Sustainability Report
2023

# THE PROMISE OF A BETTER TOMORROW, TODAY

Dialog

The cover shows an aerial view of a section of the Mahaweli river,
Sri Lanka's longest and most vital body of water.

# The promise of a better tomorrow, today

Since its founding, Dialog has prided itself on its commitment to environmental sustainability and corporate responsibility. A true pioneer, Dialog has been at the cutting edge of innovation and technological ingenuity in every sphere it operates in, and 2023 saw the company move ever closer to its ambitious vision of net-zero by 2050, welcoming the dawn of a better, greener tomorrow, today.

Our sustainability journey is analogous to the flow of the mighty Mahaweli, Sri Lanka's longest and inarguably most important river. Just as the Mahaweli is an endless source of abundance to a nation, nourishing the land and empowering the people as it does on its way to the sea, Dialog provides technological vitality to its millions of customers through the power of connectivity, innovation and inclusive, sustainable growth even as it leaps to the future. Mirroring the Mahaweli River's vital role in uplifting communities and bolstering Sri Lanka's economy, Dialog Axiata has consistently demonstrated a parallel commitment to empowering individuals and businesses, thus driving substantial economic growth and development across the nation.

Our theme this year for our annual sustainability report, therefore, is this very analogy that we believe is most fitting and apt, as you shall see in your perusal of the chapters ahead. We trust that you, our valued stakeholder, will appreciate what they so eloquently convey.

## Corporate governance/Structure of the Mahaweli

The Mahaweli is a lengthy river which flows through several climatic zones which in turn go through seasonal climatic changes. The water resources of the river need to be husbanded carefully to achieve continued availability of water.

The strategies and operations of Dialog need to be steered carefully to ensure continued growth, profitability, and sustainability.

## Compliance/Polgolla barrage

The Polgolla barrage is a structure built across the Mahaweli to give early warnings sirens in case of threat of flood.

Similarly, stringent procedures are in place at Dialog to act proactively against threats from the operating environment, reduced customer affordability, and breaches of security.

## Customer satisfaction/Natural beauty

The Mahaweli has many locations, such as Peradeniya, which are not only endowed with scenic beauty, but also ideal venues for water sports and recreation.

Dialog serves millions of Sri Lankan customers, and helps enrich their lies with the services it provides.

## Economic performance/Economic contribution

The Mahaweli project made a great contribution to the Sri Lankan economy, by enable self-sufficiency in rice, and increasing hydro-power generation reducing need for fossil fuel usage.

The telecommunication industry makes a substantial contribution Sri Lankan economy, and Dialog in turn is a major contributor to the industry.

## Environmental performance and climate action/Cascading of water

The Mahaweli project was designed with a system of reservoirs with water cascading from one to another. This facilitates year-round availability of water.

Dialog has substantial power needs at diverse locations which poses threat of environmental damage. We have implemented ISO 14001 standard across the Company which minimises its impact.

## Diversity and non-discrimination/Connection to diverse regions

The area irrigated by the Mahaweli includes several provinces which are multi-ethnic, multi-religious, and multicultural.

Dialog practices a policy of non-discrimination on any ethnic or religious grounds.

Introduction    Key Messages    Leadership    Material Topics    Annexures

## Employee competence/Farmer competencies

In addition to irrigation farmers' yield depend on many other factors such as seeds, fertiliser application and agricultural practices. Farmer leaders and officials provide information on farmers 'needs.

Developing employee competencies is a key strategic thrust at Dialog. Training needs identified from staff assessments are used to craft training plans. Staff are also empowered to request training on any areas they feel will help them grow in their careers.

**refer page 122**

## Occupational health and safety/Water purification

In the Mahaweli project planning careful attention was paid to safe drinking water for settlers.

At Dialog although most employees are not exposed to major occupational risks, serious attention is paid to employee health and safety.

**refer page 130**

## Innovation/Pumped energy storage

A key issue in energy generation is the fluctuating demand; the peak demand lasts only a few hours. Pumped water storage is an innovation to overcome this.

Telecom is fast moving high tech industry where innovation provides a competitive edge. Dialog has been in the forefront of innovation in the telecom industry.

