celcomdigi

Advancing & Inspiring
Society

Sustainability Performance 2022

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Our Approach to Sustainability

CelcomDigi is built on a solid reputation of responsible business leadership. We are committed to continuing to raise ESG standards and becoming one of the top ESG practitioners in Malaysia. We aspire to be a trusted partner to the government, consumers, and businesses, driven by our purpose of advancing and inspiring society. We have set clear focus areas that will support our commitment to advocating responsible business practices across our value chain, addressing ESG matters such as digital inclusion, privacy and data protection, human rights, and health and safety, as well as the impacts of climate change on our business and society. These commitments are rooted in the spirit of doing the right thing, and will ensure that we have a sustainable pathway to a greener and more inclusive future for all.

We are pleased to present CelcomDigi's first Sustainability Performance 2022 Report following the completion of the merger between Celcom and Digi on 30 November 2022. This Report discloses our strategies and practices in managing our material sustainability matters pertinent to the business and our stakeholders. Progressively, we plan to review our sustainability strategies to ensure effective implementation closer aligned to business strategies.

Scope of Reporting & Reporting Period

Our sustainability performance disclosure covers the business activities of Digi.com Berhad (Digi) and Celcom Berhad (formerly known as Celcom Axiata Berhad, or Celcom). The scope and reporting boundaries include:

- Digi's performance from **1 January 2022 to 31 December 2022** and
- Celcom's performance from **1 December 2022 to 31 December 2022**.

Where possible, we have included three years of historically tracked data as key indicators, as disclosed under Chapter 4: Sustainability Performance Data of this Report.

Reporting Principles

This Report has been prepared with reference to the following established reporting frameworks and disclosure requirements:

- ▶ Bursa Malaysia Securities Berhad Main Market Listing Requirements (MMLR)
- ▶ Bursa Malaysia Sustainability Reporting Guide (3rd edition)
- ▶ Global Reporting Initiative (GRI) Standards 2021, and
- ▶ United Nations Sustainable Development Goals (UN SDGs).

Reporting Suite

We are committed to reporting in a transparent and honest manner to our stakeholders and readers. To view the full reporting suite, please visit our website at https://celcomdigi.listedcompany.com/ to access our:

- ▶ Integrated Annual Report 2022
- ▶ Sustainability Performance 2022
- ▶ Corporate Governance Report 2022
- ▶ TCFD Report 2022.

Forward-looking Statements

The forward-looking statements within this Report provide stakeholders and readers with a potential outlook of our plans. Such forward-looking statements are subject to a number of risks and uncertainties, which are beyond CelcomDigi's control. Any future-looking statements stated in this Report are based on the Company's current beliefs and expectations about future events and such statements do not guarantee future performances or business plans of CelcomDigi.
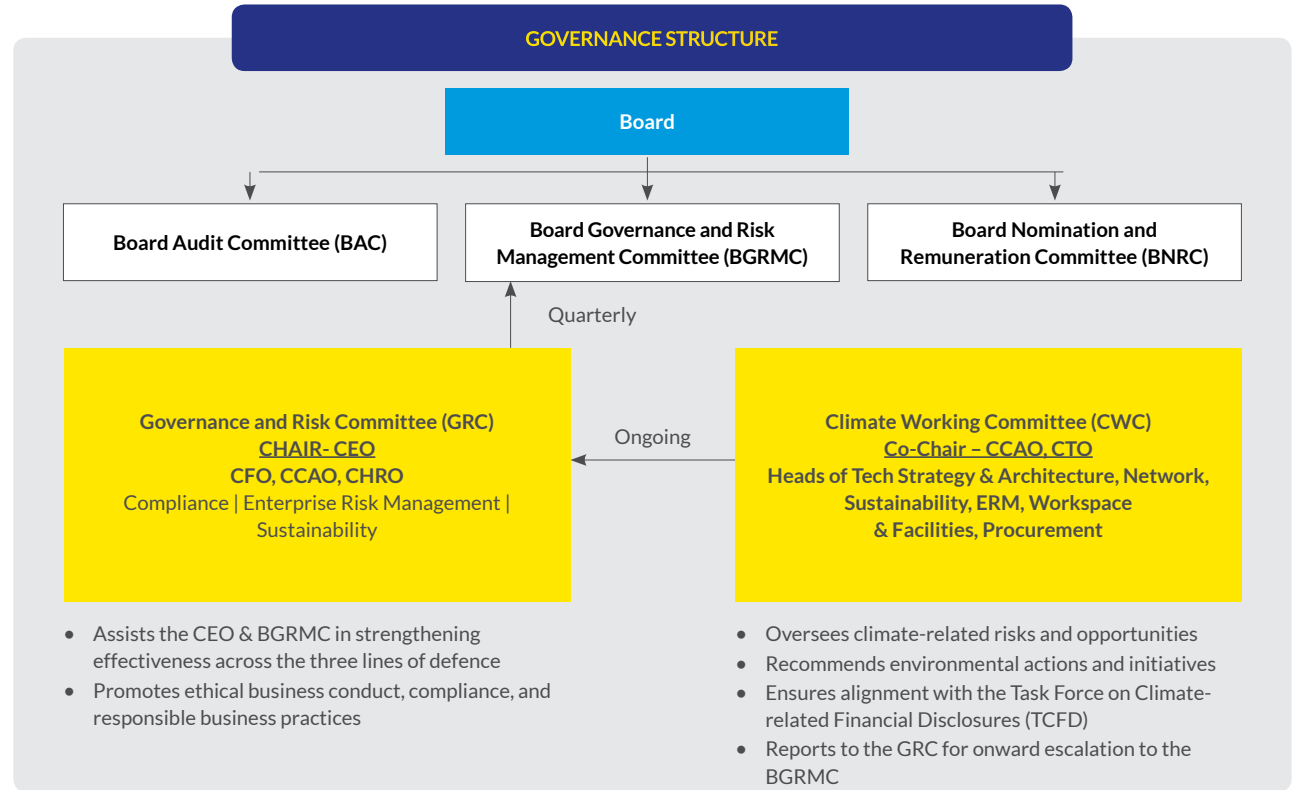
Sustainability Governance

CelcomDigi believes that sustainability is directly related to our future performance as we align our material ESG matters with our purpose and values. We are committed to strengthening and embedding sustainability-related matters in our governance framework and practices; hence, the Board continues to prioritise the monitoring of existing and emerging sustainability risks and opportunities closely. Looking ahead to 2023, the Board's role and focus will be to provide guidance on the following sustainability practices for implementation in CelcomDigi:

i. Planning and integration of sustainability-related priorities into Company-wide strategies and decision-making
ii. Setting and tracking measurable ESG performances
iii. Improvements to disclosures of material matters that are highly prevalent in the telecommunications sector, guided by Bursa Malaysia's Sustainability Reporting Guide and Toolkits (3rd Edition).

The Board Governance and Risk Management Committee (BGRMC) is the governing committee for sustainability-related matters in CelcomDigi. It oversees the Group's sustainability priorities, processes, standards, and performance.

The Governance and Risk Committee (GRC) assists the BGRMC in strengthening the effectiveness of implementing CelcomDigi's sustainability policies and procedures at the management level.

The Climate Working Committee (CWC) has been tasked with overseeing climate-related risks and opportunities in CelcomDigi. The CWC also deliberates on and recommends environmental actions and initiatives to the GRC for further escalation to the BGRMC.

GOVERNANCE STRUCTURE

Board

Board Audit Committee (BAC)

Board Governance and Risk Management Committee (BGRMC)

Board Nomination and Remuneration Committee (BNRC)

Quarterly

Governance and Risk Committee (GRC)
CHAIR- CEO
CFO, CCAO, CHRO
Compliance | Enterprise Risk Management | Sustainability

Ongoing

Climate Working Committee (CWC)
Co-Chair – CCAO, CTO
Heads of Tech Strategy & Architecture, Network, Sustainability, ERM, Workspace & Facilities, Procurement

- Assists the CEO & BGRMC in strengthening effectiveness across the three lines of defence
- Promotes ethical business conduct, compliance, and responsible business practices

- Oversees climate-related risks and opportunities
- Recommends environmental actions and initiatives
- Ensures alignment with the Task Force on Climate-related Financial Disclosures (TCFD)
- Reports to the GRC for onward escalation to the BGRMC

The CWC and GRC are chaired by the Chief Corporate Affairs Officer (CCAO) and the Chief Executive Officer (CEO), respectively. Both committees comprise CelcomDigi's Senior Management team. In the GRC, the Head of Compliance and Head of Enterprise Risk Management jointly act as the Secretariat, with representation from the leaders of the governance and sustainability-related functions, including but not limited to:

| Regulatory | Human Rights | Supply Chain Management | Climate |
| Sustainability | Cybersecurity | Privacy | Health and Safety |

The GRC will convene to discuss governance, risk, compliance, and other non-financial performance matters for escalation to the Board via the BGRMC, on a quarterly basis.

Guiding Standards

The following are key standards and guiding principles that we adhere to in operationalising the various sustainability focus areas.

AREA	STANDARDS / GUIDING PRINCIPLES
Climate and Environment	Greenhouse Gas (GHG) Protocol	United Nations Framework Convention on Climate Change (UNFCCC)	ISO 14001:2015 Environmental Management Systems	Science Based Targets initiative (SBTi)	United Nations Global Compact (UNGC)
Human Rights	United Nations (UN) Guiding Principles on Business and Human Rights	International Labour Organization (ILO)	UNGC
Diversity & Inclusion	UN Women's Empowerment Principles	Code of Conduct
Health, Safety, People Security, and Well-being	ISO 45001 Occupational Health and Safety Management Systems	ILO Fundamental Principles and Rights at Work	Hudson Safety Culture Maturity Model
Supply Chain Sustainability	ILO	Agreement on Responsible Business Conduct	Supply Chain Principles (SCPs)
Anti-corruption	ISO 37001 Anti Bribery Management	UNGC
Data Privacy Compliance	Personal Data Protection Act 2010
Cybersecurity	ISO 22301:2019 Business Continuity Management System	ISO 27001 Information Security Management Systems

Material Matters and Stakeholders

In FY2022, we conducted an internal review of our material matters, leveraging our enterprise risk management (ERM) framework and guided by the Bursa Malaysia Sustainability Reporting Guide and Toolkits (3rd Edition). In reviewing the material matters, we took into consideration CelcomDigi's latest operating landscape and strategic direction to ensure we remained relevant to the business and our stakeholders.

Our Approach to Materiality Assessment

PHASE 1
Review Material Matters

Existing material matters were reviewed against Bursa Malaysia's Common Sustainability Matters, industry trends, and CelcomDigi's business strategies and operations to ensure relevance to our business and stakeholders.

PHASE 2
Stakeholder Engagement

Inputs from the stakeholders' perspective were reviewed and assessed (based on engagements conducted in FY2021).

PHASE 3
Sustainability Impact Assessment

A sustainability impact assessment was conducted to assess and prioritise the material matters, leveraging our ERM framework to ensure that we applied the same lens to evaluate our sustainability risks.

