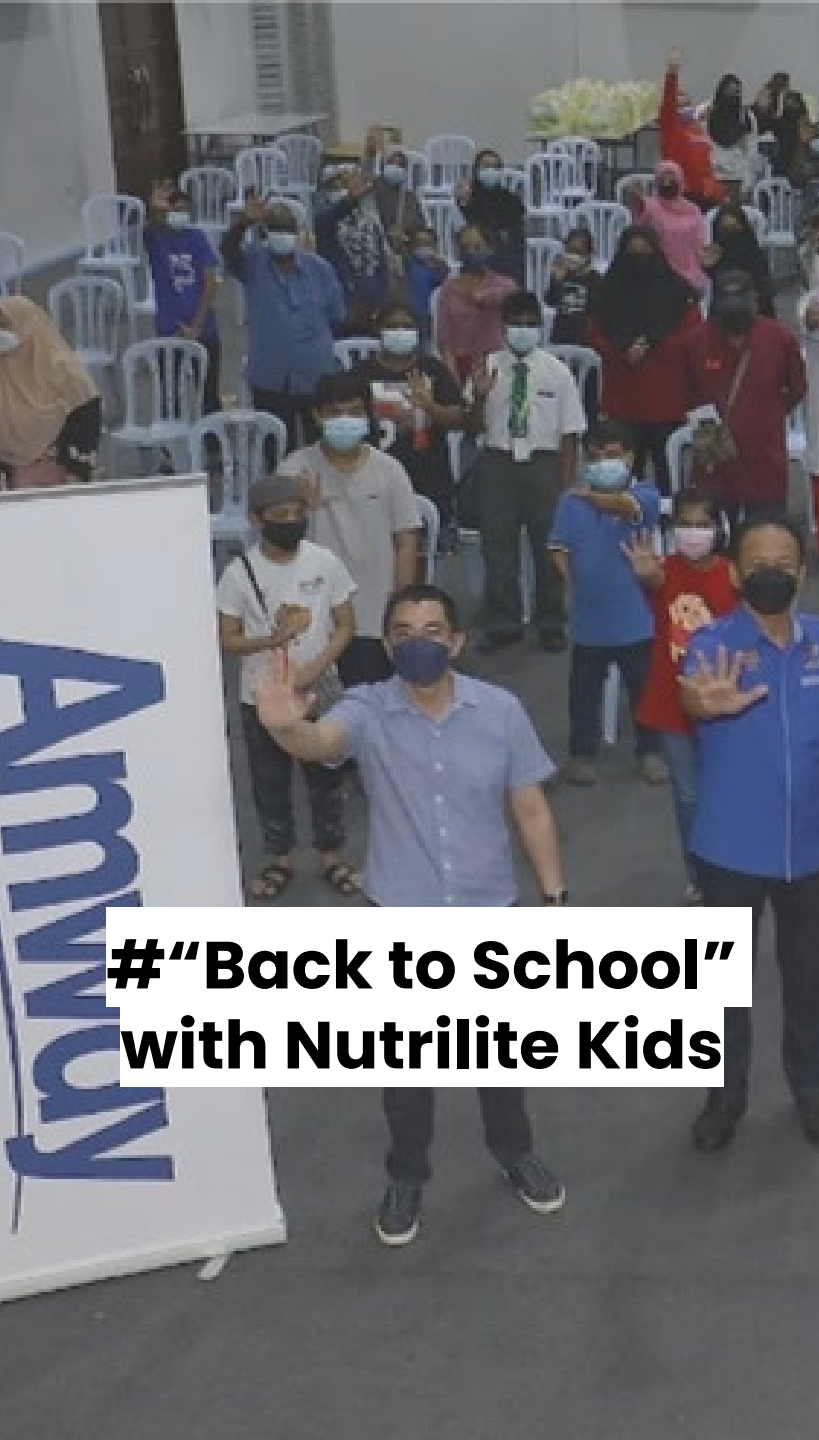


Wash your hands



Clean as you go





**#“Back to School”  
with Nutrilite Kids**



**#Food-Aid with  
DSAM and MRCA**



**#2021 Flood Relief  
Support**





# **FINANCIAL PERFORMANCE FY2021**

## Our Performance



**Sales Revenue**  
**RM 1,485.9 million**



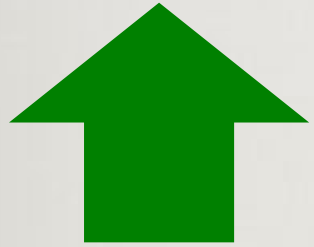
**Profit Before Tax**  
**RM 49.7 million**



