

Talent and Culture

Fostering an environment that attracts and retains high-performing talents while encouraging continuous development of digital competencies.

Impact & Financial Assessment

Investing in employee development and maintaining a positive culture attracts and retains top talent. A motivated and skilled workforce positively impacts innovation, productivity, and overall company success.

Talent and culture risks in an organisation can have direct financial implications, particularly in the form of increased Recruitment and Retention Costs. It is difficult to provide an exact financial impact as talent retention costs can be unique to each organisation. According to Work Institute's 2017 Retention Report, it costs an employer an average of 33% of an employee's yearly salary for their exit. Currently, CelcomDigi's staff expenses is about 16% of EBITDA (~7% of revenue) and it has a robust HR programme in place.

Overview

CelcomDigi values its employees and is committed to fostering a positive and inclusive workplace culture. We invest in talent development, promote diversity and inclusion, and ensure that our employees have the resources and support they need to thrive.

Policies & Guidelines

- Code of Conduct
- People Policy
- Diversity, Equity and Inclusion Manual
- Health, Safety and People Security Policy and Manual

CelcomDigi Berhad

[Registration No. 199701009694(425190-X)]

CelcomDigi Tower, No. 6, Persiaran Barat,
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www.celcomdigi.com

Our Response

- Instituted constant communication and updates on people issues and associated plans
- Closely monitored on-ground concerns and sentiments
- Adopted cultural integration efforts and employee engagement initiatives company-wide to boost a positive and inclusive working environment
- Building a performance-driven culture anchored on strong collaboration, responsibility and caring, and customer obsessed values
- Conduct regular equal pay analysis to monitor and address possible inequalities, with a particular emphasis on gender
- Ensure that the recruitment and selection process of the job candidates shall secure diversity
- Focusing on learning, core competencies development, and equal career opportunities
- Regular catch-up sessions between managers and employees, as well as engagement activities within departments, divisions, and across the Company, to ensure employee well-being
- Annual Performance Review and Development is a year-end exercise for managers and employees to discuss the impacts created and future plans
- Employee Engagement Surveys (ESS) to understand and gauge employee engagements
- Introduced 'GROW@CelcomDigi', a company-wide initiative to provide equal access to structured career development platforms, opportunities and support for all employees

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How do we address DE&I across different parts of the organisation?

The Board

Board diversity has been considered from a number of aspects, including but not limited to gender, age, disability, cultural and educational background, ethnicity, professional experience, skills and knowledge. All Board appointments will be made based on meritocracy, and candidates will be considered against objective criteria, having due regard for the benefits of diversity on the Board.

Employees

All persons, regardless of age, gender, ethnicity, disability, cultural background or other demographic factors, with appropriate experience and qualifications will be considered equally during recruitment. This includes:

- Remuneration levels of employees are set regardless of age, gender, ethnicity, disability, cultural background or other demographic factors without bias
- All decisions associated with career advancement, including promotions, transfers, and other assignments, will have to meet the CelcomDigi's needs, and are determined based on skills, merit, contribution and potential
- All internal and external training opportunities will be based on needs

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Workplace inclusion principles

CelcomDigi is committed to workplace diversity to ensure it values and respects differences, and that it promotes fairness, accessibility, flexibility, and free from discrimination. Promoting workplace diversity is everyone's responsibility. This includes:

- Practising and promoting behaviour consistent with the CelcomDigi's Code of Conduct
- Respecting different ways of thinking and using its employees' different perspectives to improve business outcomes
- Treating each other with respect and dignity
- Providing a safe, secure and healthy workplace
- Making decisions genuinely based on equity and fairness
- Valuing the diversity of people
- Taking appropriate action to eliminate discrimination

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