LET'S INSPIRE

Sustainability Performance 2020

CONNECTING
YOU
TO WHAT
MATTERS
MOST

CONTENT

Standing Together With You

Keeping you connected to what matters most.

OUR VIEW ON MANAGING SUSTAINABILITY

Responsible Business is integral to Digi's strategy, and reaffirmed in the way we conduct business. We believe in a structured governance to identify and manage our business responsibly to address risks and actions on environmental, social and governance (ESG) performances whilst conforming to global sustainability standards.

We commit to the highest standards of transparency, privacy and security, and to respect human rights with zero tolerance for discrimination or corruption. We are accountable for the health, safety and environmental impacts of our operations, products and services, and the value chain we operate in. We believe in diversity and inclusion, and our corporate values and ethical standards represent an important foundation contributing to improved business performance and long-term value creation.

We are committed to all UN Sustainable Development Goals with a focus on goal #10 Reduced Inequalities as we believe that our innovative use of digital communication can help improve people's lives, close the inequality gap, and empower societies.

SUSTAINABILITY GOVERNANCE

Sustainability matters in Digi are addressed as part of Digi's overall Responsible Business (RB) strategic pillar. The RB covers material issues relating to Environmental, Social and Governance (ESG); Sustainability; Compliance and Labour Law; Data Protection; Cybersecurity; Supply Chain and Health and Safety; Diversity and Inclusion; and are governed across different leadership levels within the organisation – the Board, Management and key departments and support functions. The Board recognises the importance of upholding high ethical standards and adopting ESG considerations to better drive Digi's future strategies across the operations and value chain. Digi's sustainability framework defines the governance structure and the responsibilities of each parties within.

The key departments and functions involving Sustainability, Compliance and Labour Law, Supply Chain Sustainability and Health, Safety and Environment (HSE), Privacy, Security, Human Resource and Enterprise Risk Management oversee the daily operations of RB to meet the non-financial Key Performance Indicators (KPIs) established jointly with Telenor Group. These material issues and KPIs are reported quarterly to the Responsible Business Forum (RBF). Chaired by the Chief Executive Officer (CEO), the forum includes the Chief Human Resource Officer, Chief Technology Officer, Chief Corporate Affairs Officer and other senior leadership members. RB agenda is also discussed at the quarterly Board meetings.

Digi Sustainability Governance Framework

Digi Board of Directors
- Oversee Digi's Responsible Business Focus and Performance

Quarterly Reporting

Responsible Business Forum (RBF)
RBF is a standing quarterly agenda to the Digi Board of Directors. Non-Financial Reporting (NFR) on people, social, and environmental data is collected on a quarterly and annual basis by the NFR Coordinator and signed off by the Chief Financial Officer

Digi Management Team
- Responsible for sustainable business policies and directions
- Oversee responsible business related risks and progress of non-financial KPIs
- Provides quarterly updates to the Board via RBF

Quarterly Reporting

Responsible Business Working Committee
- Comprises Heads of Departments and senior leadership
- Guided by sustainability guidelines, international best practices and recommendations, Digi's Code of Conduct, and policies and manuals relevant to the scope of the committee members
- Supports the Management and Board in addressing responsibilities related to the RB agenda and reporting of best practices

Quarterly Reporting

Telenor Group Sustainability
- Alignment to KPIs and global partnerships
- Quarterly reporting of responsible business KPIs
- Annual non-financial reporting

On-going Reporting

Sustainability, Compliance, Human Resource, Supply Chain Sustainability and Health & Safety, Privacy and Security departments
- Day-to-day management of responsible business principles, risks and issues
- Ensure compliance of relevant responsible business-related policies and principles

AWARDS AND RECOGNITION

Bloomberg Gender Equality Index (GEI) 2021
- Digi was amongst three Malaysian companies included in the 2021 GEI Index
- The index recognises corporate commitment to transparent gender reporting and advancing women's equality
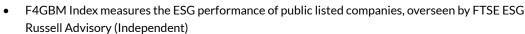
The Edge Billion Dollar Club 2020
- Recorded highest return on equity over three years for Big Cap companies (RM 10-40 billion market capitalisation) in Telecommunications and Media

FTSE4Good Bursa Malaysia (F4GBM) Index
- Digi maintained constituency and good standing
- F4GBM Index measures the ESG performance of public listed companies, overseen by FTSE ESG Russell Advisory (Independent)

Investor Relations Magazine SEA Awards
- Digi received the Certificate of Excellence for IAR 2020
- Top 6 Finalists for the "Best Annual Report for SEA 2020"
- Digi was among two Malaysian companies shortlisted for the award

Sustainalytics ESG Risk Rating
- Digi ranked #1 for Malaysian Telcos and 35 out of 203 in Global Telco Industry
- Sustainalytics is the largest independent provider of comprehensive research and analysis on company's ESG performance

Telenor Global Awards (Empower Societies)
- Yellow Heart Digital Inclusion / Future Skills For All programme
- The programme demonstrated good impact arising from strategic partnerships, scale and in supporting the national agenda

MATERIALITY & OUR STAKEHOLDERS

In FY2020, we refreshed our materiality assessment to substantiate the materiality of economic, environmental, social and governance risks (known as "sustainability matters") that are relevant to our business and stakeholder's expectations. Our materiality assessment is guided by our risk management framework as well as Bursa Malaysia's Sustainability Reporting Guide (2nd Edition) and Bursa Malaysia's Toolkit. To understand our stakeholders' perspective, we engaged with a wide range of external and internal stakeholders to further evaluate and shape our materiality matrix. Subsequently, these stakeholders' findings are mapped against Digi's strategic priorities and its business environment.

OUR APPROACH

Phase 1: Review material matters

- Cross-functional deliberation sessions
- Basis for review – Internal business environment, business strategy, external trends and stakeholders' feedback
- Identification of 25 sustainability matters for further review
- Mapping of sustainability matters against Digi's three Strategic Pillars

Phase 2: Stakeholder engagement

- Engaged with representatives from 13 stakeholder groups
- Representatives from each stakeholder group rated the sustainability matters identified based on a 4-point Likert scale
- Average scores were tabulated based on equal-weighted approach applied across all stakeholder groups
- Stakeholders' feedback and concerns were also gathered to better understand their needs and expectations in terms of sustainability management and reporting

Phase 3: Sustainability impact assessment

- The magnitude of each sustainability matter is assessed through our impact assessment
- Representatives from various business functions deliberated the sustainability matters scoring
- To ensure integration between our risk and materiality assessment, Digi's enterprise risk parameters were used to guide us in scoring the likelihood and consequence of each sustainability matter
- Each sustainability matter is assessed based on the impact on revenue, cost, regulatory, brand and reputation, as well as health, safety and environment across a specific timeframe

Phase 4: Calibration of stakeholder engagement and impact assessment

- The findings from both exercises were tabulated and analysed
- The outcome of the analysis was presented in our materiality matrix, through which the top sustainability matters were determined
- The sustainability matters were further consolidated into 13 broad categories for discussions in this report

Phase 5: Review and approvals

- Upon finalisation of the materiality assessment, it was presented to the Board of Directors for approval

MATERIALITY MATRIX

Based on the input from both stakeholders and the business, we have developed our materiality matrix for FY2020 using the consolidated Top 13 material matters. We have also prioritised and mapped these matters in accordance with our strategic pillars. The matrix provides guidance for our future initiatives and sustainability planning.

DIGI'S MATERIALITY MATRIX FY2020

Influence on Stakeholder Assessments and Decisions

High — Medium - High — Medium — Medium - Low — Low

Significance of Digi's Economic, Environmental and Social Impacts

Low — Medium - Low — Medium — Medium - High — High

Mapped to Digi's Strategic Pillars

Growth (G)

Modernisation (M)

Responsible Business (R)

MATERIAL MATTERS

Material Sustainability matters	Description
Very High Importance	
M1 Customer Satisfaction	Employing customer-centric solutions for a differentiated user experience in our highly competitive markets
R1 Business Ethics and Corporate Governance	Maintaining an effective governance framework and internal controls to uphold corporate values and ethical standards across our value chain
M2 Data Privacy and Security	Upholding strong governance to strengthen privacy controls and to protect stakeholders' data and information against cyberattacks

Material Sustainability matters		Description
High Importance		
R2	Occupational Health and Safety	Conducive environment that improves health and safety conditions for employees and contracted workers along the supply chain
G1	Service Reliability and Quality	Providing quality and consistent network experience to customers
G2	Regulatory Compliance	Maintaining robust controls to meet the existing and emerging legislation and regulation
Medium-High Importance		
R3	Digital Resilience and Inclusion	Enable greater access whilst providing access to safe internet to enhance digital inclusion and resilience among stakeholders
R4	Climate Change and Environmental Management	Protect the environment via transitioning towards a low carbon economy and employing effective waste management within the business operations
R5	Respecting Human Rights and Freedom of Expression	Upholding human rights by mitigating risk of potential misuse across our value chain and access to the right information
R6	Crisis Management and Response	Well-prepared for crisis with a rapid and adequate response plan, whilst maintaining clear lines of reporting
R7	Supply Chain Management	Raising standards of our supply chain to positively influence social equality and environmental protection
G3	Business Development and Expansion	Robust strategies to acquire and expand businesses and value creation to drive growth and profitability
M3	Talent and Culture	Fostering an environment that attracts and retains high-performing talent while encouraging for continual development of digital competencies

(Refer to Digi Integrated Annual Report 2020 - Section 4 - How We Create Value, pages 46 to 69 and Sustainability Performance section for more details on how we address, manage and create value for these material matters.)