**Net Profit**  
**RM 36.8 million**



# Sales Revenue



**28.8%** vs PY

**FY2021 RM 1,485.9 million | FY2020 RM 1,153.5 million**

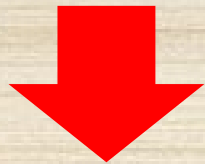
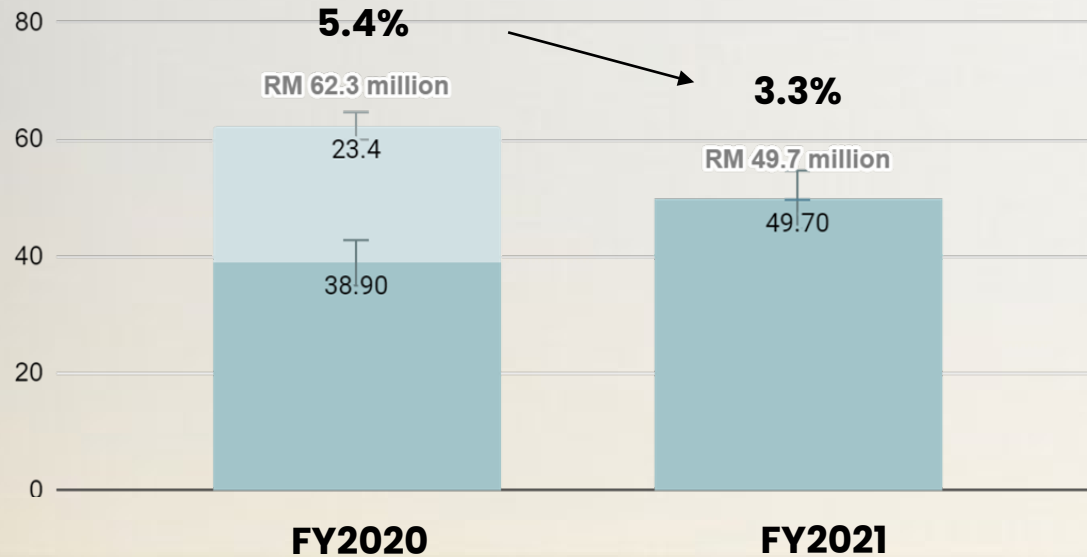
## Higher sales driven by:

- ✓ Launch of Amway Privileged Customer (APC) program since Jan 2021 which brought in new buyers;
- ✓ Positive momentum motivated by the newly introduced sales incentive plan in Jan 2021;
- ✓ Higher demand for nutrition and wellness supplements; and
- ✓ Good response to the new Atmosphere Mini (launched in July 2021).



# Profit Before Tax

## Profit Before Tax



**-20.2% vs PY**

-2.1% profitability

**FY2021 RM49.7 million | FY2020 RM62.3 million**

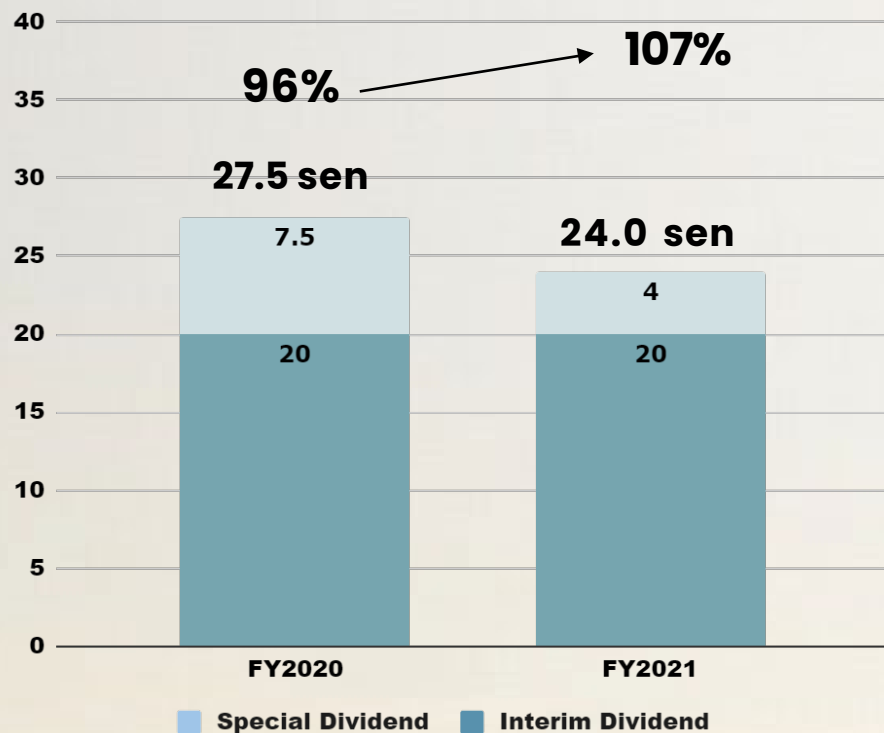
## PBT is lower by 20.2% due to:

