



STAKEHOLDER ENGAGEMENT

SUSTAINABILITY REPORT

Our stakeholders comprise those who have an interest in the sustainability of our business, and have been validated by relevant key personnel and functional representatives, including Digi's Board of Directors.

We engage them on an ongoing basis in the normal course of business, to identify and prioritise material issues.

A wide range of engagement platforms are used, depending on the nature of our relationships with them and the topics that are discussed. The following table provides a list of our key stakeholder groups, the various engagement platforms and some key issues which are raised.

Stakeholders	Engagement Platforms	Issues	How we manage
Policy makers	<ul style="list-style-type: none"> Regular reports and information sharing Participation in government programmes and initiatives Public-private partnership initiatives 	<ul style="list-style-type: none"> Affordability of internet Quality of calls Supporting national digital innovation agenda 	We have completed our network modernisation and introduced innovative packages to drive Internet for all
Customers	<ul style="list-style-type: none"> Digi retail outlets Customer Service channels (online customer service, 24-hour helpline) Social networking e.g. Facebook and Twitter Consumer Forum Malaysia 	<ul style="list-style-type: none"> Network coverage and service quality Bill shocks due to inadvertent subscriptions services Barred accounts with Credit Reporting Agency CTOS 	We conducted quarterly network drive test, developed proprietary application for employees to actively report network performance, and established a new Regional Setup on Planning, Rollout and Quality to manage network quality, and handle customer complaints at a cluster level
Employees	<ul style="list-style-type: none"> Best on People Council Digi Telecommunications Sdn Bhd Union Annual Employee Engagement Survey Internal communications CEO's emails to employees Quarterly Employee Townhall meetings Leadership forums with all Extended Middle Managers 	<ul style="list-style-type: none"> Career planning and development Fair and transparent rewards Active engagement process 	Our on-going robust engagement programme involving employees across the region have seen a 4% increase in engagement scores. We signed the first collective bargaining agreement with our union and resolved over 55 issues raised through the Best of People Council.

Investors and Stock Analysts	<ul style="list-style-type: none"> Local and overseas Non-Deal roadshows Corporate presentations Analyst briefings 	<ul style="list-style-type: none"> Corporate strategy and financial performance Corporate governance and compliance 	We conducted <u>quarterly</u> briefings to analyst and investors and provide <u>performance and strategy</u> updates.
Business partners	<ul style="list-style-type: none"> Product presentations Annual Self-Assessment Questionnaires Site inspections and audits Training for suppliers 	<ul style="list-style-type: none"> Health and safety in supply chain Mitigating non-compliance in supply chain Anti-corruption and business integrity 	We conducted information sharing and training with business partners and increased compliance audits to ensure they meet our supplier standards
Media	<ul style="list-style-type: none"> Media interviews Media events Formal and informal briefings Media familiarisation trips/visits 	<ul style="list-style-type: none"> Corporate strategy Financial performance Customer related issues 	We conducted regular briefings with media engagement to provide updates on corporate performance and strategy, and address issues of customers' concerns.
Community and NGOs	<ul style="list-style-type: none"> Engagement with business and industry forums Engagement with relevant NGOs Community development programmes 	<ul style="list-style-type: none"> Leveraging mobile technology on social issues Promoting safe internet use among stakeholders 	Our awareness programmes reached over 34,000 children, teachers and parents.

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GOVERNANCE



STAKEHOLDER ENGAGEMENT



MATERIAL ISSUES



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