

# Regulatory Compliance

*Maintaining robust controls to meet existing and emerging legislation and regulations.*

## **Impact & Financial Assessment**

CelcomDigi need to adhere to regulations to ensure legal operations, avoiding fines and penalties, and maintaining positive relationships with regulatory authorities. Non-compliance can lead to legal repercussions, affecting the company's reputation and financial stability.

The telecommunications sector is subject to rigorous regulation, overseen by the Malaysian Communications and Multimedia Commission (MCMC). This regulatory framework includes compliance with other applicable laws, such as data protection, consumer rights, and broader business practices. Failure to adhere to regulatory standards may lead to penalties. While recent instances of non-compliance, indicate regulatory actions, it is important to note that these amounts may not be financially material relative to the overall revenue of the telecom companies involved. CelcomDigi has internal controls in place for regulatory compliance.

## **Overview**

CelcomDigi is committed to maintaining strict compliance with all applicable laws, regulations, and industry standards. Our guiding policies ensures that we operate within legal boundaries and adhere to best practices. We continuously monitor regulatory changes and implement necessary adjustments to our policies and procedures to remain compliant.

### **CelcomDigi Berhad**

[Registration No. 199701009694(425190-X)]

CelcomDigi Tower, No. 6, Persiaran Barat,  
Seksyen 52, 46200 Petaling Jaya, Selangor  
[www.celcomdigi.com](http://www.celcomdigi.com)

## ***Policies & Guidelines***

- Code of Conduct
- [Anti-Corruption Policy](#)
- [Business Partner Conduct Principles](#)
- Agreement of Responsible Business Conduct
- Legal Policy
- Internal Audit Manual
- [Whistleblowing Policy](#)

## ***Our Response***

- Ensured high compliance with MCMC on new standards and regulations to avoid non-compliance penalties
- Conducted and completed the necessary assessments and reports in accordance with NCII appointment requirements
- Constant review and evaluation of CelcomDigi's business strategies, emerging technologies, products, and services, as well as government policies and regulations, to ensure full compliance and the mitigation of any corruption risks
- Mandatory completion of Anti-Corruption and Compliance modules by all employees
- Implemented OneCompliance model to foster a sustainable compliance culture via a single language of compliance and comprehensive support to businesses
- Engaged in proactive dialogue with regulators to anticipate emerging regulatory changes and advocated views as an industry player to ensure fair and sustainable regulatory framework and operating models
- Dedicated resources for ongoing compliance monitoring across our business value chain
- Collaborated with key stakeholders and industry players to actively address issues with policymakers and regulatory authorities
- Ensuring integrated governance and holistic business partner and vendor management procedures

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