OUR STAKEHOLDERS INCLUDE:

Government and Regulators

Shareholders, Analysts, and Investors

Community, Sustainability Partners, and Non-Governmental Organisations (NGOs)

Customers

Suppliers and Business Partners

Employees

Media

(Refer to Digi Integrated Annual Report 2020 - Section 3 - Our Key Relationships, pages 29 to 33 for a comprehensive view of our relationship with these stakeholder groups)

Board Of Directors

Employee Union

SUSTAINABILITY PERFORMANCE

Digi's Response to support societies during Covid-19

The pandemic had inadvertently redefined social norms, impacting consumers, businesses and communities from all walks of life. The situation demands for businesses to respond quickly in addressing the impact; including but not limited to business continuity, crisis management and response, and health safety, security and wellness of employees and across the value chain. Connectivity and digital services has been more critical than ever to support public health efforts in preventing and tracing infections, including supporting authorities' diseemination of critical health information. To reinforce our commitment to support Malaysia wither the disruptions and concerns over Covid-19, we launched the #DigiCares campaign that communicated on our initiatives to help Malaysians stay connected and safe in this tough times. Our People-First commitment focused on initiatives to safeguard our employees, customers and communities.

The Nielson Brand Health Tracker results released in April 2020, ranked Digi number two in brand recall for 'brands that take additional efforts to help the society during Covid-19'. The survey also revealed high awareness amongst those surveyed, rating Digi as prioritising initiatives, centered on uplifing communities during the pandemic.

For more information on our response to Covid-19, please refer to Digi Integrated Annual Report 2020, pages 8 to 11.

GROWTH

- **SERVICE RELIABILITY & QUALITY**
- **CUSTOMER SATISFACTION**
- **DIGITAL INCLUSION**

MODERNISATION

- **CLIMATE CHANGE & ENVIRONMENT**
- **DIVERSITY & INCLUSION AND TALENT DEVELOPMENT**

RESPONSIBLE BUSINESS

- **ETHICS & COMPLIANCE**
- **DATA PRIVACY & SECURITY**
- **SUPPLY CHAIN SUSTAINABILITY**
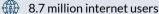- **HUMAN RIGHTS**
- **DIGITAL RESILIENCE**

SERVICE RELIABILITY AND QUALITY

We now serve 10.4 million internet customers with 19GB average monthly data usage on our network. As data demand continues to rapidly increase, we remain committed to provide a quality and consistent network experience for customers. In line with JENDELEA* ambitions, we expanded our nationwide 4G plus network footprint to cover 92% of the population with 4G LTE, 75% with LTE-A, and grew our fibre network to 9,981km.

JENDELA (Jalinan Digital Negara) was formulated collectively by the industry players and the Government to improve network coverage and broadband experience.

Access
9,890 network sites
9,981 kilometers fiber network
92% 4G LTE population coverage
75% LTE-A population coverage

Adoption
8.7 million internet users
19 GB average data usage

Governance

The Quality of Service (QoS) function under the Regulatory team works together with the Network and Technology team to ensure optimum levels of service reliability and quality. Jointly, the teams spearhead necessary backup and mitigation activities during challenging circumstances to ensure network readiness. In parallel, a dedicated Customer Management team monitor customer concerns and escalates to the QoS function for the necessary interventions.

Key Initiatives

MODERNISING OUR NETWORK

- Ensuring high availability of reliable network services at critical and high demand locations
- Expanding ultra-fast and unlimited fiber-to-the-home (FTTH) to consumers
- Partnered with ZTE for nationwide Radio Access Network (RAN) modernisation, to enhance our network capacity and deliver improved user experience, including automated power savings features
- Prepared a future-ready network by upgrading Digi's sites with the latest 5G technology
- Exploring use cases and verticals that can benefit from 5G in a collaborative approach with 5G Demonstration Project
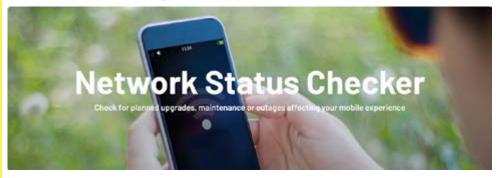
NEW OPERATING MODELS

- Increased operational efficiency and flexibility by migrating IT processes to partners to establish Common Delivery Center for IT (CDC-IT)
- Digi's new Business Tower Unit to ensure efficient roll-out of next-generation networks, and optimisation of resources and standardised site design

INNOVATION

- Implementation of Data Network Analytics (DNA) to better address customers' network experiences, and to provide predictive intelligence – allowing our teams to have prior knowledge or view of an issue with the network prior to escalation by the customer. The solution captures network experiences and usage patterns in real-time (low throughputs and drop calls among others), including the common mobile applications and device types usage. These data points are immediately logged for further mitigation. The data obtained are also tabulated as a Customer Experience Index (CEI) that measures the subscriber experience and Customer Quality Insight (CQI), which provides qualitative insights such as detection of growing trends of poor experiences or prediction for optimisation of network capacity during peak hours.
- In partnership with Ericsson, we developed the **Network Status Checker** to empower customers to perform a self-check to attain the live health status of their mobile network. The site also features self-guided troubleshooting tips and service alerts to notify users ahead of any outages, planned upgrades or maintenance downtime. Head on to the Network Status Checker page here

OPERATIONAL EFFICIENCIES

- Roadmap to adopting more PV solar and hybrid solutions to existing battery and generator power source for remote off-grid sites
- Conversion of 55 fuel powered off-grid sites to grid power
- Usage of lithium iron battery to replace diesel powered generators at off-grid sites
- 21 Base Station Controllers Consolidated and shutdown
- 699 indoor sites converted from air-cond to exhaust fan
- Switched-off 21 and replaced 51 ageing air-cond units in TOCs
- Software upgrade to the RAN network to unlock new capabilities and features

Performance

Trusted service provider to
10.44
million customers

4G
Most consistent network -
Overall #1
in 4G download speed and across 13 states*

Continued optimisation and quality management (layer and traffic balancing) to ensure consistent service quality -
#1 on consistency and throughput*

Consistent 4G LTE download speed of
29.36
Mbps
(download speed in H2, 2020*)

Efficient management of our spectrum portfolio – Increased spectrum efficiencies by +4% to
+20%

* Measured via third party crowdsourcing data

CUSTOMER SATISFACTION

Being customer-obsessed is in our DNA and we put customers' interest first in everything we do. Over the years, we have employed customer-centric solutions to facilitate seamless, consistent and satisfying customer experiences. Though the demand for self-serve options have been gradually picking up over the years, the pandemic has further amplified the shift in the way customers engage, as digital channels are seeing a greater uptake over the course of the year.

Governance

We have a dedicated customer management team constantly working to innovate new ways of improving customer experience across all our touch points. There are several integrated functions embedded across our customer management value chain - Inbound and outbound (enquiries, support and campaigns), digital channels (social media, community portal and live chat support), quality control and customer operations (audit and monitoring) and Voice of Customer (VOC – Quantitative and qualitative customer insights). Collectively, these functions are designed to drive positive customer experiences and brand affinity.

Key Initiatives

DIGITAL TOUCH POINT ACCELERATION

- An appointment booking feature is currently being piloted on MyDigi to make it easier for customers to book a visit to Digi stores (DS). This initiative aims to eliminate queues, limit outdoor exposure and enhance in-store experiences for customers. 5 DS were involved in the pilot – DS Seremban, DS Melaka, DS Taman Molek, DS Batu Pahat, and DS Danga Bay. Customers can book a visit 24-hours in advance and offered the flexibility to reschedule as needed

MyDigi.
Your digital life.

CUSTOMER ENGAGEMENTS

- Our store front-liners were quick to adapt to new approaches to engage customers better. In view of the intermittent lockdowns and travel restrictions, Digi Stores nationwide experienced a drop in walk-in traffic. To overcome this challenge, teams employed agility – changing how we understand and respond to customer behaviours, needs and attitudes. Where possible, our store front-liners implemented DRIVE-THRU service while ensuring full compliance to safety protocols. As customer interaction volumes shifted drastically to digital platforms, teams resorted to hosting live streams over social channels, introducing new products and services as well as offering support services.

- Annual companywide customer engagement activity - Customer Obsessed Day, was held in October 2020. Over 1,000 Digizens participated in the fully virtual event, engaging **more than 3,000 customers** via video calls to show customer appreciation while gathering feedback for continuous improvements.

CUSTOMER OBSESSED DAY 2020
YOU INSPIRE US.

CUSTOMER PROTECTION

- To protect the interest of our customers from subscribing to unnecessary contents provided by third party providers and receiving bill shocks, we installed a second layer of authentication – where upon subscribing to a CPA service, users are redirected to a 'Digi Advisory of Charge' page that shows the summary of charges. Subsequently, customers will need to request for a Transaction Authorization Code (TAC) to confirm and complete the subscription.

Performance

- In the year under review, we sustained good customer satisfaction (CSAT) scores for both retail and contact centre.

CSAT Ratings (Yearly average)	2018	2019	2020
Contact Centre	63%	62%	62%
Retail Centres	88%	89.5%	89%

- Our continuous efforts to promote self-served channels (Live Chat, Chatbot, and MyDigi) for customer enquiries has helped reduce voice volume significantly from 78% in 2019 to 69% in 2020. This is supported by the parallel increase of digital traffic volume from 22% in 2019 to 31% in 2020.

*   *Data has been restated and denotes lower volume in comparison to Integrated Annual Report 2019 published data. This is due to reclassification of Chatbot enquiries being taken out from Digital*

- Enhanced MyDigi is now accessed by 4.4 million monthly active users, resulting in increase of 7.3%% upsell transactions and 300,000 secure logins per day with improved security infrastructure

- Digi attained Platinum award under the Communication Networks category at the Putra Brand Awards 2020

DIGITAL INCLUSION

Digi aspires to enable all Malaysians with the power of the internet to maximise its positive impacts and to create an inclusive internet experience. In doing so, we firmly believe that the wealth of opportunities, enabled through the digital revolution needs to be equal to all. Through the inception of *Jalinan Digital Negara (JENDELA)*, we are committed to expand the reach of the internet to all, equipped to embrace the new and improved broadband experience, and in preparation for 5G technology. As a digital services provider, we are committed in delivering on this ambition through the following:

- Empowering societies with broader variety and meaningful usage of digital services
- Advancing as a trusted digital business solutions provider

Governance

The Sustainability team spearheads outreach programmes centered on advocacy and upskilling of communities in digital literacy. In enabling an inclusive internet experience for all, we are constantly innovating our core offerings and improving processes to lower the barriers of entry for marginalised communities in adopting a digital lifestyle. On the business front, teams from Digi Business and Digi X leads in building customised solutions geared towards helping SMEs in accelerating digital adoption.

