



# ABOUT THIS REPORT

SUSTAINABILITY REPORT

**This is our sixth Sustainability Report and the fourth Communication on Progress (COP) since becoming a signatory to the UN Global Compact in September 2008. Our last Sustainability Report was published on May 14th, 2013.**

## Scope

This sustainability report covers the entire operations of DiGi Communications Berhad for 1 Jan – 31 Dec 2014. We have published an annual sustainability report since 2010. Since 2011, we have obtained Limited Assurance on our Sustainability Reports. We have chosen to use the Global Reporting Initiative (GRI) Guidelines as the basis of reporting and have adopted the GRI 4.0 for this report.

The report brings together our sustainability initiatives, including current and future directions. It is intended to be useful to all our stakeholders – our customers, employees, shareholders, communities as well as being a communication tool to various interested parties about our approach to the social, environmental and economic aspects of our business.

## Reporting period

This is an annual report which covers the period from January 1, 2014 to December 31, 2014 (Fiscal Year 2014). Unless otherwise stated, all data is as at 31 December 2014. We are committed to continuing our reporting journey, and expect to publish a sustainability report biennially. Our report content has been prepared in accordance with GRI 4.0 core guidelines. We referred to the principles for defining report content when planning our report. For selected performance indicators that have been historically tracked, we have included data from the past three years.

## Reporting Principles

Our Sustainability Report is developed in accordance with the DiGi Standard Operating Policy and Procedures on Sustainability Reporting. The policy and procedures aim to provide guidance on the scope and boundaries of reporting, roles and responsibilities, internal control processes, and definitions for all reported parameters. They are consistent with the Telenor Group Non-Financial Reporting Procedures and other established reporting standards such as the Global Reporting Initiative 4.0 Guidelines, Greenhouse Gas Emissions Protocol, Carbon Disclosure Project and the UN Global Compact.

Following is an illustration of the reporting process that was undertaken for this year's report.



\* Content Providers are employees responsible for providing data for various parameters. They are accountable for the accuracy, completeness and timeliness of data provided.

## Completeness: Aspects and Boundaries

We have identified 13 aspects to be disclosed in this report. These aspects were identified as issues linked to the materiality matrix and our commitment to the UNGC. Issues relating to these aspects are addressed through our various engagement with our stakeholders

Material issues

Material Aspect

Boundary

Key stakeholders

Corporate Governance	Compliance	Extends to our external partners	Employees
Service reliability and quality	Compliance	Internal and external	Employees Customers Consumer Forum MCMC
Ethics and anti-corruption	Anti-corruption	Internal and with our external suppliers and parties	Employees Suppliers Partners
Supply chain	Supplier Environmental Assessment Supplier Assessment for Labour Practices	This engagement covers our relationship with our contractors and suppliers.	Contractors Suppliers Vendors
Employees	Occupational Health and Safety Training and Education Diversity and Equal Opportunity Non-discrimination Freedom of Association and Collective Bargaining	Internal	Employees
Energy efficiency	Energy Emissions	Internal	Telenor Carbon Disclosure Project Environmental NGOs
Data security and Privacy	Customer privacy	Internal	Employees
Digital responsibility	Local communities	External	CyberSAFE in Schools
Enabling services	Local communities	Internal and External	Internet For All Challenge For Change Strategic partners Regulatory agencies and ministries

## Audience and Accessibility

This report is made available on our corporate website ([www.digi.com.my/sustainability](http://www.digi.com.my/sustainability)), for all key stakeholders and members of the public. A printable version of the full report is also available on the same website.

## Feedback

Please direct your enquiries or feedback to:  
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VISION, MISSION  
AND VALUES



CEO'S MESSAGE



APPROACH



STRATEGY



FOCUS AREAS



PERFORMANCE



ACCOLADES



ABOUT THIS  
REPORT

- ▶ Governance
- ▶ Stakeholder Engagement
- ▶ Material Issues

- ▶ Empowerment Through Connectivity
- ▶ Ethical and Responsible Business
- ▶ Passionate Employees
- ▶ Climate Change and Environment

- ▶ Performance Indicators
  - Empowerment Through Connectivity
  - Ethical and Responsible Business
  - Passionate Employees
  - Climate Change and Environment
- ▶ Progress vs Targets

- ▶ GRI
- ▶ UNGC
- ▶ Glossary
- ▶ Assurance Statement