PHASE 4
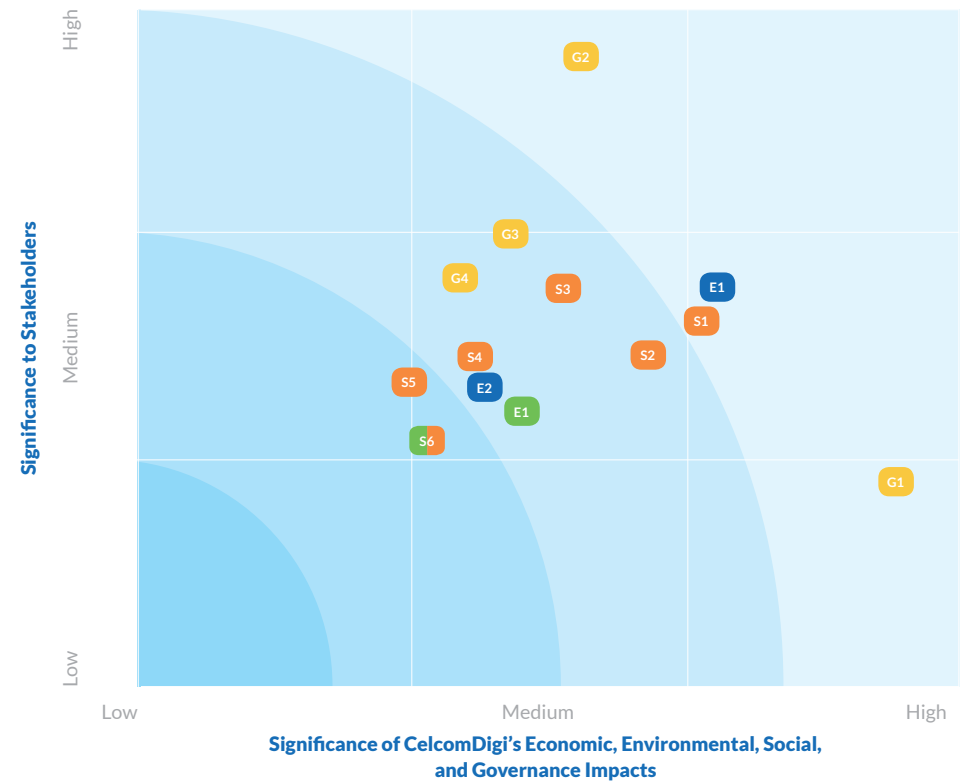**Calibration of Stakeholder Engagement and Impact Assessment**

The outcomes of stakeholder engagement and the sustainability impact assessment were tabulated and presented in a materiality matrix. Top material matters were determined based on the mapping in the matrix.

PHASE 5
Review and Approvals

Upon finalisation of the materiality assessment exercise, the materiality matrix was presented to CelcomDigi's Management Team and the Board of Directors for approval.

Based on the outcomes of the review, all 13 identified material matters remained relevant. However, several shifts were observed in comparison to the previous year, potentially attributed to changes in operating environment and macroeconomics.

Significance to Stakeholders (Y-axis: Low, Medium, High)

Significance of CelcomDigi's Economic, Environmental, Social, and Governance Impacts (X-axis: Low, Medium, High)

Legend
- E — Economic
- E — Environmental
- S — Social
- G — Governance

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Material Matters and Stakeholders

Material Sustainability Matters	Description
High Importance	
G1 Regulatory Compliance	Maintaining robust controls to comply with existing and emerging legislation and regulations.
G2 Data Privacy and Security	Upholding strong governance to strengthen privacy controls and to protect stakeholders' data and information against cyberattacks.
E1 Service Reliability and Quality	Providing quality and consistent network experiences to customers.
S1 Customer Satisfaction	Employing customer-centric solutions for a differentiated user experience in our highly competitive markets.
S2 Talent and Culture	Fostering an environment that attracts and retains high-performing talents while encouraging continuous development of digital competencies.
S3 Occupational Health and Safety	Providing a conducive environment with exemplary health and safety conditions for employees and contracted workers across the supply chain.
G3 Business Ethics and Corporate Governance	Maintaining an effective governance framework and internal controls to uphold corporate values and ethical standards across our value chain.
G4 Crisis Management and Response	Ensuring we are well prepared for crises with a rapid and adequate response plan, while maintaining clear lines of reporting.

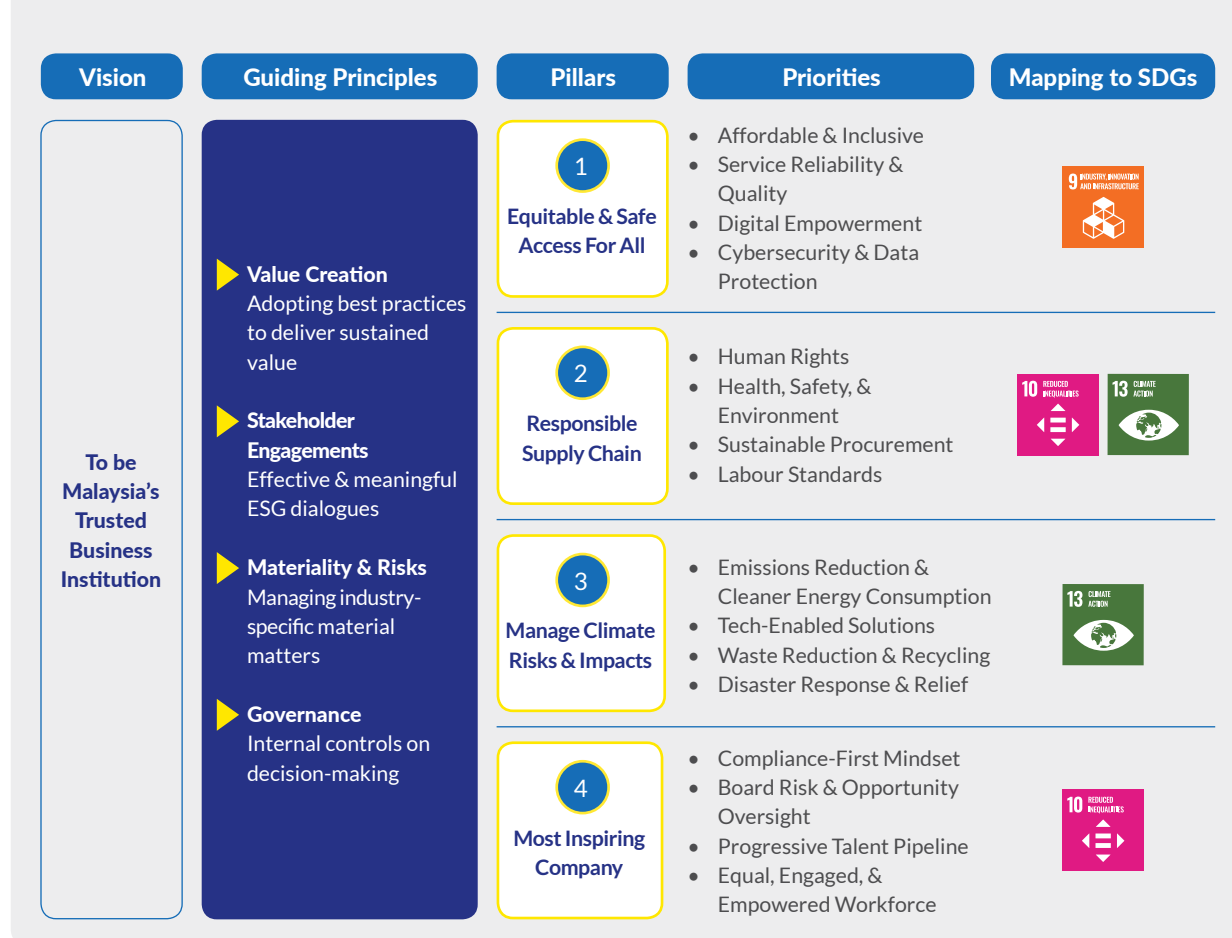| Material Sustainability Matters	Description
Medium Importance	
E1 Climate Change and Environmental Management	Protecting the environment by transitioning to a low-carbon economy and employing effective waste management within business operations.
S4 Respecting Human Rights and Freedom of Expression	Upholding human rights by mitigating the risk of potential abuse across our value chain and ensuring access to the right information.
E2 Business Development and Expansion	Robust strategies to acquire and expand businesses and value creation to drive growth and profitability.
S5 Digital Resilience and Inclusion	Enabling greater access while nurturing safe internet skills to enhance digital inclusion and resilience among stakeholders.
S6 Supply Chain Management	Raising standards in our supply chain to positively influence social equality and environmental protection.

Our key stakeholder groups include:

Board of Directors	Government and Regulators	Customers
Employees	Shareholders, Analysts, and Investors	Suppliers and Business Partners
Media	The Community, Sustainability Partners, and Non-Governmental Organisations (NGOs)	

For a more comprehensive view of our material matters and stakeholders, refer to CelcomDigi's Integrated Annual Report 2022 – Section 3 (pg. 24 – 30).

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Sustainability Framework

CelcomDigi aspires to be a trusted partner to the government, consumers, and businesses. Our sustainability focus areas enhance the nation's potential to become a digitally savvy society. We will continue enabling an inclusive, accessible, and safe internet experience for all, while advocating for responsible business practices across our value chain. Our combined strengths as CelcomDigi enable us to impact broader stakeholder groups and to deepen our engagements on topics that are most material to them.

CelcomDigi's Sustainability Focus Areas

Vision	Guiding Principles	Pillars	Priorities	Mapping to SDGs
To be Malaysia's Trusted Business Institution	**Value Creation** Adopting best practices to deliver sustained value	**1** Equitable & Safe Access For All	• Affordable & Inclusive • Service Reliability & Quality • Digital Empowerment • Cybersecurity & Data Protection	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
	Stakeholder Engagements Effective & meaningful ESG dialogues	**2** Responsible Supply Chain	• Human Rights • Health, Safety, & Environment • Sustainable Procurement • Labour Standards	10 REDUCED INEQUALITIES / 13 CLIMATE ACTION
	Materiality & Risks Managing industry-specific material matters	**3** Manage Climate Risks & Impacts	• Emissions Reduction & Cleaner Energy Consumption • Tech-Enabled Solutions • Waste Reduction & Recycling • Disaster Response & Relief	13 CLIMATE ACTION
	Governance Internal controls on decision-making	**4** Most Inspiring Company	• Compliance-First Mindset • Board Risk & Opportunity Oversight • Progressive Talent Pipeline • Equal, Engaged, & Empowered Workforce	10 REDUCED INEQUALITIES

We are committed to all UN Sustainable Development Goals (UN SDGs), with a particular emphasis on achieving SDGs 9, 10, and 13 with considerable effect.