Key Initiatives

EMPOWERING SOCIETIES

FUTURE SKILLS FOR ALL	INCLUSIVE TOUCHPOINTS
• A multi-stakeholder driven initiative to strengthen inclusivity and equity in education by establishing a digital learning environment, focused on making future skills learning accessible for the underserved. The project is a 3-year partnership (2019-2021) with UNICEF Malaysia and Malaysia Digital Economy Corporation (MDEC) in support of the Ministry of Education (MOE). To date, we have enrolled over 20,000 users into the platform, having onboarded over 2,700 teachers, including the training of all Digi managed internet centres *(Pusat Internet Komuniti)*. We also distributed microbit controller sets that will positively impact the practical learning needs of over 7,000 students.	• In conjunction to International Day of Persons-with-disabilities (PWDs), we have embarked on an initiative to improve on our website and MyDigi application through enhanced accessibility features. To drive greater awareness, we also produced an Inclusive Digital Touchpoints Playbook to provide guidance and inspire other like-minded organisations to build accessible digital platforms that will benefit more PWDs in the country. This initiative was done in collaboration with **Dialogue in the Dark (DID) and Make It Right Movement (MIRM).**

CONTENT PARTNER FOR DIGITAL LEARNING PLATFORM (DELIMA)	CURATED OFFERINGS FOR DIFFERENT SEGMENTS OF SOCIETY
• We have been accredited as the Ministry of Education's digital content partner. *Future Skills For All* and digital resilience modules have been integrated into MOE's digital education learning platform known as DELIMA. The platform boasts the access to over 5 million students and over 500,000 teachers from public schools.	• **Digi Prepaid Abadi Plan** Prepaid plan with free life insurance • **Digi Postpaid Smart Bundle** Exclusive bundle for frontliners & essential workers • **Digi Prepaid SPM pack** Exclusive affordable pack for SPM/STPM students

TRUSTED DIGITAL BUSINESS SOLUTIONS PROVIDER

ACCELERATE DIGITAL TRANSFORMATION OF SME

- **Go Digital with Penjana SME Digitalisation Grant**
  Bringing PENJANA grants to SMEs via Digi Business Go Digital Bundles. These bundles aimed at providing solutions (such as altHR, Omni Hotline, Microsoft 365, Avana Facebook Commerce, and D'SMS) and connectivity to help micro, small and medium enterprises to digitalise their business. More information can be found at www.digi/mygodigital

- **Business Continuity Digitalastion (BCD) Programme**
  The #BCD initiative, in partnership with MDEC aims at helping businesses realise the benefits of digitalisation and investing in productivity tools and solutions to maximise potentials with improved efficiencies.

SOLUTIONS FOR CORPORATES

- Delivered Dedicated Internet Access (DIA) to large corporation such as GAMUDA, MRCB, and St. Regis Hotels & Resorts. DIA is a private uninterrupted internet connectivity for businesses. Key features include :
  - Guaranteed access to maximum bandwidth and connectivity uptime
  - Scalable capacity as needed
  - Dedicated technical support with committed time frame for restoration during outages

#Kita Buatan Malaysia

In conjunction with Malaysia's National Day, we released a heartfelt video that reminds us what makes us truly Malaysian. The video featured inspirational stories of local artisans and their struggles, in particular the impact of the pandemic on their respective businesses.

Watch the video

Strategy Pillar 2
Modernisation

CLIMATE CHANGE & ENVIRONMENT

The telecommunications sector continues to be a key enabler of growth and innovation across multiple industries, especially when it comes to providing climate friendly solutions. In actively managing our own exposure to natural capital risks, we are also often seen as part of a solution as we support a larger community of businesses to manage their risks through our digital services and connectivity solutions. The massive shift to remote work due to Covid-19 has resulted in a huge reduction in emissions from vehicles and other sources. Specific to the telecommunications sector, a huge influx of video activities facilitated over the internet has increased data consumption and demand for digital services. New norms such as remote working, virtual learning, and businesses being forced to embrace digitalisation across their value chains has driven exponential demand for a robust network architecture with almost zero-downtime.

Governance

Environmental Sustainability is embedded into our business operations and seen in the overall context of the business. Each Division, led by the respective Heads of Divisions shoulder the responsibility of ensuring proper practices, aligned to climate and environment business decisions as stated in our Sustainability Policy and our Climate and Environment Manual. At Digi, we are managing environmental responsibilities in a systematic manner with Environmental Management System (ISO 14001:2015) including the proper management of waste, water and e-waste.

Key Initiatives

NETWORK MODERNISATION FOR SUSTAINABLE GROWTH

Key highlights for the year 2020 includes :

▶ Telenor's Asia businesses joint energy optimisation initiative aimed at displacing fossil-fuel-generated electricity with alternative energy sources towards achieving low carbon networks

▶ Strategic short-term and long-term decarbonisation initiatives geared towards building a future-ready network architecture

▶ Enhancing data-integrity in non-financial reporting to provide consistency and quality

▶ Refined internal ESG risk management framework to mitigate rising climate impact

Adopt cleaner energy innovations and solutions

- Pilot ZTE's R&D expertise to adopt AI/ML-based system to manage our Radio Access Network (RAN) energy consumption including automated power savings during low-peak usage

- Invest to expand fibre-based backhaul and last mile solutions in our network and service offerings (Fibre networks use less energy to power the signal, resulting in less heat being generated, and therefore less cooling required)

- Software upgrade to the RAN network to unlock new capabilities and features towards building open and virtualised RAN architectures

Transitioning towards data driven network planning and higher spectrum efficiencies

RAN modernisation

Microwave to fibre connectivity

Further details of how we manage our environmental impact via network infrastructure is available in the "Service Reliability & Quality" section.

'GREEN' WORKPLACE

A sustainable workplace ensures business continuity by saving or restoring natural resources and propagates improved employee productivity.

In keeping up with our headquarters and Technology Operations Centre (TOC) being accredited with Gold certification by LEEDs in 2017, and by Green Building Index (GBI) in 2012 and 2016 respectively, we are exploring ways to effectively monitor and modify our resource consumption. These includes undertaking improvement measures in the following areas:

▶ Enhancing environmental co-creation of digital products and services, processes and solutions with partners, suppliers and customers

▶ Innovate our way-of-work towards greater agility and flexibility via teleworking to reduce travel-related carbon emissions

▶ Reducing consumption of material resources, managing waste and environmental degradation

▶ Reducing pollution of air, earth and water in material sourcing and manufacturing, during construction and over the life cycle of our buildings

▶ Reducing damage to natural systems and bio-diversity

▶ High quality and healthy productive spaces, utilising elements such as natural light and responsive heating/cooling measures

▶ Green procurement – Environmental concerns addressed as part of sourcing criteria

Performance

- In 2020, our carbon emission has decreased by 5% y-o-y, attributed to the on-going network modernisation and operational efficiency (OE) initiatives. Employee mobility has also been reduced due to travel restrictions and remote working, attributing to improvements in Scope 1 and Scope 3. We willl continue driving low carbon solutions to achieve our joint Group's Science-Based target of 50% reduction by 2030. In 2021, we will embark on a climate data integrity initiative to improve on our carbon and energy management, and reporting standards for Scopes 1,2 and 3.

- Our annual GHG emissions inventory FY2020 in accordance to the GHG Protocol Corporate Standard:

Digi Climate Metrics/Year	2020	2019	2018
Scope 1: Direct Energy Consumption from Fuel (GWh)	43.87	43.47	48.2
Scope 1: Carbon Emissions (Tonnes)	10,737	10,677	11,738
Scope 2: Indirect Energy Consumption from Grid and Green Electricity (GWh)	236.1	250.6	220
Scope 2: Carbon Emissions (Tonnes)	155,471	162,870	153,769
Scope 3: Indirect Energy from Value Chain (GWh)	3	8	9
Scope 3: Carbon Emissions (Tonnes)	745	1,653	1,728
Total Energy (GWh)	283.3	302.0	287.2
Total Carbon Emissions (Tonnes)	166,953	175,200	167,235

- Improved Carbon Intensity per Data Usage by 31% y-o-y. This means that though the average customer is using more data, we have achieved a lower carbon footprint per unit of data consumed. Our carbon intensity is measured by tonnes of CO_2 (tCO_2e) per terabyte of data.

Digi Intensity Metrics/Year	2020	2019	2018
Customer Base (mil)	10.44	11.28	11.66
Energy Usage per Customer (kWh)	27.1	26.7	24.6
Carbon Intensity per Customer	0.016	0.016	0.014
Energy Usage per data terabyte (MWh)	0.16	0.22	0.31
Carbon Intensity per Data Usage (tCO_2e)	0.09	0.13	0.18

- **General waste**
  - Additions of recycling and food waste bins at office public areas. Food wastes are composted and processed to fertiliser
  - Stopped single use plastic – Discontinuation of water bottles and single-use plastics at Digi eateries
  - Installed hand dryers at toilets to reduce wastage of hand paper

Waste collected/Year	2020	2019	2018
General waste (Tonnes)	251	281	284
Waste generated per employee (Kg)	170	183	176
Waste recycled (Tonnes)	2	6	6

Performance

- **Water Consumption**

Water consumption/Year	2020	2019	2018
Total (m³)	78,856	93,770	102,548
Water consumption per employee (m³)	54	61	63

(Note: General waste collected, and water consumption has reduced by 11% and 16% respectively due to low employee capacities in the office buildings)

- **E-Waste***

E-waste directly produced from our operation is managed under the Environment Quality (Scheduled Wastes) Regulation 2005 and our internal guidelines.

Obsolete electrical and electronic waste/Year	2020	2019	2018
Collected (Tonnes)	47	29	145
Recycled (Tonnes)	11	29	1.3

* *Decommissioned network equipment constitutes the largest amount of e- waste generated by tonnes. We reuse equipment, and send those that are obsolete to recycle and disposed of safely by a licensed vendor.*

DIVERSITY & INCLUSION AND TALENT DEVELOPMENT

Digi believes in creating a sustainable workforce, supported by an agile human capital strategy and talent value proposition, to meet the needs of the ever-changing workforce. Our employer brand promise *'Freedom to Inspire the Next'* is to give employees the freedom to always explore, supported by a collaborative culture and working environment. This belief guides us in embracing a culture of challenging the norm, allowing employees to unlock their full potential. We believe this is central to deliver on Digi's brand promise of connecting our customers to what matters most. As customer behaviour and expectations change, so do the competencies required to serve them.