- Cost associated with the new incentives plan launched in Jan 2021 and higher ABO incentives in line with higher no. of qualifiers;
- Lower cost base in FY2020 due to:
  - trips cancellation as a result of Covid-19 pandemic (FY2021 included a provision for incentive trips)
  - one-off gain on disposal of two properties.



## Dividend Payout

Net Dividend Per Share (sen)



- ✓ Dividend policy: Dividend payout ratio of no less than 80% of current year net earnings
- ✓ The Group's dividend payout in 2021:
  - Total dividend: **24.0 sen** (2020: 27.5 sen)
  - Dividend payout: **RM39.5mil** (2020: RM45.2mil)

**THANK YOU**

***Amway***



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25 MAY 2022

# Agenda 1

Receive the Audited Financial Statements for the financial year ended 31 December 2021 together with the Directors' and the Auditors' Reports thereon





# Agenda 2 (Resolution 1)

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Re-election of  
Datin Seri Azreen Binti  
Abu Noh as Director



# Agenda 3 (Resolution 2)

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Re-election of  
Mr Scott Russell Balfour  
as Director





# Agenda 4 (Resolution 3)

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Re-election of  
Tan Sri Faizah Binti Mohd  
Tahir as Director



## **Agenda 5 (Resolution 4)**

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Approval of Directors' fees of up to RM122,000 payable to Tan Sri Faizah Binti Mohd Tahir, the Chairperson and the Senior Independent Non-Executive Director for the financial year ending 31 December 2022



## Agenda 6 (Resolution 5)

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Approval of Directors' fees of up to RM83,800 payable to Dato' Abdullah Thalith Bin Md Thani, the Nominating Committee Chairman and the Independent Non-Executive Director for the financial year ending 31 December 2022

## **Agenda 7 (Resolution 6)**

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Approval of Directors' fees of up to RM76,100 payable to Mr Low Han Kee, the Non-Independent Non-Executive Director for the financial year ending 31 December 2022



## Agenda 8 (Resolution 7)

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Approval of Directors' fees of up to RM92,750 payable to En Abd Malik Bin A Rahman, the Audit Committee Chairman and the Independent Non-Executive Director for the financial year ending 31 December 2022

# Agenda 9 (Resolution 8)

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Approval of Directors' fees of up to RM81,300 payable to Datin Seri Azreen Binti Abu Noh, the Independent Non-Executive Director for the financial year ending 31 December 2022

# Agenda 10 (Resolution 9)

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Approval of Directors' fees of up to RM69,500 payable to Pn Aida Binti Md Daud, the Non-Independent Non-Executive Director for the financial year ending 31 December 2022



# Agenda 11 (Resolution 10)

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Approval of Directors' benefits of up to RM124,550 for the financial year ending 31 December 2022

# Agenda 12 (Resolution 11)

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Re-appointment of Ernst & Young PLT as Auditors of the Company and authorise the Directors to fix their remuneration

# Agenda 13 (Resolution 12)

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Proposed Renewal of Shareholders' Mandate  
for Recurrent Related Party Transactions of a  
Revenue or Trading Nature



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# Any Other Business

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Q&A

# Questions received in advance

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Q1.

Can the Company consider providing e-vouchers/e-wallet/door gifts to shareholders who attend the virtual AGM?



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# Live Streaming Question

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**THANK YOU**