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE | **10 REDUCED INEQUALITIES** | **13 CLIMATE ACTION**

Recognition

FTSE4Good
Bursa Malaysia Index
Member of ESG indices
Within the Top 25 percentile

SUSTAINALYTICS
ESG Risk Rating
Maintained
Low-Medium Risk

MSCI ESG RATINGS AA
MSCI ESG Rating
Maintained
at AA

Bloomberg Gender-Equality Index 2021
Bloomberg Gender-Equality Index (GEI) 2022
Recognition for **gender reporting** and advancing **women's equality**

IR magazine Award nominee South East Asia 2021
Investor Relations Magazine SEA Awards
Certificate of Excellence for **Best ESG Materiality Assessment** in Integrated Annual Report 2021

THE EDGE ESG Awards 2022
The EDGE Malaysia ESG Awards 2022
Gold Trophy
for Telecommunications & Media Sector

CDP DRIVING SUSTAINABLE ECONOMIES
Voluntary Environmental Disclosure
Carbon reporting since 2009
via Telenor Group

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Sustainability Thought Leadership

> "The Board remains steadfast in maintaining our responsible business leadership in Malaysia and in continuing to raise ESG standards. We strive to instill excellent ESG practices not only for ourselves, but also for the sector and beyond."

YM Tengku Dato' Sri Azmil Zahruddin Raja Abdul Aziz
Chair of the Board,
Non-Independent Non-Executive Director

> "We will focus extensively on achieving our ambition to become one of the ESG best practitioners in the country. Our commitments are rooted in the spirit of doing the right thing and will ensure we have a sustainable pathway to a greener and more inclusive future for all."

Datuk Idham Nawawi
Chief Executive Officer

Corporate Stewardship of ESG and Climate Ambitions

▶ **CEO Action Network (CAN) 2022**

- Hosted panel session on building resilient infrastructure to drive climate agenda
- Co-organised a roundtable on renewable energy pathways for the telecommunications sector together with GSMA
- Shared perspectives on business and human rights
- Collaboration with civil society organisations to advance the SDG agenda

▶ **Annual Cooler Earth Summit 2022**

- Discussed the potential of achieving a just and fair transition to a decarbonised economy
- Shared our Sustainability Reporting and Disclosure journey

Human Rights

▶ **UN Responsible Business and Human Rights Forum 2022**

▶ **'Building the Digital World we need: Bridging Tech and Policy' by the IO Foundation**

Shared insights and principles for preserving children's and customers' digital footprints and data points, as well as their rights, in an increasingly 'Always-On' digital lifestyle environment

Privacy & Data Protection

▶ **Advocated best practices in ensuring privacy compliance**

- Participated in a roundtable with privacy practitioners from leading corporations in Malaysia
- Sharing session with Universiti Malaya's Law Faculty students on the role of a Data Protection Officer

Digital Inclusion & Resilience

▶ **Malaysia Education Blueprint (MEB) 2013 – 2025 Annual Conference**

Showcased our flagship programmes on safe internet and future skills learning and introduced new approaches to teaching and learning enabled by digitalisation

Together, let's champion for a safer internet.

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Service Reliability & Quality

We now serve over 20 million customers with over 25GB average monthly data usage on our network. As data demand continues to rapidly increase, we remain committed to providing customers with a high-quality and consistent network experience. In line with Jalinan Digital Negara (JENDELA) ambitions, we expanded our nationwide 4G LTE to over 96% while LTE-A covers over 90% of populated areas nationwide, providing equal strength in network quality and reliability. Our combined fibre footprint has grown to over 21,000km, marking a new milestone as we improved 4G experience for all customers.

In efforts to provide optimum levels of service reliability and quality for customers, the Regulatory, Network, and IT teams work together to improve the Quality of Service (QoS). QoS ensures that the rights of consumers are protected and enhanced. Post-merger, this material matter has increased in importance as CelcomDigi continues to consolidate and integrate its over 20,000 sites to enhance services for customers. Jointly, the teams spearhead necessary backup and mitigation activities during challenging circumstances to ensure network readiness. In parallel, a dedicated Customer Management Team monitors customer concerns and escalates them to the QoS function for the necessary interventions.

Our Approach

▶ Continuing to invest in network infrastructure to improve network quality and coverage

▶ Prioritising investments in technologies like Robotic Process Automation and Artificial Intelligence/Machine Learning

▶ Accelerating network integration and modernisation to increase network capacity and be 5G-ready

▶ Maximising our spectrum portfolio to create a multilayer, multiband network, which includes nationwide deployment of the 900Mhz spectrum at all sites to improve coverage and indoor service quality

▶ Supporting the national digitalisation agenda and accelerating digital adoption nationwide

Highlight

The JENDELA plan, launched in September 2020, is a joint industry initiative supported by relevant ministries and government agencies to accelerate digital connectivity and improve the quality of digital infrastructure and services across Malaysia. We completed Phase 1 of JENDELA successfully in December 2022, focusing on optimising existing resources and infrastructure for mobile as well as fixed broadband services.

Connecting Malaysians through JENDELA

New Sites
65* (100% met)
(FY2021: 119 (98% met))
(FY2020: 269 (99% met))

Upgrades
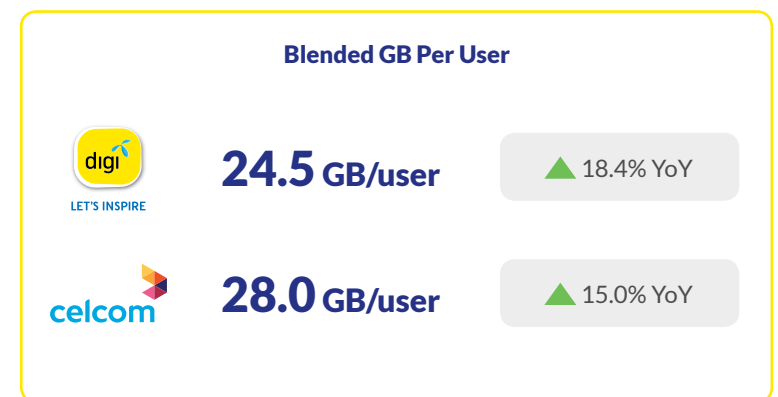**1,489*** (100% met)
(FY2021: 2,191 (100% met))
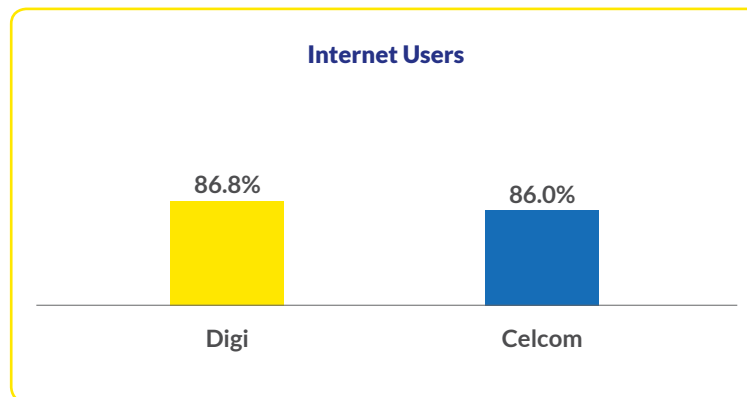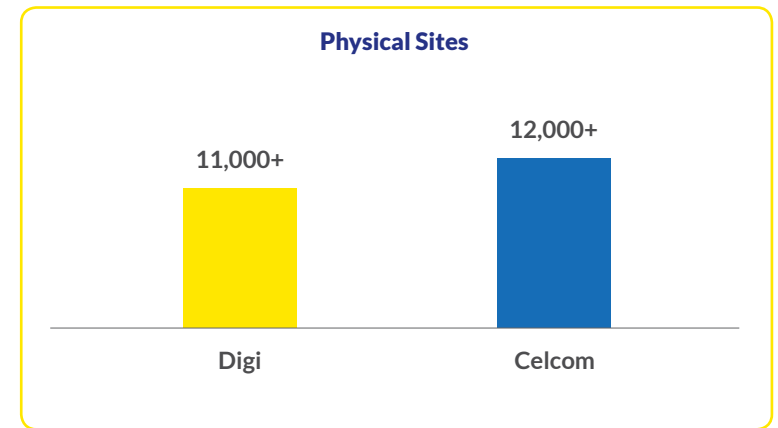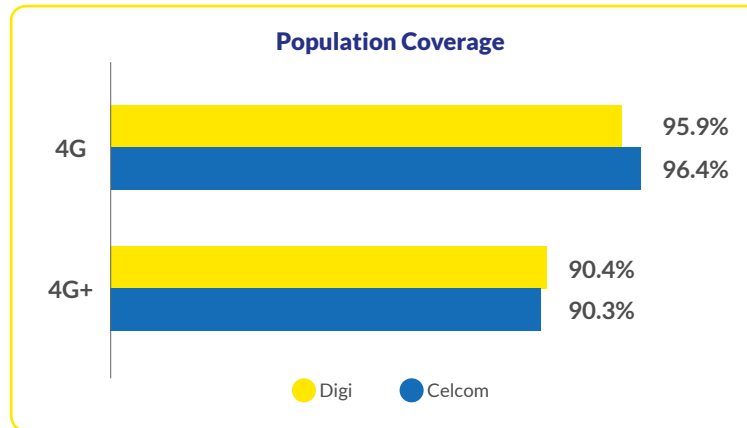*(FY2020: 2,979 (100% met))*

Note:
a) Reported data for FY2020 - FY2022 limited to Digi only.

Service Reliability & Quality

2022 Performance

Sustained network performance to cater for growing internet demand

Continuing our promise to deliver the fastest and widest network while supporting national digitalisation plans

Population Coverage

- 4G: 95.9% (Digi), 96.4% (Celcom)
- 4G+: 90.4% (Digi), 90.3% (Celcom)

Legend: Digi, Celcom

Physical Sites

- Digi: 11,000+
- Celcom: 12,000+

Internet Users

- Digi: 86.8%
- Celcom: 86.0%

Blended GB Per User

- digi LET'S INSPIRE: 24.5 GB/user — ▲ 18.4% YoY
- celcom: 28.0 GB/user — ▲ 15.0% YoY

Customer Satisfaction

Customer satisfaction is our top priority. We aim to provide outstanding customer journeys for more than 20 million consumers and business customers by gaining deep insights and understanding of their needs and delivering the most relevant products and experiences for them.

To achieve this, we strive to build a strong performance-driven team of employees who are customer-obsessed. Our dedicated customer service team is committed to providing personalised and valuable customer service experiences at our retail stores and through our contact centre, mobile applications, and online channels. We acknowledge ongoing customer concerns about service quality and actively implement solutions to close the feedback loop.

In meeting customers' needs and demands, we will continue to curate products and services that offer best-value deals and bundles for all segments and walks of life. This also includes driving the uptake of 5G technology by developing inclusive and affordable bundled plans to cater for a wider group of customers. In parallel, positive customer experiences and engagements will strengthen CelcomDigi's brand affinity.