Governance

Digi's Human Resource (HR) division and Compliance and Labour Law department is responsible for ensuring adherence to policy requirements, goals and targets of People related matters in Digi. Led by the Chief Human Resource Officer, the HR function is further broken down to Employee Experience, Learning & Development, Employee Benefits, Talent Recruitment and Diversity & Inclusion, led by line managers who oversees the respective portfolios.

Key Initiatives

FASTER ACCESS TO CRITICAL COMPETENCIES

Building towards an "Expert Workforce" and Stepping up efforts to 'Win on Talent'
- We have embraced a culture of continuous learning and encourage our employees to upskill and relearn new skills to keep up with the demands of the transforming technological landscape in the wake of the fourth industrial revolution.

PROMOTING COLLABORATIVE EMPLOYEE EXPERIENCE

Making collaboration easy for all Digizens, alongside additional leadership-based programmes
- 100% adoption of Office 365 for employees as effective collaboration tool for remote working conditions
- 290 employees participated in the Strategy Execution Programme and registered >75% completion rate
- 175 employees embarked on expert journeys, covering 13 critical competencies
- 100% employees completion registered for What's Your Next Sessions to internalise on Digi's Strategies and ambition

Developing organisation culture –'Innovation 360' and 'Customer Obsession'
- Enhancing agile mindset among our employees through leadership engagements via organisational and divisional townhalls, supported by continuous learning on-the-job and learning platforms.
- **Digital Day** - A full day virtual event for employees focusing on latest trends in the technological sphere via masterclasses conducted by industry experts
- **Customer Obsessed Day** - Engaging with more than 3,000 customers via video calls to show customer appreciation while gathering feedback for continuous improvements.

TOWARDS AN AGILE AND LEAN ORGANISATION

Since 2018, Digi has embarked on embracing the agile mindset and culture within the organisation. This transformative approach encompassing shifts in organisation structures and improvements to processes while maintaining strong governance, has enabled us to be quicker in going to market and addressing customer needs.

EMPLOYER BRAND & TALENT ATTRACTION

We inducted the fifth season of Digi CXO Apprentice programme. For the first time, the shortlisting and recruitment were done fully online. Eight young talents have been selected to be working directly under the guidance of Digi's Management Team.

DIVERSE AND INCLUSIVE WORKFORCE

We believe in having a diverse and inclusive workforce at all levels of the organisation to maximise the power of all differences.

Balanced gender diversity
50%   50%

Women in leadership positions
47%

Young demographic with majority in 30 to 39 years old bracket
40.9%
0.3%
8.3%
14.5%
36.0%

- 20-29
- 30-39
- 40-49
- 50-59
- 60+

EMPLOYEE WELLNESS AND ENGAGEMENT CHANNELS

- We have in place the Labour and Employee representation through our Best on People Council (BOPC) and Digi Employees Union (DGEU). Both councils are formed via democratic process by election of representatives across Digi.
- A Pulse survey was conducted during the Movement Control Order (MCO) to better understand employees' needs and wellbeing.

99% affirmed that they felt well-connected virtually with their teams

84% had daily calls with their managers to stay on top of things

90% had the necessary tools to work from home/off-site

- Highest standards for Occupational Health and Safety
  - Drive health, wellbeing, and safety activities to integrate HSE as a core aspect of Digi's culture
  - Recorded **Zero Lost Time Injury frequency (LTIF)** score for Year 2020
- Workplace Wellness Programme - **152 Digizens** participated in the Digi Wellness Challenge

Performance

- **First Malaysian corporate** in global indices for exemplary gender equality and inclusion standards

Bloomberg Gender-Equality Index 2020

With 100% disclosure score, above global and country average

REFINITIV

GLOBAL DIVERSITY AND INCLUSION INDEX 2020

- Ranked 37 amongst 100 global players
- The first Malaysian company in the Top 50

- Achieved total online learning hours of 86,420, averaging at 59.8 hours per employee. 85% employees are super learners (Completed > 40 hours)

- 2020 Employee Effectiveness Survey (EES) score – The Effectiveness Index increased by 6% from 2019 to 71%, surpassing the 57% average score* for companie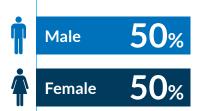s within the Southeast Asian region. The Effectiveness Index represents the achievement of both the engagement and enablement scores and is the primary measure of EES. *Benchmarked by Korn Ferry*

Balanced Gender ratio

| Male | 50% |
| Female | 50% |

% of women in leadership positions*

47%

* This accounts for CXO -1 and CXO -2 managerial positions

PROMOTING A CULTURE OF CONTINUOUS LEARNING

"Living in Terengganu, i used to believe that distance made it impossible for me to participate. Needing to commute a fair bit was time consuming until i realised i could multitask! Hence, i made it a point to tune in to a course on my morning drive to work and another on my way home. It became a routine and soon i was yearning to learn more, so i carved out time at night for one more course. My wife would listen in on these "night courses", and it wasn't long before the both of us were learning together over weekends and holidays. The best part about doing it together is being able to have post discussions, further enriching the enperience. That's probably why i clocked in all those hours!"

Retail Adviser, Sales & Marketing Division

"The telco industry is a fast-paced one and you know it's constantly evolving when technologies become obsolete just as quickly as they are discovered. Therefore, i make it a point and a habit to learn new skills and relearn new ways of doing things, whether i'm physically on the job or virtually online. My line of work requires me to stay current and ahead of the curve, and i have managed to do so thatnks to Digi's learning platform, the #40HourChallenge. For me, this annual programme isn't just about clocking in the hours but actually using this opportunity to really upskill and reskill because as the saying goes, 'knowledge is power'."

RAN Solution Architect of Network Solutions

"Digi has certainly introduced an inspiring way to encourage employees to continously seek knowledge through the #40HourChallenge. Personally, this programme has empowered me to allocate a porting of my time for professional and personal development. I was able to enhance my hard skills on Data Science and Programming as well as leadership skills which greatly helped me manage my team better remotely,"

Head of Performance and Channel Governance

Strategy Pillar 3
Responsible Business

ETHICS AND COMPLIANCE

Corporate compliance is Digi's strategic priority and forms an essential element of good governance. To maintain our high standards in keeping abreast to the changes in local laws and regulations, we are committed to embed principles of effective compliance management in the day-to-day running of the business - integrating sustainable best practices that would drive responsibly informed decisions and resulting in improved business performance. We employ a proactive approach in addressing compliance across the board, encompassing our people, processes, data and the systems that is supportive of the current economic, regulatory, social and environmental expectations set forth by our stakeholders. The same level of commitment is expected off our business partners and suppliers, to ensure we can pride ourselves as brand that customers can trust as we see the tremendous business value and logical sense of doing it.

Governance

Ethics and compliance incidents are monitored by Digi's Compliance and Labour Law department and the Internal Audit department. The Internal Audit department is responsible for all reports received through an independent integrity hotline for Digizens, suppliers and other stakeholders to speak up on any non-compliance incidents. The team works closely with the Compliance and Labour Law department to manage incidents related to compliance, minor misconduct and grievances through investigations, taking appropriate action, including legal action if required. Both the Internal Audit department and the Compliance and Labour Law department provides updates to Digi Management Team and the Board on a periodic basis. The Audit and Risk Committee has responsibility over the reported incidents, to review the related policy and manual in addressing such reports, and to ensure investigations are conducted objectively and independently.

Key Initiatives

BUSINESS INTEGRITY

- Implementation of Guidelines on Adequate Procedures issued by the Prime Minister's Department in line with the introduction of Section 17A of the Malaysian Anti-Corruption Commission Act 2009 (MACC Act 2009)

- Promote strategic cooperation across the enterprise to lead and strengthen Digi's second line of defense.

- Establishment of a Code of Conduct Knowledge Unit to develop learning modules on governance and compliance and build competencies across the enterprise. This includes awareness activities and coffee chats with Compliance functions to increase compliance initiatives in Digi.

CODE OF CONDUCT

- In May 2020, Digi's Code of Conduct was updated on the below sections to uphold the highest standards of integrity and ethics in the way we run our business;
    - i) Confidentiality and Information Handling
    - ii Conflict of Interest
    - iii) Climate and Environment
    - iv) Gifts, Hospitality and Travel
    - v) Health, Safety and People Security
    - vi) Human Rights and Labour Rights
    - vii) Privacy
    - viii) Business Partners
    - ix) News and Social Media
    - x) Safeguarding our Assets
    - xi) Anti-Corruption & How to Speak Up

- All new employees of Digi are required to complete the Code of Conduct (Code) e-learning and declare acceptance of the Code (previously on Telenor Campus).

- New employees of Digi are also required to complete the Anti-Corruption e-Learning module (available on the new platform, Telenor Academy) and to sign off on the Integrity Pledge.

ANTI-BRIBERY AND ANTI-CORRUPTION

- We have a clear zero- tolerance policy towards bribery or corruption and our Digi Anti-Corruption Policy is made publicly available at our Digi Website, here: https://www.digi.com.my/about-us/governance/anti-corruption-policy#digi-tabs covering a wide spectrum of areas such as bribery, gifts and business courtesies, events and arrangements, facilitation payment, use of middlemen, use of lobbyists and gifts and arrangements for public authorities

- During the year, external speakers were invited to introduce the new Corporate Liability provision to the enterprise under Section 17A of the MACC Act 2009 which was done virtually at the Responsible Business Day Summit. A pre-recorded virtual session (on corporate liability) was made available for all Digizens and Management Representatives at Telenor Academy

- Issuance of e-mail notification on enforcement and notice to comply with Section 17A of the MACC Act 2009, Digi's Anti-Corruption Policy and Digi's Whistleblowing Policy by the Management Representatives, Digizens and Business Partners

- As part of the Anti-Corruption initiative, conducted an Integrity Due Diligence (IDD) background check on all high-risk Business Partners

- We also conducted an anti-corruption risk assessment exercise covering all departments to identify potential corruption risks and ensure that controls mechanisms are in place to mitigate these risks

Key Initiatives

GOVERNANCE UNIT

- Conduct annual review and implementation of Digi policies & manuals under the Governance Work Programme 2020

- Review findings and evidence of Compliance investigations from Fact Finders and Internal Audit for the purposes of arriving at a case resolution and monitoring of remediation actions

- Compliance investigation is placed under the direction of Internal Audit. Subsequently, the resolution will be recommended by Compliance. The objective of this is to establish the independence of Compliance in arriving at a resolution.

