
Human Rights

Overview

CelcomDigi's human rights requirements are embedded through the company's Code of Conduct, Sustainability Policy, Human Right Due Diligence Manual, as well as Business Partner Conduct Principles, and are based on the following international instruments: the Universal Declaration of Human Rights (UDHR), the International Covenant on Civil and Political Rights (ICCPR), the International Covenant on Economic, Social and Cultural Rights (ICESCR) and the principles concerning fundamental rights in the eight International Labour Organisation (ILO) core conventions as set out in the Declaration on Fundamental Principles and Rights at Work. The requirements reflect the responsibility of the Group to respect human rights, in accordance with the UN Guiding Principles on Business and Human Rights, the Organisation for Economic Cooperation and Development (OECD) Guidelines for Multinational Enterprises and the UN Global Compact.

Our Response

- Conduct regular human rights due diligence as set out in the Group Human Rights Due Diligence Manual and Supplier Conduct Principles (BCPC) to identify, address, and manage human rights related risks and impacts resulting from our own activities and those in our value chain. This shall be integrated with ongoing due diligence/risk-assessment processes where possible. The BPCP clearly states the prohibition of forced and child labour, unsafe or life threatening working behaviour and poor working/living conditions for all partners and suppliers intending to have a business relationship with CelcomDigi.
- Follow the higher standard when national law and international human rights law differ. If they are in conflict, the Group shall adhere to national law while seeking ways to respect international human rights to the greatest extent possible.

How do we uphold Human Rights within CelcomDigi?

We conduct a human rights due diligence impact assessment every alternate year. to identify, prevent, and monitor human rights risks and impacts. CelcomDigi maintains active engagements with its stakeholders, both internal and external including civil society organisations, the government and industry peers to ensure that Human Rights concerns are addressed in a timely manner.

CelcomDigi Berhad

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Human Rights issues most salient for Digi

-  Ensuring **privacy and security** of customers' data
-  Protecting the **freedom of expression** and **privacy rights** of customers
-  Online safety and other steps to protect the rights of **vulnerable groups in society** such as children and minorities
-  Increasing **access** to technologies
-  Compliance with **labour standards**
-  Ensuring **health and safety** of employees and contractors
-  Preventing **discrimination** of any kind on the basis of race, gender identity or expression, religion, nationality, marital status, age, and disability among others
-  Respecting **land rights** when building and maintaining networks

How do we promote employees' freedom of association?

We are committed to Freedom of Association and Collective Bargaining. This is managed through Labour and Employee representation via the Union. The Union is formed through a democratic process by election of representatives across CelcomDigi.

How do we address authority requests?

Telecommunications is a tool that generally contributes to freedom of expression. On some occasions, authorities may have legitimate needs to require telecommunications companies to comply with requests that limits free communication. This may typically be the case if authorities must address societal needs, such as national security. Such requests shall be handled in accordance to the Authority Request Manual that supports implementation of the principles in accordance to national laws and regulations and respects human rights.

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