Our Approach

- Employing customer-centric solutions for a differentiated user experience in our highly competitive markets
- Building a performance-driven culture anchored on strong collaboration, responsibility, and caring, as well as customer-obsessed values
- Providing an affordable and flexible range of internet offerings, including bundle offers, to cater for all customer segments
- Improving overall customer experiences through customer engagements via various channels, and enhancing data privacy and cybersecurity compliance
- Elevating customer experience with the introduction of 5G services

Highlight

Connecting with our customers through our digital and physical touchpoints

Our wide distribution network, comprising both Celcom's and Digi's physical and digital customer touchpoints, aims to provide exceptional customer experiences.

Largest retail network in Malaysia
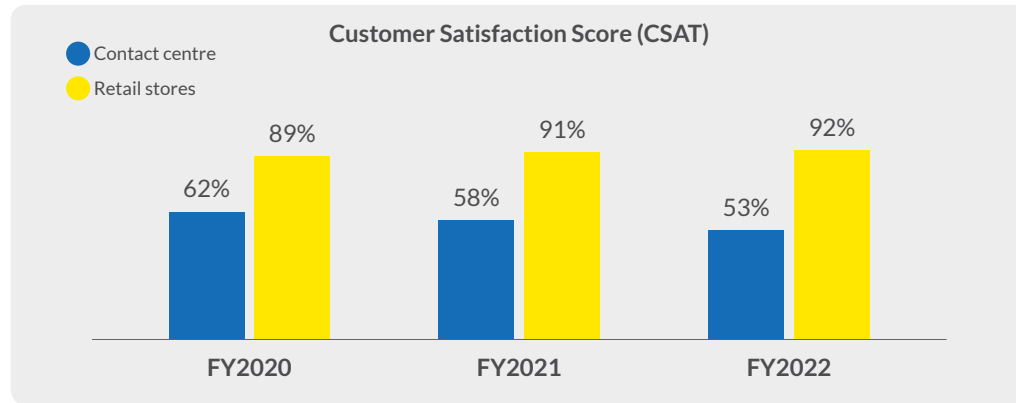
12,000+ retail touchpoints
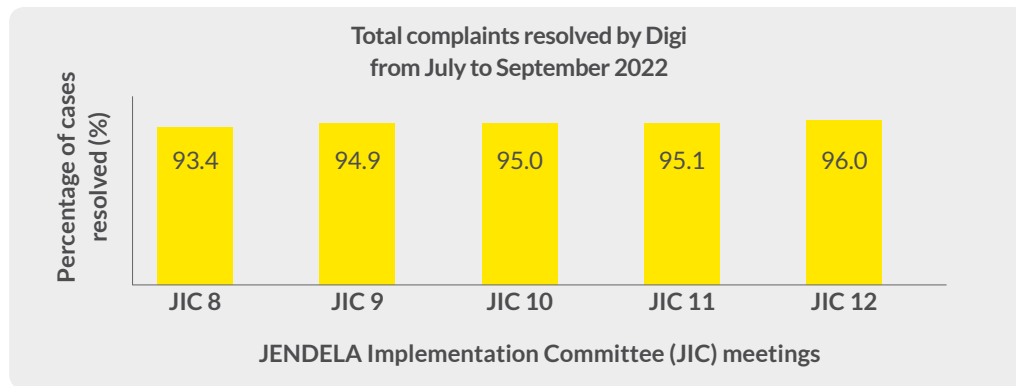
500+ branded and franchised stores

10.7 mil users on MyDigi and Celcom Life apps

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Customer Satisfaction

2022 Performance

Customer Satisfaction Score (CSAT)

● Contact centre
● Retail stores

	FY2020	FY2021	FY2022
Contact centre	62%	58%	53%
Retail stores	89%	91%	92%

Note:
a) Reported data for FY2020 - FY2022 limited to Digi only.

Total complaints resolved by Digi from July to September 2022

Percentage of cases resolved (%)

JIC 8	JIC 9	JIC 10	JIC 11	JIC 12
93.4	94.9	95.0	95.1	96.0

JENDELA Implementation Committee (JIC) meetings

Our efforts to continuously improve customer experience and satisfaction received industry recognition.

Both Celcom and Digi were recognised by Malaysians as preferred brands for Communication Networks at the 2022 Putra Brand Awards.

The silver award for our respective brands marks a significant first step in our unification as CelcomDigi. We are now even more motivated and inspired to bring Malaysians the best of both brands' products and services, customer experience, and innovation.

CelcomDigi bagged three awards at the MCMC Star Rating Awards held in December 2022:

Best in Quality of Service – Celcom Axiata Berhad
Best Mobile Network Operator with above 5 Million Subscribers – Digi Telecommunications Sdn Bhd
Best in Compliance with CMA 1998 – Digi Telecommunications Sdn Bhd

These recognitions are a testament to our unwavering commitment to providing the best digital experiences for our customers and to being their most trusted brand.

Compliance

CelcomDigi is committed to ensuring our business operates ethically, lawfully, and with integrity. We strive to be a trusted partner – to our customers, shareholders, and colleagues, and to our business partners and the communities in which we operate.

CelcomDigi's Anti-Corruption Policy, Code of Conduct, and Business Partner Management Policy are the guiding documents that govern compliance, and come under the purview of the Head of

Compliance. The Code and Agreement of Responsible Business Conduct (ABC) establishes the foundation for good business practices as well as the requirements to comply with relevant laws, regulations, and widely recognised treaties.

Our Approach

▶ 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

▶ Dedicated resources for ongoing compliance monitoring across our business value chain

▶ Ensuring integrated governance and holistic business partner and vendor management procedures

Highlight

Anti-Corruption Policy

The Policy ensures that the Company's zero tolerance for corruption, as stated in the Code of Conduct, is implemented throughout the Company's business activities, and that the Company is committed to fighting corruption through an adequate and risk-based Anti-Corruption programme.

The Company is committed to conducting business and servicing its clients and customers with integrity and honesty. Accordingly, the Company does not condone or tolerate any form of corruption or bribery which violates the Malaysian Anti-Corruption Commission Act 2009 (the Act) or any similar or related legislation globally.

The Company strives to ensure that its Directors, Senior Management, and employees act professionally, fairly, and with integrity in all of its business dealings and relationships with all its business partners and any other third parties performing work or services for or on behalf of the Company, including its customers and potential and long-standing clients.

2022 Performance

100% acceptance rate by CelcomDigi employees of the Code of Conduct

Strengthened the **monitoring of governance risks** across our value chain

Conducted an **Anti-Corruption Risk Assessment**, identifying the top 10 potential corruption risks present within our operations

Monitored our **activities for the second line of defence** (for sales, marketing, and business functions)

Conducted **Business Partner Risk Assessment (BPRA)**, implemented via the Coupa Risk Assess (CRA) platform, to effectively manage our supply chain risks

Privacy & Data Protection

CelcomDigi is firmly committed to the responsible stewardship of data entrusted to us by our customers, employees, and business partners. Our data privacy strategy incorporates strong governance around privacy controls and driving a responsible business culture, supported by continuous awareness of best privacy practices.

CelcomDigi's Privacy Policy provides guidance on practices that prioritise trust, transparency, and accountability in managing and handling personal data throughout our value chain. We engage with various stakeholders to understand and address emerging regulations and future-proof our day-to-day data management practices. We regularly review and update the Privacy Notice and present it in a simplified infographic format to keep customers informed on how CelcomDigi collects, uses, and shares information.

Our Approach

- Implementing organisation-wide programmes and targeted training to enhance employee awareness and knowledge of data privacy and protection

- Conducting data protection impact assessments by dedicated privacy and security teams to improve current measures in CelcomDigi's processes, systems, and infrastructure

- Implementing a Privacy Control Framework aimed at mitigating relevant privacy risks with defined control requirements and procedures in a controlled and structured manner across the data life cycle

- Conducting regular monitoring programmes to ensure that privacy controls are implemented and effective across the organisation

Highlight

Personal Data Breach Handling Manual

The Personal Data Breach Handling Manual sets out mandatory requirements and guidance to manage any arising privacy incidents. This applies to all CelcomDigi personnel, including business partners who process personal data for and on behalf of CelcomDigi. The Manual establishes the roles and responsibilities of organisational functions that form the Incident Response Team (IRT) and Crisis Management Team (CMT), including procedures to assess the severity of incidents and the corresponding response plans. Mitigating actions include:

- Containing the incident with corrective actions
- Timely communication to affected parties and relevant authorities
- Post-incident assessment and identification of improvement plans (reviewing the causes of the incident, assessing the effectiveness of the response, and identifying requirements for changes to systems, policies, and procedures).

2022 Performance

0 substantiated complaints concerning breaches of customers', employees', or business partners' privacy

Enhanced third party vendor management through meticulous scrutiny and due diligence in ensuring the application of adequate data protection instruments

Data mapping to fully inventorise data sources and records of data processing activities

92.7% completion rate for employee training on Managing Privacy Risks

Conducted **privacy incident simulation and roundtable discussion** with targeted stakeholders

Enhanced **privacy and cybersecurity controls** (including data retention and disposal, user access management, and encryption)

Cybersecurity

With the rapidly evolving technological landscape and increasingly interdependent ecosystems, threats to cybersecurity have become a mainstream issue. Preserving the resilience and security of our network and systems is critical to minimising the risk of service disruptions and data breaches resulting in reputational damage.

CelcomDigi's Information Security Policy sets out the principles and scope of safeguarding the Company's operations, assets, services, customers, and information from current and future security risks and threats. Other referencing documents supporting the Policy include the

Information Security Manual, Identity and Access Management Manual, Business Continuity Management Manual, Telco Network Security Manual, and Crisis Management Manual.

The Cyber Security Officer is responsible for ensuring the confidentiality, integrity, and availability of information and information processing facilities, including telecommunication systems and infrastructure, as well as protecting against cyberattacks, fraudulent activities, information loss, and other internal and external security risks and threats.

Our Approach

▶ Maintaining compliance with the ISO 27001 standards on information security, including safe storage and management of information

▶ Strategic investment in modernised security controls and tools to strengthen cybersecurity infrastructure and mitigate any potential malicious cyberattacks

▶ Enhancing our data security management to limit access and to impose stringent controls on the collection of sensitive information

Highlight

Telco Network Security Manual

The Telco Network Security Manual (TNSM) defines the network security controls for all network assets, including interfaces and interconnections. The TNSM is based on the framework provided by ITU-T X.805, a telecom standard for end-to-end security of communication networks. The manual further provides guidance on the following:

- Securing the end-to-end communications network to provide continued and secure network services

- Identifying the value of network assets and understanding the vulnerabilities and threats that may expose the network assets to risk, through periodic network risk assessment exercises

- Establishing a network security management system to proactively identify emerging threats and vulnerabilities in the system and define mitigating measures to control the associated impacts

- Ensuring compliance with regulatory and contractual requirements for telecom network assets, operations, and services.