COMPLIANCE RISK ASSESSMENT AND REGULAR MONITORING

- Annual compliance risk assessment performed to identify, assess and treat relevant and foreseeable compliance risks, including business partner and anti-corruption risks, in a manner that is effective, proactive and fit-for-purpose

- This is followed-up with close monitoring on a quarterly basis to ensure timely implementation of proposed recommendations and additional control measures

KNOWLEDGE UNIT

- Compliance capacity building awareness for Digizens which included Speak Up Campaign, Anti-Corruption Day, Responsible Business Summit, targeted Audience Training (comprising HR and Senior Leadership Forum/Extended Management Forum members)

Performance

Improvement of Integrity Index score by

+2 points,

to 87%, as reflected in the 2020 Employee Effectiveness Score (EES) Survey

100%
Digizens completed the signing of the Code of Conduct 2020

100%
Digizens accepted and signed-off on the Integrity Pledge 2020

100%
completion rate of Digi's Anti-Corruption e-Learning module on Telenor Academy

Integrity Hotline is a confidential channel to report concerns and raise questions about possible breaches of Digi's Code of Conduct, including relevant laws, regulations and Governing Documents. The service is accessible via web 24 hours a day, seven days a week. Any query or report made will be treated in confidence. All employees, suppliers, stakeholders and the general public are encouraged to speak up and the person making the report may opt to remain anonymous when making the report through the hotline. The Ethics & Compliance Hotline is available here : *http://telenorhotline.ethicspoint.com*
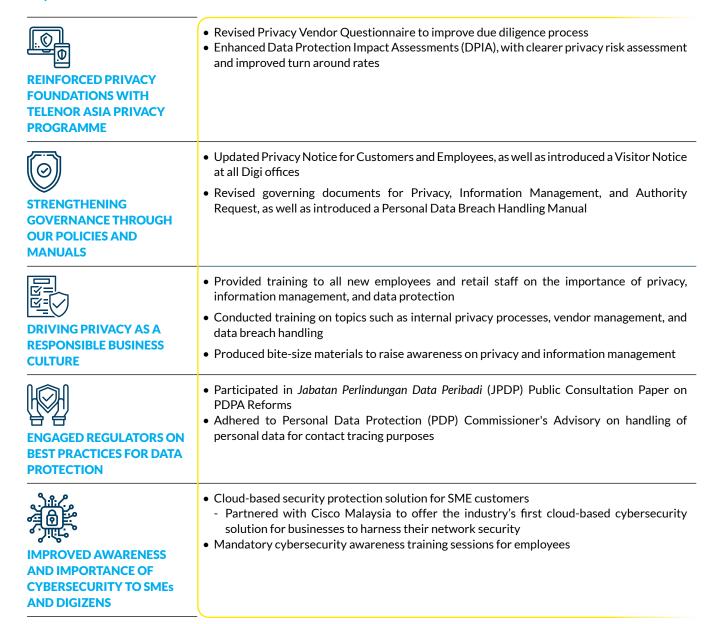
DATA PRIVACY AND SECURITY

Digi prioritises data protection and security to ensure employees' and customers' personal data are safe and secure. Our data privacy strategy incorporates strong governance around strengthening of privacy controls and in driving a responsible business culture, supported by continuous awareness on safe privacy practices and information management. Initiatives implemented this year centers around the following :

- Boosting customer experience with wider online presence and increased security confidence with enhanced security infrastructure
- Ensure effective governance for Digi's internal processes to safeguard data privacy and protection within the business operations

Governance

Digi has a clear privacy and information security position - Transparent about how personal data is collected and used, committed to using personal data to provide better and more relevant services, and thorough in keeping personal data safe. Digi constantly reviews its routines and processes for privacy and security, authority requests and information management. These functions are monitored under the purview of Digi's Data Privacy Officer (DPO), and Heads of Security and Legal.

Key Initiatives

REINFORCED PRIVACY FOUNDATIONS WITH TELENOR ASIA PRIVACY PROGRAMME	• Revised Privacy Vendor Questionnaire to improve due diligence process • Enhanced Data Protection Impact Assessments (DPIA), with clearer privacy risk assessment and improved turn around rates
STRENGTHENING GOVERNANCE THROUGH OUR POLICIES AND MANUALS	• Updated Privacy Notice for Customers and Employees, as well as introduced a Visitor Notice at all Digi offices • Revised governing documents for Privacy, Information Management, and Authority Request, as well as introduced a Personal Data Breach Handling Manual
DRIVING PRIVACY AS A RESPONSIBLE BUSINESS CULTURE	• Provided training to all new employees and retail staff on the importance of privacy, information management, and data protection • Conducted training on topics such as internal privacy processes, vendor management, and data breach handling • Produced bite-size materials to raise awareness on privacy and information management
ENGAGED REGULATORS ON BEST PRACTICES FOR DATA PROTECTION	• Participated in *Jabatan Perlindungan Data Peribadi* (JPDP) Public Consultation Paper on PDPA Reforms • Adhered to Personal Data Protection (PDP) Commissioner's Advisory on handling of personal data for contact tracing purposes
IMPROVED AWARENESS AND IMPORTANCE OF CYBERSECURITY TO SMEs AND DIGIZENS	• Cloud-based security protection solution for SME customers - Partnered with Cisco Malaysia to offer the industry's first cloud-based cybersecurity solution for businesses to harness their network security • Mandatory cybersecurity awareness training sessions for employees

Performance

- Simplified internal privacy assessment processes across the supply chain

- 100% employees completed privacy e-learning modules and trained over 300 employees on privacy and information management topics

- 100% employees completed scenario-based learning on Phishing, Information handling, Mobile Security and Everyday Security

- Embarked on thought leadership regarding privacy for children, and best practices on privacy and data protection

- Participated in Telenor Group's Annual Authority Request Disclosure Report. Please find the latest report here.

Visit our Privacy and Data Protection website for more information on how we comply to strictest standards, internal governance processes and enforce security measures in managing our customer data.

SUPPLY CHAIN SUSTAINABILITY

Suppliers are vital to our business success, as well as our social and environmental efforts. Our fundamental responsibility as an employer is to keep all people who work for us safe from harm – and we do not differentiate between our own employees, in-house contractors, partners or our suppliers' employees. Our key risks are within working conditions in our business operations, such as health and safety and labour standards including modern slavery and child labour. We believe our supply chain is an area where there is an extraordinary opportunity to improve business performance, reduce our environmental impact and positively influence social equality.

Governance

Digi's approach to supply chain sustainability is to legally oblige the supplier to uphold responsible business practice according to our policies and Supply Chain Principles (SCP). We follow up training, questionnaires and inspections to ensure preventive strategies for Health, Safety and Security (HSS), anti-corruption programmes are in place with our suppliers as well as address sustainability risks in the downstream value chain, distribution and sales channels, with digital suppliers, as well as new digital businesses.

Key Initiatives

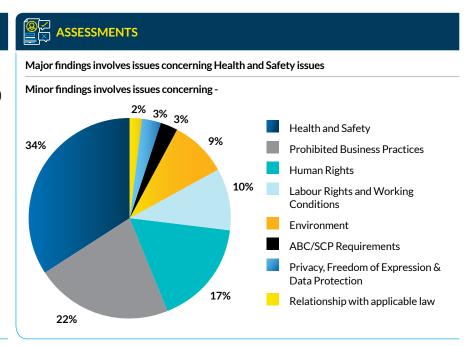| COMPLIANCE	ASSESSMENTS	CAPACITY BUILDING
Integrity is a vital part of Digi's business, and we exercise due diligence when it comes to selection of business partners to ensure compliance with our ethical standards. We have implemented mandatory requirements for screening and conducted integrity due diligence (IDD) assessments on all business partners and suppliers. Parties with a direct contractual relationship with Digi are legally obliged to uphold responsible business practices and adhere to our SCP.	We monitor our supply chain with risk assessments that may be carried out as part of procurement processes or as ad-hoc supplier risk assessments by using a Supplier Assessment Questionnaire (SAQ). We conducted 77 SAQs and closed findings for 51 SAQs in the year. We conducted 48 announced and 463 unannounced inspections and implemented corrective action and remedial initiatives. As a result of failing to meet our safety standards, 3 contractors were terminated.	All our suppliers underwent capacity building workshops accumulating 2,426 training hours in the areas of safety awareness guidelines, proper ways of using equipment and human rights awareness.

COMPLIANCE

- In 2020, all 130 newly registered vendors signed the Agreement of Responsible Business Conduct (ABC) which communicated our anti-corruption policies and procedures. We conduct unannounced inspections annually to ensure compliance and mitigate risks.

ASSESSMENTS

Major findings involves issues concerning Health and Safety issues

Minor findings involves issues concerning -

- 34%
- 22%
- 17%
- 10%
- 9%
- 3%
- 3%
- 2%

- Health and Safety
- Prohibited Business Practices
- Human Rights
- Labour Rights and Working Conditions
- Environment
- ABC/SCP Requirements
- Privacy, Freedom of Expression & Data Protection
- Relationship with applicable law

Performance

A total of

1,919

Digi registered vendors has signed the ABC to date

HUMAN RIGHTS

Human rights are fundamental to our business, in protecting the inherent dignity of human beings, especially in the digital age. Digi is committed to respecting human rights and we take measures to mitigate and minimise the risk of potential misuse across our value chain, encompassing our operations, products and business engagements. Our Code of Conduct, policies, vision and values and Supplier Conduct Principles provide Digi with a common approach as to how we treat each other, how we serve our customers, how we run our business and our obligations to society.

Governance

Human Rights is a cross cutting issue and followed up by several different functions within Digi, including Sustainability, Supply Chain Sustainability, Privacy (Local Authority Requests), Compliance and Labour Law, and Human Resource. Digi, as part of Telenor Group is committed to respecting human rights as set out in the UN Guiding Principles on Business and Human Rights, Children's Rights and Business Principles, and the UN Global Compact.

Key Initiatives

ADDRESSING POTENTIAL RISKS AND IMPACTS TO OUR BUSINESS

- Policies and processes –
  - The principle of respecting human rights is anchored in our Code.
  - The human rights aspect is reinforced in the renewed Employee Handbook and introduced to Digizens
  - Implementation of business partner compliance risk management in which the principle of respecting human rights is anchored in the Code and Supplier Conduct Principles (SCP) and due diligence is a policy requirement.
- Development of topical human rights due diligence toolkit based on the UN Guiding Principles (UNGP) on Business and Human Rights.
- Training and awareness – In association with Business for Social Responsibility (BSR), we organised virtual human rights training for key functions in Digi. Topics covered include human rights implications on business decisions and impact on company performance. Simulations of real-life examples on human rights violations were conducted to better plan for mitigation of human rights risks that may arise across Digi's value chain. BSR is a global nonprofit business network and consultancy organisation.

  Further details are available in the "Ethics and Compliance" and "Supply Chain Sustainability" sections.

RAISING STANDARDS & ENGAGEMENTS

- Ensuring health and safety practices, and training plans were communicated to in-house and third party contract staff, to mitigate potential risks due to Covid-19
- Enforce requirements for decent working and housing conditions, and precautionary hygiene measures undertaken for foreign workers in our supply chain
- Digi as part of Telenor Group is a member of the Global Network Initiative (GNI), UN Global Compact (UNGC) and GSMA

EMPLOYING TRANSPARENCY

- Responding to Authority Requests
  - In Malaysia, law enforcement agencies (LEAs) and other authorities have the legal power to access the personal data we possess or information from our networks. Authorities typically require this information to solve criminal cases, prevent serious security threats or help find missing people. It is our responsibility to respect individual privacy, continuously improve our practices, and discuss challenges we face with relevant stakeholders. In addition, we take guidance from Telenor Group's approach in managing authority requests.
  - Freedom of expression is another human rights aspect important to us. Our long-standing commitment and systematic work on this aspect is guided by international frameworks such as the UNGP and GNI Principles.

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

8 Privacy Tips to Keep Your Child Safe Online

1. Start conversations about online privacy with your child early

2. Double down on your devices' security with strong passwords

3. Don't provide apps access to everything on your devices

4. Think twice before downloading or opening files on your devices

5. Don't overshare photos/videos on social media

6. Only trust websites with the padlock icon or starts with https://

7. Protect yourself with privacy settings on social media, limit access only to people you trust

8. Be careful what/how much and to whom you share personal information with online

DIGITAL RESILIENCE

We continue to drive thought leadership and solid momentum in keeping children and young people safe through responsible and resilient digital citizenship. Technological advancements foster innovative developments; hence we work to ensure children and young people are safe and assist them navigate through the digital world responsibly.

We work with various like-minded partners such as Telenor, Ministry of Communications & Multimedia, Malaysian Communications and Multimedia Commission (MCMC), Ministry of Education Malaysia (MOE), Malaysian Digital Economy Corporation (MDEC), UNICEF Malaysia, Google, and many others to drive our ambition to develop digital competencies and resilience of Malaysians. This year, we have engaged more than 115,000 students and sustained our leadership position in tackling different aspects of online safety.

Key Initiatives

YELLOW HEART CYBERSAFE IN SCHOOLS COMPETITION

In collaboration with MOE and Google Malaysia, we launched the second iteration of the Yellow Heart CyberSAFE in Schools competition in conjunction with Safer Internet Day 2020. The competition this year focuses on the issue of disinformation through audio visual manipulation such as deepfakes and shallowfakes, which are emerging online risks among an increasingly connected and advanced digital space. Deepfakes uses AI or complex technologies to manipulate a voice, face or image to create digitally altered media while shallowfakes or also known as cheapfakes is more of crude videos that have been selectively edited to misrepresent information or even just simple tricks of mis-labelling content with an intention to discredit or disinform. Both technologies have become increasingly popular and embraced by young people who use them to simply make fun of their friends, as a tool to spread false news and launch targeted attacks through realistic doctored videos, especially on social media. The competition was open to all primary and secondary students nationwide, and they were required to watch a video-story themed around disinformation and to come up with a solution by providing a creative ending to the story.

SAFER INTERNET DAY 2020

In conjunction with Safer Internet Day 2020, we participated in an engagement forum titled 'Fostering Digital Fluency in the 21st Century' organised by CyberSecurity Malaysia to discuss matters pertaining to the theme of digital fluency and cybersafety empowerment in Malaysia.

CHILD RIGHTS 2020 WEBINAR

Digi partnered with Child Rights Innovation & Betterment (CRIB Foundation) to host a webinar session to raise awareness on industry best practices on issues relating to child rights. 130 participants comprising representatives from NGOs and other organisations joined the session. The session has registered over 1,500 views.

CAMPAIGN TO BATTLE SCAMS & FRAUD

With the rising cases of Malaysians falling victim to scams and frauds, we embarked on an awareness campaign to educate customers on common and pervasive cyber-scams and digital fraud such as Wangiri and SMS Scams. The campaign was carried out across all Digi online platforms and targetted SMS blasts since November. The multi-lingual SMS blast was sent to over 600,000 Digi customers. A dedicated community portal was also created to keep our customers updated on recent scams and fraud trends, as well as the option to report. Visit here for more details.

ANNUAL KINDNESS WEEK

In partnership with UNICEF and other partners, we conducted 18 virtual training workshops on online safety, covering all states in Malaysia and having reached 2,403 students and 716 teachers.

@KITACONNECT

We conducted 4 virtual training sessions covering various themes on internet safety for teachers and students through the @KitaConnect movement by UNICEF Malaysia. @KitaConnect is a Telegram channel for young people to stay connected, receive support and inspire action amongst other young people across Malaysia.
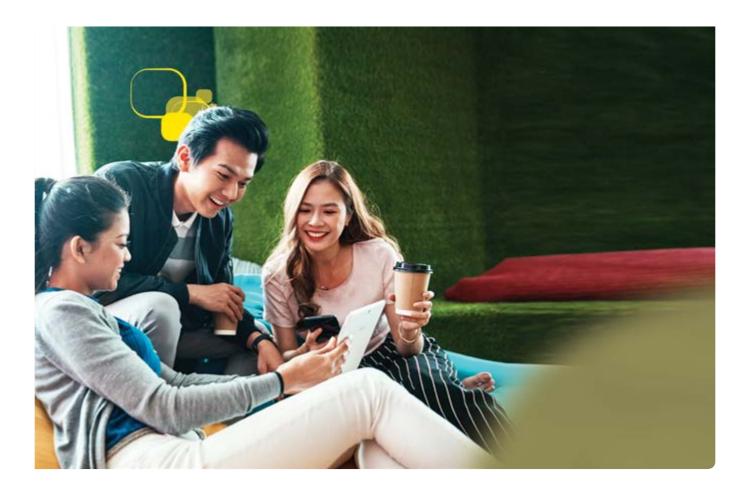
SUSTAINABILITY DATA

Scope and Boundary

Our sustainability performance disclosure covers the activities of our wholly owned subsidiary, Digi Telecommunication Sdn Bhd for the calendar year 1 January to 31 December 2020, unless otherwise stated. We have included minimum of two years of historically tracked data for key indicators.

Reporting Principles

Our sustainability performance disclosure takes guidance from Bursa Malaysia's Sustainability Reporting Guide (Second edition) and adapting some of the best practices relevant to our business.

In addition, the compilation is also in accordance with the Telenor Group Non-Financial Reporting Procedures, and Digi's Standard Operating Policy and Procedures on Sustainability Reporting. These policies and procedures provide guidance on the scope and boundaries of reporting, roles and responsibilities, internal control processes, and definitions for all reported parameters. We also adhere to established reporting standards such as the Greenhouse Gas Emissions Protocol and the CDP. We have also been reporting our environmental impact and the actions taken to reduce them to the CDP since 2009. In the past few years, Digi's environmental data has been included in Telenor Group's submission to the CDP, for which we have achieved a leadership index status in 2017.

GRI DATA

Responsible Business

	Unit	2018	2019	2020
Anti-Corruption				
Material cases of corruption	Number	0	0	0
Supply Chain Sustainability				
Signed Agreement of Business Conduct	Number	162	111	130
Inspections conducted	Number	464	460	511
Incidents of major non-compliance[1]	Number	8	4	5
Incidents of minor non-compliance[2]	Number	35	0	194
Contractors suspended <6 months	Number	2	0	0
Contractors terminated	Number	6	4	3
Fatalities[3]	Number	0	0	0
Supplier training	Hours	2,060	2,594	2,426

[1] Major non-compliance includes climbing base station without a Work At Height Permit, safety harness, and safety shoes on site
[2] Minor non-compliance includes illegal labour, no first aid kits, no fire extinguisher.
[3] Fatalities of any worker of contractors or sub contractor

Climate Change & Environment

	Unit	2018	2019	2020
Energy Consumption				
Total direct energy used	GWh	57.20	43.47	43.87
Network	GWh	46.60	37.96	38.46
Fleet	GWh	10.54	5.45	5.37
Buildings	GWh	0.06	0.06	0.04
Total indirect energy used	GWh	230.00	250.57	236.06
Network	GWh	223.07	243.67	230.36
Buildings	GWh	6.79	6.90	5.70
Total energy consumption	GWh	287.20	302.00	283.30
Energy use per end use customer	KWh/customer	24.60	26.70	27.10
Solar power generated (Network)	GWh	0.41	0.08	0.14
Carbon Emissions				
Total Scope 1 emissions	Tonnes CO_2e	11,738.00	10,677.00	10,737.00
Network	Tonnes CO_2e	11,238.00	9,253.90	9,401.31
Fleet vehicles	Tonnes CO_2e	499.95	1,423.10	1,335.67
Building	Tonnes CO_2e	0.03	0.03	0.02
Total Scope 2 emissions	Tonnes CO_2e	153,769.00	162,870.00	155,471.42
Network	Tonnes CO_2e	149,226.49	158,385.00	151,688.78
Buildings	Tonnes CO_2e	4,542.51	4,485.00	3,782.64
Total Scope 3 emissions	Tonnes CO_2e	1,782.00	1,653.00	744.45