2022 Performance

Completed required audits to maintain **Business Continuity Management System (BCMS) ISO 22301:2019 accreditation** by the British Standards Institution (BSI). Continuous efforts were undertaken to enhance CelcomDigi's business continuity processes, which encompass emergency response, crisis management and communication, and Network and IT disaster recovery

96.1% completion rate for employee training on Security in Privacy

Performed Security Assurance and Maturity Assessment activities in accordance with Information Security and GSMA standards to ensure network and IT security protection

Heightened stakeholder awareness on phishing, security ownership, and cyberattacks

Responsible Supply Chain

A crucial dimension of CelcomDigi's business success is its business partners. It is vital to manage supply chain risk in the face of rising concerns about health and safety, labour standards, the cost implications of inflation, disruptions due to global crises, or sanctions affecting our critical operations. Furthermore, we recognise that the supply chain provides enormous opportunities to improve business performance, positively contribute to social equality, and reduce environmental impacts.

CelcomDigi's Business Partner Management Policy establishes conduct commitments as set out in the Supplier Conduct Principles (SCP), including the management of compliance risks associated with business partners. The Policy is managed jointly by the Head of Supply Chain Management and Head of Compliance. Other referencing documents supporting the Policy include the Sustainability Policy and corresponding Manuals, Business Partner Management Manual, the SCP, and Sponsorship and Donations and/or other Contributions Manual.

Our Approach

- ▶ Legally obliging our business partners to uphold responsible business practices according to our policies and the SCP

- ▶ Mitigating uncertainty through contract negotiations and hedging strategies in sourcing categories impacted by price increases

- ▶ Establishing a panel of business partners to reduce reliance on a single business partner

- ▶ Conducting extensive business training and inspections for all tiers, to raise health and safety standards and promote responsible business practices

Highlight

Implementation of CelcomDigi's Business Partner Management Policy and Manual

To manage Business Partners' compliance with the SCP, CelcomDigi shall:

- Conduct risk-based due diligence on prospective Business Partners prior to engagement to determine whether they may pose an unacceptable risk

- Consider whether there are relevant mitigation actions available that could reduce potentially unacceptable risks to an acceptable level

- Conduct risk-based monitoring of Business Partners' compliance with the SCP throughout the duration of the engagement

- Perform periodic re-evaluations of Business Partners as well as an annual assessment of the overall landscape and risks associated with Business Partner categories.

The Governance and Risk Committee (GRC) shall always be consulted in advance of a decision to engage with any Business Partner that may pose a significant risk to CelcomDigi.

Incident notification, handling, investigation, & follow-up

Serious non-compliance incidents involving Business Partners and/or in any part of their supply chain include:

- Incidents involving health, safety, and security, as well as the environment (e.g. an oil spill)

- Incidents of child labour and forced labour

- Incidents related to prohibited business practices, e.g. corruption, bribery or attempted bribery, fraud, etc.

- Incidents related to privacy and cybersecurity, e.g. data breach, hacking, etc.

All non-compliance incidents shall be reported and escalated by the concerned informant (via observations, physical or desktop inspections, audits, etc.) to the relevant contract owner and responsible line, expert function, and policy owners within 24 hours. The Supply Chain Management function is responsible for ensuring that incidents reported are handled satisfactorily by bringing together relevant team members, such as contract owner and risk expert, and deciding the next course of action in terms of incident follow-up, potential investigation, and closure of corrective and preventive actions.

Responsible Supply Chain

2022 Performance

155
New suppliers who signed the ABC
(FY2021: 179)

2,245
Total suppliers who have signed the ABC to date
(FY2021: 2,090)

16,691
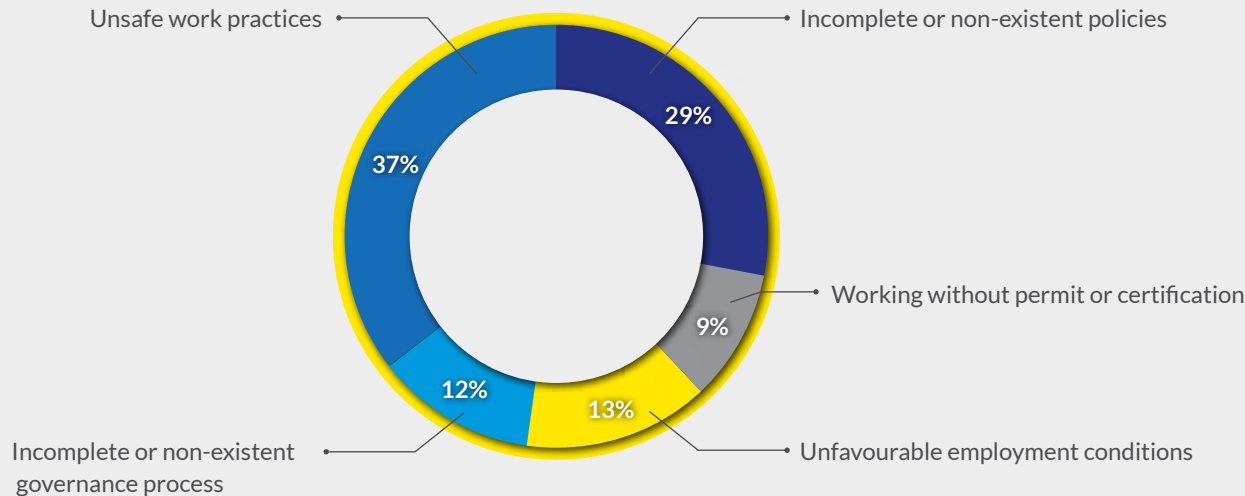Total supplier training hours
(FY2021: 5,635)

Number of inspections conducted

Unannounced	Announced	Total
504	**8**	**512**
(FY2021: 509)	*(FY2021: 1)*	*(FY2021: 510)*
(FY2020: 463)	*(FY2020: 48)*	*(FY2020: 511)*

Number of findings

Major	Minor
11	**65**
(FY2021: 16)	*(FY2021: 45)*
(FY2020: 5)	*(FY2020: 194)*

Number of suppliers terminated

0
(FY2021: 2)
(FY2020: 3)

Note:
a) Reported data for FY2020 - FY2022 limited to Digi only.

% breakdown of non-compliances based on types of findings

- Unsafe work practices — 37%
- Incomplete or non-existent policies — 29%
- Working without permit or certification — 9%
- Unfavourable employment conditions — 13%
- Incomplete or non-existent governance process — 12%

Supplier Training

- All suppliers are mandated to take an online assessment to qualify for training completion certification. This assessment is carried out within the 'Knowledge Assessment Tool' (KAT) training platform.

- The substantial growth in 2022 training hours was attributed to the inclusion of in-depth learning materials covering our services, controls, and process requirements. This was to ensure our suppliers understood and conformed to our high business standards and expectations.

Integration of ESG criteria within our Business Partner Risk Assessment procedures. The Risk Assessment Matrix includes scoring evaluations on potential impacts on Health, Safety, and Environment, Labour Rights and Working Conditions, Prohibited Business Practices, and Privacy, Freedom of Expression, and Data Protection.

Our **Procurement Policy and Manual** establishes adequate procedures to ensure procurement activities are carried out in an ethical manner, promote fair competition, and mitigate operational and sustainability-related risks. Where possible, we prioritise local procurement to support the local economy and to realise reduced supply chain costs and minimise environmental impacts.

- **~700** local suppliers supported

- **RM1.6 billion** spent on local suppliers

Climate & Environment

Climate management is a global issue that requires businesses to adapt and respond with strategies to achieve a net zero carbon economy. By actively managing our own relatively low exposure to natural capital risks, we contribute to the broader business community's efforts to manage climate impacts through our network integration plan, digital services, and connectivity solutions.

CelcomDigi's Sustainability Policy affirms our commitment to protecting the environment and contributing to climate change mitigation and adaptation.

Our Approach

▶ Developing a carbon reduction roadmap and supporting initiatives in alignment with our 2050 Net Zero commitments

▶ Conducting climate risk assessments to guide network integration strategies and target-setting

▶ Strengthening our sustainability governance and reporting mechanisms while exploring new technologies and solutions

▶ Setting up a carbon accounting system in compliance with Bursa's requirements for full TCFD-aligned disclosures

▶ Exploring renewable options, optimisation of resource management, and technological advancements

Highlight

Climate mitigation and adaptation strategies

For CelcomDigi, climate mitigation and adaptation strategies need to be inclusive, combining social and environmental aspects in a holistic approach to achieving the Net Zero economy. While we strive to prepare for and manage the physical risks (frequent extreme weather events, flooding, droughts, and rising temperatures over time) and transition risks (policy, legal, technology, and market changes) of climate change, we are also aware of the impacts across our value chain, including operations, supply chain, distribution, communities, and employees. We shall take the necessary steps to mature in this journey in an inclusive and equitable manner. Priorities include:

• Capacity building for business partners and suppliers

• Collaborative efforts to develop climate-friendly solutions with power providers, technological partners, and financial institutions

• Facilitating dialogues with policymakers, industry, regulators, and researchers

• Incubating and developing talents to meet the needs of emerging environmental and ESG-related competencies

• Advocating for good environmental practices among our customers.

2022 Performance

Published TCFD report that highlighted our climate-related physical and transition risks, as well as emerging opportunities. View the report here:

Transitioning to renewable energy use under the Green Energy Tariff (GET) Programme of Tenaga Nasional Berhad (TNB)

Network modernisation efforts

• 3G Sunset – Shutdown of 30 core base stations control (BSC) and about 40 radio network controllers

• Centralised Self-Organising Network (CSON) AI initiative implemented in 7,636 sites

• Conversion of 30 remote sites, now equipped with solar-powered gensets

Strengthened resilience of network sites against flooding by raising platforms

For more information on our climate ambitions, please view CelcomDigi's Integrated Annual Report 2022 – Natural Capital section (pages 60 - 66). Our environmental performance (three-year historical data for carbon emissions and energy consumption, e-waste, general waste, and water consumption) are presented under theSustainability Performance Data section (pages 28 - 32) of this Report.

Health, Safety, & Well-being

CelcomDigi prioritises employees' and suppliers' health, safety, and security (HSS) as part of our commitment to being a responsible business.

CelcomDigi's Health, Safety, and People Security Policy establishes commitments for zero injuries among our employees and suppliers. Other referencing documents supporting the Policy include the Health, Safety, and People Security Manual, Crisis Management Manual, and Travel Risk Management Manual. CelcomDigi is committed to taking a risk-based approach to our operations and implementing the relevant mitigations. We aim for continuous improvement by implementing ISO 45001:2018 requirements, which include integrating Occupational Health and Safety (OHS) practices as a core aspect of CelcomDigi's culture.