	Unit	2018	2019	2020
Carbon Emissions				
Air travel	Tonnes CO_2e	878.74	802.67	171.94
Leased vehicles	Tonnes CO_2e	849.16	850.12	572.51
Total carbon emissions	Tonnes CO_2e	167,235.00	175,200.00	166,953
Carbon emission per customer	Tonnes CO_2e/customer	0.014	0.016	0.016
Carbon intensity per data usage	Tonnes CO_2e/terabyte	0.18	0.13	0.09
Other environment indicators				
E-waste collected	Tonnes	145	29	47
Municipal waste	Tonnes	284	281	251
Water consumption	m³	102,548	93,770	78,856

Winning Team

	Unit	2018	2019	2020
Gender				
Male	Numbers	808	777	733
Female	Numbers	804	758	740
Total	Numbers	1,612	1,535	1,473
Race				
Bumi	%	2	2	2
Malay	%	28	29	29
Chinese	%	51	51	51
Indian	%	16	15	15
Others	%	3	3	3
Age				
20-29	%	17.6	15.8	14.5
30-39	%	44.9	43	40.9
40-49	%	31.3	34.1	36.0
50-59	%	6	7	8.3
> 60	%	0.2	0.1	0.3
Other indicators				
% of women in leadership [4]	%	46	46	47
Employee Effectiveness Index Score	%	N/A. Data for Engagement and Enablement scores for 2018 can be found in Digi Sustainability Report 2018.	65	71
Lost Time Injury Frequency [5]	No/Million hours	0.27	0	0
% of employees under bargaining agreement	%	38.7	33	30
Average total training hours [6]	Hours	64	51.3	59.8
Turnover (Male) [7]	Numbers	166	122	107
Turnover (Female) [7]	Numbers	96	113	135

[4] Up to CXO -2 level managers .
[5] LTIF is based on 9 working hours x actual working days in a year (minus leave and public holidays) x number of employees
[6] Based on total training hours divided by number of Digi permanent employees. For 2020, only online learning hours were accounted in.
[7] This includes Digi employees, voluntary and involuntary resignation.

GRI TABLE

GRI 101 Foundation	GRI 101 does not include any disclosures	
GRI 102 General Disclosures	**Standard disclosure**	**Digi response**
Organisational Profile		
102-1	Name of the organisation	Digi.Com Berhad
102-2	Activities, brands, products, and services	Digi Integrated Annual Report 2020 – About Digi - p.2, How We Create Value – p.46
102-3	Location of headquarters	Lot 10, Jalan Delima 1/1, Subang Hi-Tech Industrial Park, 40000 Subang Jaya, Selangor, Malaysia
102-4	Location of operations	Digi only operates in Malaysia.
102-5	Ownership and legal form	Digi.Com Berhad Memorandum and Articles of Association
102-6	Markets served	Digi Integrated Annual Report 2020 – Our Operating Landscape - p.26, The Value We Created - p.4
102-7	Scale of the organisation	Digi Integrated Annual Report 2020 – Corporate Structure - p.3, Our Operating Landscape - p.26, The Value We Created - p.4 Digi Sustainability Performance 2020 – Diversity and Inclusion, and Talent Development – p.19
102-8	Information on employees and other workers	Digi Integrated Annual Report 2020 – How We Create Value (Human Capital) - p.58 Digi Sustainability Performance 2020 – Diversity and Inclusion, and Talent Development – p.19
102-9	Supply chain	Digi Integrated Annual Report 2020 – How We Create Value (Social & Relationship Capital) - p.69
102-10	Significant changes to the organisation and its supply chain	Digi Integrated Annual Report 2020 – How We Create Value (Manufactured Capital) – p.52, (Social & Relationship Capital) - p.69
102-11	Precautionary Principle or approach	Digi Integrated Annual Report 2020 – Our Identified Key Risks – p.34
102-12	External initiatives	As part of Telenor Group, Digi subscribes or endorses the following initiatives : • UN Global Goals for Sustainable Development • GRI • CDP (formerly known as Carbon Disclosure Project) • Principles of the World Economic Forum • Business for Social Responsibility™
102-13	Membership of associations	• Business Integrity Alliance (BIA) • Malaysian Investor Relations Association (MIRA) • CEO Action Network Working Group As part of Telenor Group, Digi is a member of : • GSMA • The Telecommunications Industry Dialogue, which has observer status in the GNI, and the Global e-Sustainability Initiative

GRI 102 General Disclosures	Standard disclosure	Digi response
Strategy		
102-14	Statement from senior decision-maker	Digi Integrated Annual Report 2020 – Chair of the Board's Statement - p.12 Digi Integrated Annual Report 2020 – CEO's Statement - p.15 Digi Integrated Annual Report 2020 – CFO's Statement - p.18 Digi Sustainability Performance 2020 – Our View On Managing Sustainability - p.2
102-15	Key impacts, risks, and opportunities	Digi Integrated Annual Report 2020 – Our Key Risks - p.34, Our Emerging Opportunities - p.41
Ethics & Integrity		
102-16	Values, principles, standards, and norms of behavior	Digi upholds the highest standards of corporate ethics for long-term value creation that contributes directly to improved business performance. Digi's strategy emphasises the need to maintain a culture that safeguards the responsible and sustainable business practices, built on a solid foundation of strong moral values and a deep sense of integrity. This is maintained by establishing a business environment with partners who share our commitment to high standards of ethics and integrity, and ensuring the right principles of anti-corruption, customer privacy, consumer responsibility, supply chain sustainability, and safe use of equipment are upheld across our business. http://www.digi.com.my/aboutus/corporate_overview/governance.html
102-17	Mechanisms for advice and concerns about ethics	Digi Integrated Annual Report 2020 – The Value We Created (Social & Relationship Capital) - p.68 Digi Sustainability Performance 2020 – Ethics & Compliance - p.22
Governance		
102-18	Governance structure	Digi Integrated Annual Report 2020 – Corporate Governance Overview Statement - p.79 Digi Sustainability Performance 2020 – Sustainability Governance - p.3
102-19	Delegating authority	Digi Corporate Governance – Terms of Reference – Board Charter and CEO Charter
102-20	Executive-level responsibility for economic, environmental, and social topics	Digi Integrated Annual Report 2020 - Management Profiles – p.77
102-21	Consulting stakeholders on economic, environmental, and social topics	Digi Integrated Annual Report 2020 – Our Key Relationships - p.29
102-22	Composition of the highest governance body and its committees	Digi Integrated Annual Report 2020 – Board of Directors' Profiles - p.72 Digi Integrated Annual Report 2020 – Corporate Governance Overview Statement - p.79
102-23	Chair of the highest governance body	Digi Integrated Annual Report 2020 – Board of Directors' Profiles - p.72
102-24	Nominating and selecting the highest governance body	Digi Integrated Annual Report 2020 – Corporate Governance Overview Statement - p.79
102-25	Conflicts of interest	Digi Integrated Annual Report 2020 – Corporate Governance Overview Statement - p.79
102-26	Role of highest governance body in setting purpose, values, and strategy	Digi Senior Management Team undertake the responsibilities with regards to driving the purpose, values and strategy, and is directly involved in the day-to-day running and operational matters of the organisation. Digi Integrated Annual Report 2020 – Management Profiles - p.77

GRI 102 General Disclosures	Standard disclosure	Digi response
102-27	Collective knowledge of highest governance body	Digi Integrated Annual Report 2020 – Corporate Governance Overview Statement - p.79
102-28	Evaluating the highest governance body's performance	Digi Integrated Annual Report 2020 – Corporate Governance Overview Statement - p.79
102-29	Identifying and managing economic, environmental, and social impacts	Digi Integrated Annual Report 2020 – Statement on Risk Management and Internal Control - p.97
102-30	Effectiveness of risk management processes	Digi Integrated Annual Report 2020 – Statement on Risk Management and Internal Control - p.97
102-31	Review of economic, environmental, and social topics	Digi Integrated Annual Report 2020 – Statement on Risk Management and Internal Control - p.97
102-32	Highest governance body's role in sustainability reporting	Digi Sustainability Performance 2020 is reviewed and approved by Digi Management Team and Digi Board.
102-33	Communicating critical concerns	Digi Integrated Annual Report 2020 – Statement on Risk Management and Internal Control - p.97
102-34	Nature and total number of critical concerns	N/A
102-35	Remuneration policies	Digi Integrated Annual Report 2020 – Directors' Report – p.106
102-36	Process for determining remuneration	Digi Integrated Annual Report 2020 – Directors' Report – p.106
102-37	Stakeholders' involvement in remuneration	N/A
102-38	Annual total compensation ratio	N/A
102-39	Percentage increase in annual total compensation ratio	N/A
Stakeholder engagement		
102-40	List of stakeholder groups	Digi Integrated Annual 2020 – Our Key Relationships - p.29
102-41	Collective bargaining agreements	30% of employees are covered by collective bargaining agreement as at 31 Dec 2020.
102-42	Identifying and selecting stakeholders	Digi Integrated Annual Report 2020 – Our Key Relationships - p.29
102-43	Approach to stakeholder engagement	Digi Integrated Annual Report 2020 – Our Key Relationships - p.29
102-44	Key topics and concerns raised	Digi Integrated Annual Report 2020 – Our Key Relationships - p.29
102-45	Entities included in the consolidated financial statements	Digi Integrated Annual Report 2019 – Audited Financial Statements - p.105