Our Approach

▶ Promoting a high-level health and safety mindset and culture among employees and business partners

▶ Active monitoring of potential incidents and accidents to ensure immediate interventions

▶ Obtaining certifications to ensure a safe working environment and compliance with applicable rules and regulations

Highlight

Safety-First Culture

Our strategy for maintaining employees' health, safety, and well-being entails taking a systematic approach to engaging with employees and operating with the highest safety standards.

Safety as a Core Value

Safety culture maturity within the organisation is assessed through an annual perception survey that provides insights on corrective or preventive actions.

Safety Inspections

Safety inspections are critical to ensure compliance with safety regulations and standards. To ensure full compliance, independent audits are performed periodically on all of our facilities, including our Headquarters, data centres, network sites, retail centres, and warehouses, as well as on vehicles.

Safety Awareness

Discussions on safety topics are included in divisional meetings and organisation town halls. We are evolving hazard and mitigation control communication by using visual aids to help employees better understand the risks associated with workplace hazards.

Incident Reporting

We encourage all employees and workers to report any incidents (unsafe conditions, unsafe acts, near misses, and accidents) that occur. A structured incident reporting line has been established to cascade information to top management based on the severity and magnitude of the incident.

Health, Safety, & Well-being

2022 Performance

0 Lost Time Injury Frequency (LTIF) score recorded

0 Fatalities recorded

1,822 Total health and safety training hours
(FY2021: 2,411)
(FY2020: 1,090)

3,227,859 Total hours worked

1.24% Sickness absence rate

0 NCR (non-conformities reported) for ISO 14001 and ISO 45000 recertifications

Training	No. of Participants / Completion Rate
Occupational Health & Safety (OHS) and Other Legal Requirements To identify the applicable OHS, Environmental, Legal, and Other Requirements against CelcomDigi's compliance levels	**30**
Hazard Identification and Assessment of Risks and Opportunities To build skills and knowledge to develop Hazard Identification, Risk Assessment, and Risk Control (HIRARC) activities in the workplace	**176**
Occupational First Aider Training To train employees to become qualified first aiders	**22**
Understanding Health & Safety Training To ensure that health and safety is fully embedded in operations	**96%**

30 employees trained
as certified mental health first aiders

Conducted HSS training
for frontliners nationwide

First Aider Training

Human Rights

CelcomDigi's human rights requirements are implemented through the Company's Code of Conduct, Sustainability Policy and Human Rights Due Diligence Manual, as well as Business Partner Conduct Principles, and are based on the following international instruments: Universal Declaration of Human Rights (UDHR), International Covenant on Civil and Political Rights (ICCPR), International Covenant on Economic, Social, and Cultural Rights (ICESCR), and the principles concerning fundamental rights in the eight International Labour Organization (ILO) core conventions as set out in the Declaration on Fundamental Principles and Rights at Work. The requirements reflect the Group's responsibility 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 Approach

▶ Conducting regular human rights due diligence as set out in the Group Human Rights Due Diligence Manual and Supplier Conduct Principles (SCP) 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 SCP clearly stipulates 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.

▶ Following 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.

Highlights

Authority requests

Telecommunications is a tool that generally contributes to freedom of expression. On some occasions, authorities may have legitimate need to require telecommunications companies to comply with requests that limit 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 with the Authority Request Manual, which supports the implementation of the principles in accordance with national laws and regulations while also respecting human rights.

Protecting employees' freedom of association

We firmly uphold freedom of association within CelcomDigi, as enshrined in our Code of Conduct. In line with this commitment, two subsidiaries within CelcomDigi have accorded recognition to the National Union of Telecommunications Employees and the Digi Telecommunications Employees Union. In addition, CelcomDigi has in place a joint consultative committee referred to as the Best on People Council. These employee representative bodies work hand-in-hand with the Management of CelcomDigi in creating an engaging and supportive work environment through regular and open dialogue. Employees thus have the opportunity to raise their concerns, contribute suggestions, and influence decisions in shaping our organisation's future, enabling the Company to achieve its ambitions while safeguarding employee welfare.

Human rights due diligence (HRDD)

We conduct a human rights due diligence impact assessment every alternate year to identify, prevent, and monitor human rights risks and impacts. The last HRDD was conducted in the third quarter of 2021 using the updated toolkit developed by Business for Social Responsibility (BSR). Key risks identified included:

- Privacy and freedom of expression related to authority requests

- Working conditions in the supply chain

- Child and forced labour in the supply chain.

A risk prioritisation and mitigation plan was presented to the Management in the first quarter of 2022. 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.

Human Rights

CelcomDigi's most salient human rights concerns

Ensuring **privacy and security** of customers' data

Protecting the **freedom of expression** and **privacy rights** of customers

Online safety and other measures 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, or disability, among others

Respecting **land rights** when building and maintaining networks

celcomdigi

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Diversity & Inclusion

As a truly Malaysian company that serves over 20 million customers, it is critical that our organisation represents a diverse range of customers with varying needs and expectations. By mirroring our own employee base with our customer base, we can better understand and serve each customer segment's needs and demands.
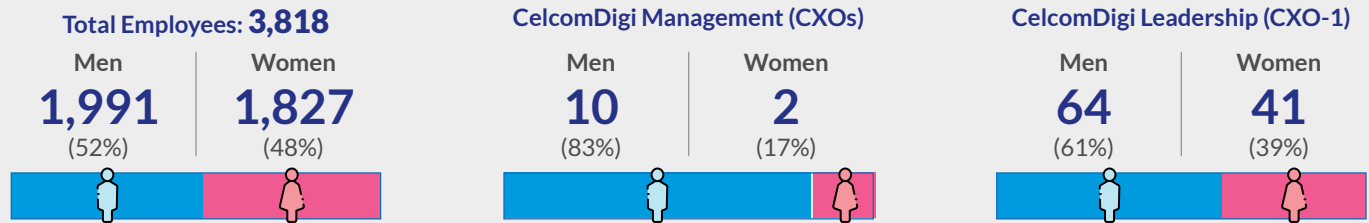
Hence, our commitment to creating a diverse and inclusive workforce. CelcomDigi is powered by a strong team of 3,818 industry experts who are diverse in gender, ethnicity, age, and experience from the top down. This helps us to drive better decision-making, stimulates innovation, increases organisational agility, and strengthens resilience against disruption. We want to establish CelcomDigi as the best place for our people to advance their careers, ultimately aspiring to become a leading employer brand in Malaysia.

Our Approach

- Building a performance-driven culture anchored on strong collaboration, responsibility and caring, and customer-obsessed values

- 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

- Continuous discussions to develop talents and leaders

- Annual reviews, also known as Impact Assessments, are a year-end exercise for managers and employees to discuss the impacts created and future plans

- Pulse surveys to understand and gauge employee engagements

- Accelerating post-merger people integration – organisation, culture, policies, processes, and systems

Highlights

Breakdown by gender & category

Total Employees: 3,818

	Men	Women
	1,991	**1,827**
	(52%)	(48%)

CelcomDigi Management (CXOs)

	Men	Women
	10	**2**
	(83%)	(17%)

CelcomDigi Leadership (CXO-1)

	Men	Women
	64	**41**
	(61%)	(39%)

Breakdown by age & category

	CelcomDigi Employees	CelcomDigi Management (CXOs)	CelcomDigi Leadership (CXO-1)
< 30 years	258	0	0
30 – 39 years	1,306	0	17
40 – 50 years	1,591	4	61
> 50 years	663	8	27

Diversity & Inclusion

2022 Performance

Global recognition for gender equality

Digi was included, for the second consecutive year, in the 2022 Bloomberg Gender-Equality Index

This placed Digi among 418 companies from 45 countries worldwide that had excellent scores in achieving and adopting best-in-class diverse, equitable, and inclusive decision-making policies and practices. This recognition is a testament to our workplace culture where differences are celebrated and talents, regardless of background, are empowered with the same opportunities.

Employee Learning Hours
68,673 hours

47.1	45.8	41.4	47.0
Average Male Employee Hours	**Average Female Employee Hours**	**Average Management* Hours**	**Average Non-Management* Hours**
FY2021: 51.5	*FY2021: 50.2*	*FY2021: 45.5*	*FY2021: 51.7*
FY2020: 59.5	*FY2020: 54.7*	*FY2020: 57.6*	*FY2020: 57.1*

Notes:
a) Reported data for FY2020 - FY2022 limited to Digi only.
b) Training hours were accumulated through online learning and physical workshops.
c) *Management includes CXOs, CXO-1, and CXO-2.

People and culture integration

Pre-merger, we mobilised over 100 full-time employees from Celcom and Digi, and their respective parent companies, to form an integration taskforce to establish the groundwork. On Day 1 of the merger, we accelerated the process to put in place a solid leadership and management team, governed by our experienced Board of Directors. The immediate actions included:

- Establishing an organisational structure, key management placement, and clear role alignments

- Introducing the CelcomDigi DNA and shared values to cultivate the desired culture and unity among employees

- Constant communication and monitoring of employee-related matters via various channels

- Developing policies and procedures that addressed integration-related matters.

celcomdigi

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Digital Empowerment

As part of our mission of Advancing and Inspiring Society, we strive to provide equitable and safe internet access for all Malaysians. In 2022, our outreach programmes and initiatives were geared towards driving the digital empowerment agenda, with a focus on building digital competencies through online safety and future skills development among stakeholders. More than 91,000* people, including youths and schoolchildren, have benefitted from our Safe Internet programmes on online safety and scam awareness. Approximately 37,500* students enrolled in our coding and digital skills programmes. We maximise our positive impact on societies through collaborations with partners who share common aspirations. We aim to become a trusted partner to the government, consumers, and businesses.

*Note: *Reported data is limited to Digi only.*

Our Approach

▶ Community outreach through Safe Internet programmes to promote responsible and safe digital practices

▶ Finding new approaches to the teaching and learning of coding among schoolchildren and youths to create a future-ready workforce

▶ Collaborative entrepreneurial programmes, such as Digitalpreneur, Google Bootcamp, and SiswaCommerce, to foster digital and entrepreneurial skills among youths and communities

▶ Operating Pusat Ekonomi Digital (PEDi) nationwide to provide internet access in rural and low-income areas

▶ Driving digital inclusion by leveraging our combined assets and extensive infrastructure

▶ Delivering affordable digital solutions bundled with suitable internet plans via the PENJANA Digitalisation Grant to accelerate SMEs' digitalisation journey

▶ Empowering societies during natural disasters by ensuring service reliability, access to connectivity, and relief support

Highlight

Empowering societies through nation-building initiatives

Supported flood aid efforts

▶ Mobilised food relief and necessities for flood victims affected by the monsoon season. Aid worth RM500,000 was given to the Communications and Digital Ministry (KKD) for distribution.
▶ Shared a flood preparation toolkit targeting those in flood-prone areas.
▶ Collaborated with the Malaysian Relief Agency to mobilise rescue boats to aid stranded flood victims.
▶ WiFi units were deployed to relief centres to ensure optimum coverage.
▶ On the network front, we continued efforts to strengthen site resilience in high-risk areas, and set up power generators and mobile transceiver stations to reduce service disruptions.
▶ Together with the industry, we also ensured good coverage and capacity at all 465 identified relief centres, and where necessary, deployed wireless connectivity options.

Donated RM130,000 to MERCY Malaysia's ongoing COVID-19 Recovery & Response efforts, completing the final tranche of the RM1 million pledge. The donation was mobilised to support healthcare and rehabilitation services for former COVID-19 patients, especially vulnerable groups such as the elderly and those with chronic diseases or comorbidities (former category 4 and 5 patients).

Partnered with Harian Metro's *Titipan Kasih* CSR programme to provide laptops and internet access to students from low-income families in Negeri Sembilan.

Sponsored internet connectivity and devices to facilitate digital learning for a community-run social project, *Iskul Sama DiLaut Omadal* (school), in Sabah.

Digital Empowerment

2022 Performance

Empowering educators and the youth for the future

In 2022, our outreach programmes and initiatives were geared towards driving the digital empowerment agenda, with a focus on building digital competencies through online safety and future skills development.

The **Future Skills For All** initiative contributed significantly to new approaches to the teaching and learning of coding:

- ~37,500 enrolments registered to date
- New robotics module based on Primary 6 syllabus
- Sign language included in all module videos
- Introduced offline learning kits to facilitate coding learning
- Provided laptops and micro:bit starter kits to schools in rural parts of Sabah and Sarawak.
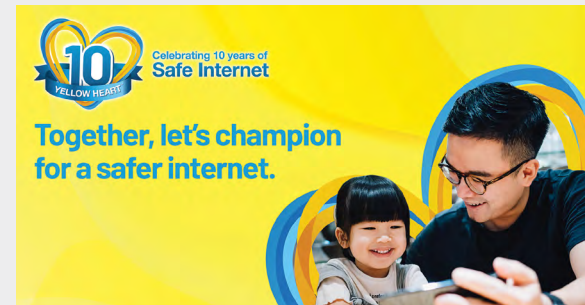
Our decade-long **Safe Internet** programme has continuously helped to make the internet a safer place for all:

- > 91,000 engagements through online safety and scam awareness campaigns
- Scam awareness - Raising awareness on scams and fraud among Malaysians. Developed simplified scam alert infographics and Safe Internet comic series in partnership with local comics artists.

Sustainability Performance Data

Environment				
Indicators	**Unit**	**2020**	**2021**	**2022**
Energy Consumption				
Total energy consumption	GWh	326.19	338.70	442.32
Direct energy consumption from fuel (Total)	GWh	41.73	40.18	59.45
Network	GWh	36.45	35.45	54.64
Fleet	GWh	5.25	4.72	4.78
Buildings	GWh	0.04	0.02	0.03
Indirect energy consumption from grid and green electricity (Total)	GWh	281.26	297.21	379.25
Network	GWh	275.72	292.22	373.40
Buildings	GWh	5.54	4.99	5.85
Indirect energy consumption from value chain^				
Employee business travel (Air and land travel)	GWh	3.12	1.3	3.55
Energy use per end use customer^	KWh/customer	31.24	33.25	36.83
Solar power generated (Network)^	GWh	0.08	0.01	0.07
Carbon Emissions				
Total carbon emissions	tonnes CO_2e	209,441.79	217,438.31	279,777.76
Total Scope 1 emissions	tonnes CO_2e	11,238.53	10,821.54	16,005.75
Network	tonnes CO_2e	9,821.35	9,552.80	14,722.20
Fleet vehicles	tonnes CO_2e	1,408.68	1,264.70	1,275.70
Buildings	tonnes CO_2e	8.50	4.04	7.85
Total Scope 2 emissions	tonnes CO_2e	197,468.56	206,284.48	262,926.98
Network	tonnes CO_2e	193,354.72	202,599.64	258,569.08
Buildings	tonnes CO_2e	4,113.84	3,684.84	4,357.91
Total Scope 3 emissions^	tonnes CO_2e	734.70	332.79	845.03
Air travel for business	tonnes CO_2e	162.75	24.85	173.01
Land travel for business	tonnes CO_2e	571.95	307.94	672.02

Sustainability Performance Data

Environment (cont'd)				
Indicators	**Unit**	**2020**	**2021**	**2022**
Carbon Emissions^				
Carbon emissions per customer	tonnes CO_2e/customer	0.020	0.021	0.024
Carbon intensity per data usage	tonnes CO_2e/terabyte	0.12	0.10	0.11
Water Consumption^				
Total water consumption	m^3	78,856	68,435	103,388
Waste Management^				
General Waste Collected	tonnes	251	148	76
General Waste Recycled	tonnes	2.0	1.7	1.8
E-Waste Collected	tonnes	47	162	248
E-Waste Recycled	tonnes	10	162	245
Waste generated per employee	kg/employee	170	103	51

Notes:
a) Reported data for FY2022: Digi – January to November 2022, CelcomDigi – December 2022.
b) Reported data for FY2020 - FY2021 limited to Digi only. Due to changes in reporting boundaries, FY2022 data should not be read in comparison to previous years.
c) ^Reported data for FY2020 - FY2022 limited to Digi only.
d) Digi's reported energy (FY2020 - FY2021) is restated due to the change in EFs methodology.

Sustainability Performance Data

Social				
Indicators	**Unit**	**2020**	**2021**	**2022**
Employee Statistics				
Total employees*	count	1,470	1,436	3,818
Gender*				
Male	count	737	718	1,991
Female	count	733	718	1,827
Ethnicity*				
Malay	count	449	461	2,352
Chinese	count	760	714	993
Indian	count	209	208	298
Others	count	52	53	175
Age Group*				
< 30	count	212	187	258
30 to 50	count	1,131	1,095	2,897
> 50	count	127	154	663
Category*				
CelcomDigi Management (CXOs/Senior Management)	count	8	8	12
CelcomDigi Leadership (CXO-1/Middle Management)	count	165	172	105
CelcomDigi Employees	count	1,297	1,256	3,701
Percentage of employees under bargaining agreements	%	30	30	Not available due to changes in reporting boundaries
Employment Type*				
Permanent	count	1,451	1,417	3,731
Contract	count	19	19	87

Sustainability Performance Data

Social (cont'd)				
Indicators	**Unit**	**2020**	**2021**	**2022**
Employee Statistics (cont'd)				
New Hires*				
Male	count	103	88	196
Female	count	87	78	126
Employee Turnover Rate*				
Male	%	9	8	10
Female	%	7	7	7
Employee Training^				
Total learning hours	hours	83,622.98	72,800.25	68,672.87
Average training hours per employee	hours	60.4	52.6	50.0
Training on health and safety standards	hours	1,090	2,411	1,822
Health & Safety^				
Work-related fatalities	count	0	0	0
Lost time injury frequency	count/million hours	0	0	0

Notes:
a)   *Reported data for FY2020 - FY2021 limited to Digi only. Reported data for FY2022 is for CelcomDigi. Due to changes in reporting boundaries, FY2022 data should not be read in comparison to previous years.
b)   ^Reported data for FY2020 - FY2022 limited to Digi only.
c)   Lost time injury frequency denotes the number of lost time injuries in the reporting period x 1,000,000 / Total worked hours (based on 9 working hours x actual working days in the year).

Sustainability Performance Data

Governance				
Indicators	**Unit**	**2020**	**2021**	**2022**
Anti-corruption^				
Material Cases of Corruption	count	0	0	0
Supply Chain Sustainability^				
Total number of suppliers	count	1,920	2,090	2,245
New suppliers who have signed the Agreement on Responsible Business Conduct (ABC)	count	130	179	155
Inspections conducted	count	511	510	512
Incidents of major non-compliance	count	5	16	11
Incidents of minor non-compliance	count	194	45	65
Contractors suspended <6 months	count	0	0	0
Contractors terminated	count	3	2	0
Supplier training	hours	2,426	5,635	16,691
Data Privacy and Security^				
Substantiated complaints concerning breaches of customer privacy and losses of customer data	numbers	0	0	0

Notes:
a)   ^Reported data for FY2020 - FY2022 limited to Digi only.

GRI Content Index

STATEMENT OF USE: CelcomDigi has reported the information cited in this GRI content index for the period 1 January 2022 to 31 December 2022 with reference to the GRI Standards.

GRI 1 USED: GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE		LOCATION
GRI 2: General Disclosures 2021	**2-1**	Organizational details	Integrated Annual Report FY2022 - Our Corporate Structure - pg. 7, Corporate Information - pg. 230, Corporate Directory - pg. 231
	2-2	Entities included in the organization's sustainability reporting	Integrated Annual Report FY2022 - Scope and Reporting Boundaries - pg. 1
	2-3	Reporting period, frequency and contact point	Integrated Annual Report FY2022 - Scope and Reporting Boundaries - pg. 1, Our Approach in Communicating with Stakeholders - pg. 108
	2-4	Restatements of information	No restatements were made for Integrated Annual Report FY2022.
	2-5	External assurance	Integrated Annual Report FY2022 - Independent Assurance Report - pg. 226
	2-6	Activities, value chain and other business relationships	Integrated Annual Report FY2022 - Our Business Model - pg. 19, Our Key Relationships - pg. 24-25
	2-7	Employees	Integrated Annual Report FY2022 - Human Capital - pg. 55, Sustainability Performance FY2022 - Diversity & Inclusion - pg. 24
	2-8	Workers who are not employees	Sustainability Performance FY2022 - Sustainability Performance Data - pg. 30
	2-9	Governance structure and composition	Integrated Annual Report FY2022 - Governance Structure - pg. 88, Board Composition - pg. 90
	2-10	Nomination and selection of the highest governance body	Integrated Annual Report FY2022 - Board Appointment Process - pg. 97
	2-11	Chair of the highest governance body	Integrated Annual Report FY2022 - Governance Structure - pg. 88, Sustainability Performance FY2022 - Sustainability Governance - pg. 4
	2-12	Role of the highest governance body in overseeing the management of impacts	Integrated Annual Report FY2022 - Board Roles and Responsibilities - pg. 91-92, Roles & Responsibilities of Managing Risks - pg. 112, Sustainability Performance FY2022 - Sustainability Governance - pg. 4
	2-13	Delegation of responsibility for managing impacts	Integrated Annual Report FY2022 - Embedding Sustainability - pg. 88-89, Sustainability Performance FY2022 - Sustainability Governance - pg. 4
	2-14	Role of the highest governance body in sustainability reporting	Integrated Annual Report FY2022 - Embedding Sustainability - pg. 88, Sustainability Performance FY2022 - Sustainability Governance - pg. 4
	2-15	Conflicts of interest	Integrated Annual Report FY2022 - Statement on Risk Management and Internal Control - pg. 116 & 117
	2-16	Communication of critical concerns	Integrated Annual Report FY2022 - Our Approach in Communicating with Stakeholders - pg. 108