GRI 102 General Disclosures	Standard disclosure	Digi response
102-46	Defining report content and topic Boundaries	Digi Integrated Annual Report 2019 – Our Material Matters - p.38
102-47	List of material topics	Digi Integrated Annual Report 2019 – Our Material Matters - p.38
102-48	Restatements of information	Data for digital volume of self-served channels for Year 2018 and 2019 has been restated. Please refer to Sustainability Performance - Customer Satisfaction - p.13
102-49	Changes in reporting	Nil
102-50	Reporting period	Calendar year 2020
102-51	Date of most recent report	Previous report published in 2020, covering calendar year 2019
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	Philip Ling Oon Hun E-mail: ohling@digi.com.my
102-54	Claims of reporting in accordance with the GRI Standards	GRI-referenced claims
102-55	GRI content index	Digi Sustainability Management - _https://www.digi.com.my/sustainability/reporting.html_
102-56	External assurance	Digi Integrated Annual Report 2020 – Independent Assurance Report - p.181 An independent assurance of selected sustainability indicators from this report has been done by PwC PLT.
GRI 103 Management Approach	**Standard disclosure**	**Digi response**
103-1	Explanation of the material topic and its Boundary	Digi's annual sustainability reporting is prepared in accordance to reporting guidance by Bursa Malaysia, UN Global Compact – Communication on Progress (COP) as well as Global Network Initiative (GNI) Guiding Principle and assessment. Sustainability performances are also disclosed in line with reporting frameworks such Global Reporting Initiative (GRI), CDP and UNGP Reporting Framework. All material topics selected are relevant throughout our value chain. We have taken into account the following factors during Digi's materiality assessment process : • Reasonable economic, environmental, and/or social impacts identified through sound investigation with external expert bodies such as GSMA, GeSI, CDP, GNI, and BSR™ • The interests and expectations of wide group of stakeholders specifically invested in Digi • Broader economic, social, and/or environmental interests and topics raised by stakeholders such as regulators, suppliers, local communities, vulnerable groups, and civil society. Special attention has been given to United Nations Sustainable Development Goals. • Main topics and future challenges for the mobile and internet industry sectors, as identified directly by peers and representative organisations such as GSMA and GeSI Local laws and regulations, international agreements, or voluntary agreements of strategic significance to Digi and its stakeholders. • Digi's values, policies, strategies, operational management systems, goals, and targets. • Consequences for Digi which are related to its impacts on the economy, the environment, and/or society such as risks to Digi's business model or reputation.

GRI 103 Management Approach	Standard disclosure	Digi response
103-2	The management approach and its components	For Digi, the purpose of the management approach is to control major risks and opportunities for all material topics, regardless of whether they are financial or non-financial. Material topics are in principle governed in the same way as described in our approach to Corporate and Sustainability Governance in general. For commitment targets and actions on our material aspects, please see Digi Integrated Annual Report 2020 – How We Create Value - p.46
103-3	Evaluation of the management approach	Material topics are discussed in Digi Integrated Annual Report 2020 – How We Create Value - p.46 and Digi Sustainability Management - *https://www.digi.com.my/sustainability/reporting.html*

GRI 200 Economic Performance	Topic-Specific disclosure	Digi response
201-1	Direct economic value generated and distributed	Digi Integrated Annual Report 2020 – Our Operating Landscape - p.26, Chief Financial Officer's Statement - p.18, 5-Year Financial Summary - p.21. Audited Financial Statements - p.106
201-2	Financial implications and other risks and opportunities due to climate change	Digi Integrated Annual Report 2020 – Our Operating Landscape - p.26, Our Key Risks – p.34
202-2	Proportion of senior management hired from the local community	Digi Integrated Annual Report 2020 – Management Profiles - p.77
203-1	Infrastructure investments and services supported	Digi Integrated Annual Report 2020 – 5-Year Financial Summary - p.21. Audited Financial Statements - p.106, How We Create Value - p.46
203-2	Significant indirect economic impacts	Digi Integrated Annual Report 2020 – Our Operating Landscape - p.26, How We Create Value - p.46
205-1	Anti Corruption – Operations assessed for risks related to corruption	Digi's Anti-Corruption programme is initiated by providing capacity-building and regular training of employees. Our anti-corruption training ranges from e-learning programs, dilemma-training and other awareness activities. Digi's commitment towards integrity and transparency is clearly stated in Digi's Code of Conduct. The Code of Conduct is owned and approved by the Board, and all employees are required to sign it. Digi Integrated Annual Report 2020 – The Value We Created (Social & Relationship Capital) - p.68 Digi Sustainability Performance 2020 – Ethics & Compliance - p.22
205-2	Anti Corruption - Communication and training about anti-corruption policies and procedures	
207-1	Approach to tax	Digi Integrated Annual Report 2020 – Notes to Financial Statements - p.132

GRI 300 Environmental Performance	Standard disclosure	Digi response
302-1	Energy consumption within the organisation	Digi Integrated Annual Report 2020 – How We Create Value (Natural Capital) - p.62
302-3	Energy intensity	
302-4	Reduction of energy consumption	
305-1	Emissions	Digi Integrated Annual Report 2020 – How We Create Value (Natural Capital) - p.62
305-2	Emissions	
305-3	Emissions	
305-4	Emissions	
305-5	Emissions	

GRI 300 Environmental Performance	Standard disclosure	Digi response
308-1	Supplier Environmental Assessment	We have included environmental sustainability as part of sourcing and screening of suppliers.

GRI 400 Social Performance	Standard disclosure	Digi response
403-1	Occupational Health and Safety – Occupational health and safety management system	Digi pioneered the adoption of ISO 45001:2018 Occupation Health and Safety Management System certification. An exercise for recertification was performed and completed in October 2020.
403-5	Occupational Health and Safety – Worker training on occupational health and safety	Digi Integrated Annual Report 2020 – How We Create Value (Human Capital) - p.58
403-9	Occupational Health and Safety – Work-related injuries	For the indicator 403-9; Digi's Long Term Injury Frequency calculation for 2019 has been independently verified through a limited assurance by PwC PLT*. There were no work-related employee or in-house contractor fatalities reported in Digi for 2020. Digi Integrated Annual Report 2020 – How We Create Value (Human Capital) - p.58
404-1	Training and Education – Average hours of training per year per employee	For the indicator 404-1; Digi's Employees' Training Hours for 2020 have been independently verified through a limited assurance by PwC PLT*. Digi Integrated Annual Report 2020 – How We Create Value (Human Capital) - p.58
404-2	Training and Education – Programs for upgrading employee skills and transition assistance programs	Digi Integrated Annual Report 2020 – How We Create Value (Human Capital) - p.58
404-3	Training and Education – Percentage of employees receiving regular performance and career development reviews	All employees shall receive regular performance and career development reviews regardless of category and gender. This is a set requirement.
405-1	Diversity and Equal Opportunity - Diversity of governance bodies and employees	Digi Integrated Annual Report 2020 – How We Create Value (Human Capital) - p.58
408-1	Child Labor - Operations and suppliers at significant risk for incidents of child labor	We conduct a human rights due diligence, including risk mapping in these areas and practise a zero-tolerance stand should there be any violations. To ensure compliance among suppliers, this aspect is a key risk assessment criteria during pre contract, and an annual Self-Assessment Questionnaire (SAQ) are mandatory to be completed by all registered vendors
409-1	Forced or Compulsory Labor - Operations and suppliers at significant risk for incidents of forced or compulsory labor	
412-1	Human Rights Assessment - Operations that have been subject to human rights reviews or impact assessments	Through Telenor Group and in collaboration with BSRTM, we revisited our understanding of country risks, as well as exploring international trends and good practices for mitigation. We conduct yearly reviews and monitoring process on all related policies and manuals. Digi Sustainability Performance 2020 – Human Rights - p.27
412-2	Human Rights Assessment - Employee training on human rights policies or procedures	

GRI 400 Social Performance	Standard disclosure	Digi response
413-1	Local Communities - Operations with local community engagement, impact assessments, and development programs	For the indicator 413-1; The number of engagements for Digi's Yellow Heart Future Skills programme for 2020 has been independently verified through a limited assurance by PwC PLT*. Digi's community outreach programmes are geared towards reducing inequalities through digital resilience and future skills learning, and enabling digital inclusion. Digi Integrated Annual Report 2020 – How We Create Value (Social Capital) - p.65 Digi Sustainability Performance 2020 – Digital Inclusion - p.14
414-1	Supplier Social Assessment - New suppliers that were screened using social criteria	For the indicator 414-1; The number of new suppliers signing Digi's Agreement of Responsible Business Conduct (ABC) for 2020 has been independently verified through a limited assurance by PwC PLT*. Digi evaluates the Supply Chain Principles (SCP) Risk for any existing or potential Supplier and/or its Sub Suppliers. 100% of new suppliers, numbering 130 were screened using labour practices criteria. Digi Integrated Annual Report 2020 – How We Create Value (Social Capital) - p.65
414-2	Supplier Social Assessment - Negative social impacts in the supply chain and actions taken	In 2020, 3 vendors were terminated for failing to meet our safety standards. Digi Integrated Annual Report 2020 – How We Create Value (Social Capital) - p.65
417-2	Marketing and Labeling - Incidents of non-compliance concerning product and service information and labeling	Digi is not aware of any incidents or non-compliances concerning product and service information and labelling in 2020.
417-3	Marketing and Labeling - Incidents of non-compliance concerning marketing communications	Digi is not aware of any incidents or non-compliances concerning marketing communications in 2020.
418-1	Customer Privacy - Substantiated complaints concerning breaches of customer privacy and losses of customer data	Digi is not aware of any substantiated complaints regarding breaches of customer privacy and losses of customer data in 2020. Digi Integrated Annual Report 2020 – How We Create Value (Intellectual Capital) - p.54

*Assurance in accordance with the approved standard for assurance engagements in Malaysia, International Standard on Assurance Engagements ("ISAE") 3000 "Assurance Engagements Other Than Audits or Reviews of Historical Financial Information". Please view the Assurance report under Digi Integrated Annual Report 2020 – Independent Limited Assurance Report - p.181

You have reached the end of our report

Information of our sustainability performance can also be found in Section 4 : How We Create Value in the Integrated Annual Report. Our sustainability disclosure has been written in response to engagement and queries of investors and analysts, regulators, current and potential employees.

Feedback

Please direct your enquiries or feedback to:
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