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GRI STANDARD	DISCLOSURE		LOCATION
GRI 2: General Disclosures 2021	2-17	Collective knowledge of the highest governance body	Integrated Annual Report FY2022 - Board of Directors' Profiles - pg. 77-81
	2-18	Evaluation of the performance of the highest governance body	Integrated Annual Report FY2022 - Board Performance Evaluation - pg. 98
	2-19	Remuneration policies	Integrated Annual Report FY2022 - Remuneration of Directors and Senior Management - pg. 103
	2-20	Process to determine remuneration	Integrated Annual Report FY2022 - Remuneration of Directors and Senior Management - pg. 103
	2-21	Annual total compensation ratio	Not Available
	2-22	Statement on sustainable development strategy	Integrated Annual Report FY2022 - Our Corporate Strategy - pg. 34, Sustainability Performance FY2022 - Sustainability Framework - pg. 8
	2-23	Policy commitments	Integrated Annual Report FY2022 - Summary of Activities - pg. 107
	2-24	Embedding policy commitments	Integrated Annual Report FY2022 - How We Create Value - Policies have been embedded among the six (6) Capitals
	2-25	Processes to remediate negative impacts	Integrated Annual Report FY2022 - Statement on Risk Management and Internal Control - pg. 111-117
	2-26	Mechanisms for seeking advice and raising concerns	Integrated Annual Report FY2022 - How We Create Value (Social and Relationship Capital) - pg. 69, Our Approach in Communicating with Stakeholders - pg. 108
	2-27	Compliance with laws and regulations	Integrated Annual Report FY2022 - Corporate Governance Overview Statement - pg. 86
	2-28	Membership associations	CEO Action Network Working Group
	2-29	Approach to stakeholder engagement	Integrated Annual Report FY2022 - Our Approach in Communicating with Stakeholders - pg. 108, Sustainability Performance FY2022 - Material Matters & Stakeholders - pg. 6
	2-30	Collective bargaining agreements	Sustainability Performance FY2022 - Human Rights - pg. 22
GRI 3: Material Topics 2021	3-1	Process to determine material topics	Integrated Annual Report FY2022 - Our Material Matters - pg. 27-30, Sustainability Performance FY2022 - Material Matters & Stakeholders - pg. 6
	3-2	List of material topics	Integrated Annual Report FY2022 - Our Material Matters - pg. 27-30, Sustainability Performance FY2022 - Material Matters & Stakeholders - pg. 6
	3-3	Management of material topics	Integrated Annual Report FY2022 - Our Material Matters - pg. 27-30, Sustainability Performance FY2022 - Material Matters & Stakeholders - pg. 6
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	Integrated Annual Report FY2022 - Financial Capital - pg. 38-43
	201-2	Financial implications and other risks and opportunities due to climate change	Integrated Annual Report FY2022 - Our Key Risks - pg. 33, Natural Capital - pg. 65

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GRI STANDARD	DISCLOSURE		LOCATION
GRI 201: Economic Performance 2016	**201-3**	Defined benefit plan obligations and other retirement plans	Integrated Annual Report FY2022 - Notes to the Financial Statements - pg. 155-156
	201-4	Financial assistance received from government	Integrated Annual Report FY2022 - How We Create Value - pg. 73, Audited Financial Statements (Notes to the Financial Statements) - pg. 177
GRI 202: Market Presence 2016	**202-1**	Ratios of standard entry level wage by gender compared to local minimum wage	Not Available
	202-2	Proportion of senior management hired from the local community	Integrated Annual Report FY2022 - Management's Profiles - pg. 83
GRI 203: Indirect Economic Impacts 2016	**203-1**	Infrastructure investments and services supported	Integrated Annual Report FY2022 - How We Create Value - pg. 38-73
	203-2	Significant indirect economic impacts	Integrated Annual Report FY2022 - How We Create Value - pg. 38-73
GRI 204: Procurement Practices 2016	**204-1**	Proportion of spending on local suppliers	Sustainability Performance FY2022 - Responsible Supply Chain - pg. 17
GRI 205: Anti-corruption 2016	**205-1**	Operations assessed for risks related to corruption	Integrated Annual Report FY2022 - How We Create Value (Social & Relationship Capital) - pg. 69, 71, Sustainability Performance FY2022 - Compliance - pg. 14
	205-2	Communication and training about anti-corruption policies and procedures	Integrated Annual Report FY2022 - How We Create Value (Social & Relationship Capital) - pg. 69, 71, Sustainability Performance FY2022 - Compliance - pg. 14
	205-3	Confirmed incidents of corruption and actions taken	Integrated Annual Report FY2022 - How We Create Value (Social & Relationship Capital) - pg. 71
GRI 207: Tax 2019	**207-1**	Approach to tax	Integrated Annual Report FY2022 - Notes to the Financial Statements - pg. 156
	207-2	Tax governance, control, and risk management	Integrated Annual Report FY2022 - Notes to the Financial Statements - pg. 156
	207-3	Stakeholder engagement and management of concerns related to tax	Integrated Annual Report FY2022 - Notes to the Financial Statements - pg. 156
GRI 301: Materials 2016	**301-2**	Recycled input materials used	Integrated Annual Report FY2022 - How We Create Value (Natural Capital) - pg. 65
GRI 302: Energy 2016	**302-1**	Energy consumption within the organization	Integrated Annual Report FY2022 - How We Create Value (Natural Capital) - pg. 64
	302-2	Energy consumption outside of the organization	Integrated Annual Report FY2022 - How We Create Value (Natural Capital) - pg. 64
	302-3	Energy intensity	Integrated Annual Report FY2022 - How We Create Value (Natural Capital) - pg. 64
	302-4	Reduction of energy consumption	Integrated Annual Report FY2022 - How We Create Value (Natural Capital) - pg. 64

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GRI STANDARD	DISCLOSURE		LOCATION
GRI 303: Water and Effluents 2018	**303-1**	Interactions with water as a shared resource	Integrated Annual Report FY2022 - How We Create Value (Natural Capital) - pg. 65
	303-5	Water consumption	Integrated Annual Report FY2022 - How We Create Value (Natural Capital) - pg. 65
GRI 305: Emissions 2016	**305-1**	Direct (Scope 1) GHG emissions	Integrated Annual Report FY2022 - How We Create Value (Natural Capital) - pg. 64
	305-2	Energy indirect (Scope 2) GHG emissions	Integrated Annual Report FY2022 - How We Create Value (Natural Capital) - pg. 64
	305-3	Other indirect (Scope 3) GHG emissions	Integrated Annual Report FY2022 - How We Create Value (Natural Capital) - pg. 64
	305-4	GHG emissions intensity	Integrated Annual Report FY2022 - How We Create Value (Natural Capital) - pg. 66
	305-5	Reduction of GHG emissions	Integrated Annual Report FY2022 - How We Create Value (Natural Capital) - pg. 64
GRI 306: Waste 2020	**306-2**	Management of significant waste-related impacts	Integrated Annual Report FY2022 - How We Create Value (Natural Capital) - pg. 65
	306-3	Waste generated	Integrated Annual Report FY2022 - How We Create Value (Natural Capital) - pg. 65
	306-4	Waste diverted from disposal	Integrated Annual Report FY2022 - How We Create Value (Natural Capital) - pg. 65
GRI 401: Employment 2016	**401-1**	New employee hires and employee turnover	Integrated Annual Report FY2022 - How We Create Value (Human Capital) - pg. 55
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Integrated Annual Report FY2022 - Notes to the Financial Statements - pg. 155-156
GRI 403: Occupational Health and Safety 2018	**403-1**	Occupational health and safety management system	Integrated Annual Report FY2022 - How We Create Value (Human Capital) - pg. 58
	403-2	Hazard identification, risk assessment, and incident investigation	Integrated Annual Report FY2022 - How We Create Value (Human Capital) - pg. 57
	403-3	Occupational health services	Integrated Annual Report FY2022 - How We Create Value (Human Capital) - pg. 57-58
	403-4	Worker participation, consultation, and communication on occupational health and safety	Integrated Annual Report FY2022 - How We Create Value (Human Capital) - pg. 57-58
	403-5	Worker training on occupational health and safety	Integrated Annual Report FY2022 - How We Create Value (Human Capital) - pg. 57-58
	403-6	Promotion of worker health	Integrated Annual Report FY2022 - How We Create Value (Human Capital) - pg. 57-58
	403-9	Work-related injuries	Integrated Annual Report FY2022 - How We Create Value (Human Capital) - pg. 58

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GRI STANDARD	DISCLOSURE		LOCATION
GRI 404: Training and Education 2016	**404-1**	Average hours of training per year per employee	Integrated Annual Report FY2022 - How We Create Value (Human Capital) - pg. 56
	404-3	Percentage of employees receiving regular performance and career development reviews	All employees received regular performance and career development reviews regardless of category and gender. This is a set requirement.
GRI 405: Diversity and Equal Opportunity 2016	**405-1**	Diversity of governance bodies and employees	Integrated Annual Report FY2022 - How We Create Value (Human Capital) - pg. 55
GRI 407: Freedom of Association and Collective Bargaining 2016	**407-1**	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Sustainability Performance FY2022 - Human Rights - pg. 22
GRI 408: Child Labor 2016	**408-1**	Operations and suppliers at significant risk for incidents of child labor	Integrated Annual Report FY2022 - How We Create Value (Social and Relationship Capital) - pg. 70, Sustainability Performance FY2022 - Human Rights - pg. 22
GRI 409: Forced or Compulsory Labor 2016	**409-1**	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Integrated Annual Report FY2022 - How We Create Value (Social and Relationship Capital) - pg. 70, Sustainability Performance FY2022 - Human Rights - pg. 22
GRI 413: Local Communities 2016	**413-1**	Operations with local community engagement, impact assessments, and development programs	Integrated Annual Report FY2022 - How We Create Value (Social and Relationship Capital) - pg. 72-73
	413-2	Operations with significant actual and potential negative impacts on local communities	
GRI 414: Supplier Social Assessment 2016	**414-1**	New suppliers that were screened using social criteria	Integrated Annual Report FY2022 - How We Create Value (Social and Relationship Capital) - pg. 70-71
	414-2	Negative social impacts in the supply chain and actions taken	
GRI 416: Customer Health and Safety 2016	**416-1**	Assessment of the health and safety impacts of product and service categories	CelcomDigi was not aware of any incidents of non-compliance concerning the health and safety impacts of products and services in 2022.
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	

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GRI STANDARD	DISCLOSURE		LOCATION
GRI 417: Marketing and Labeling 2016	**417-1**	Requirements for product and service information and labeling	CelcomDigi complied with all requirements for product and service information and labelling.
	417-2	Incidents of non-compliance concerning product and service information and labeling	CelcomDigi was not aware of any incidents of non-compliance concerning product and service information and labelling in 2022.
	417-3	Incidents of non-compliance concerning marketing communications	CelcomDigi was not aware of any incidents of non-compliance concerning marketing communications in 2022.
GRI 418: Customer Privacy 2016	**418-1**	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Sustainability Performance FY2022 - Privacy & Data Protection - pg. 15

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