**refer page 136**

## Network quality and expansion/Irrigation system

The Mahaweli project consists of a great network of reservoirs. dams, canals, and power stations built according to the highest engineering standards.

The network is the backbone of Dialog's operations and we continue to expand its reach and quality.

**refer page 174**

## Digital inclusion/Mineral extraction

Heavy minerals of great value are present along the river at various locations. These need sophisticated technologies to extract.

Digital inclusion, or lack of it, is a major divide in society, which Dialog is helping to bridge.

**refer page 180**

## Responsible procurement/Resource extraction

In the course of execution of the Mahaweli Project there were major pitfalls that had to be safeguarded against such as creating soil erosion, noise pollution, and contaminating water.

Maintaining the standards of our products and services made it imperative that we impose high standards on our suppliers.

**refer page 196**

## Cyber security and data privacy/Biodiversity

The environs of the Mahaweli hosts diverse species of flora and fauna, many of which are endemic, and a rich resource to be protected.

Considering the sensitive nature of much of the data that Dialog hosts, it is necessary to safeguard against corruption and invasion of privacy.

**refer page 202**

( Introduction )   ( Key Messages )   ( Leadership )   ( Material Topics )   ( Annexures )

Introduction    Key Messages    Leadership    Material Topics    Annexures

## Material Topics

**4**

**5**

## Annexures

Introduction   Key Messages   Leadership   Material Topics   Annexures

# About Dialog Axiata PLC

A subsidiary of Axiata Group Berhad (Axiata), Dialog Axiata Group manages the operations of Dialog Axiata PLC, Sri Lanka's leading Quad-Play Connectivity Provider that's also listed on the Colombo Stock Exchange (CSE).

Dialog Axiata is Sri Lanka's leading mobile and digital telecommunications company, and it dominates the market with a strong presence in Sri Lanka's fixed telecommunications and digital television markets via our fully-owned subsidiaries Dialog Broadband Networks (Private) Ltd. (DBN) and Dialog Television (Private) Ltd., (DTV), respectively. Dialog Axiata's Headquarters is located at 475, Union Place, Colombo 2.

We are also Sri Lanka's largest Foreign Direct Investor (FDI), with our investments for 2023 at a record LKR 25.5 Bn. Since the 1990s, we have cemented our foothold in the industry by spearheading innovation and advancements in the country's mobile industry, establishing ourselves as Sri Lanka's preferred mobile telecommunications provider. Through our many initiatives and cutting-edge technology based solutions, we continue to bring potential and opportunities to the country that will help it remain competitive and keep pace with the developed world.

We serve over 17 million subscribers with state-of-the-art mobile telephony and high-speed mobile broadband services across a spectrum of networks, including 2.5G, 3G/3.5G, 4G/4.5G, and 5G. Our commitment to excellence has been consistently recognised through a number of local and international awards including prestigious titles as "Sri Lanka's Most Valuable Brand," "Most Valuable Telecommunications Brand," "Telecommunication Brand of the Year," "Service Brand of the Year," and "Most Loved Telecommunications Brand," all of which we have proudly earned on multiple consecutive years.

## Affiliations

SUSTAINABLE DEVELOPMENT GOALS

1 NO POVERTY

4 QUALITY EDUCATION

5 GENDER EQUALITY

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

13 CLIMATE ACTION

ISO 9001:2015 QUALITY MANAGEMENT SYSTEM

ISO 27701

ISO 14001:2015

ISO 27001 Information Security Management Certified

Introduction | Key Messages | Leadership | Material Topics | Annexures

"Telecommunication Brand of the Year" for a record 13th year running

"Most Valuable Telecommunications Brand" for the 16th consecutive year and "Sri Lanka's Most Valuable Brand" for the fifth consecutive year

"Most Loved Telecommunications Brand" for the sixth consecutive year and "Service Brand of the Year" for the third consecutive year

# Our Value Creation Model

## Our values

In our business activities, we uphold seven core values that stem from our identity as a mobile and digital telecommunications leader.

**1**

### Service from the Heart

We are passionate about delighting our external and internal customers and place customer experience at the forefront of our work ethic and corporate values, embracing a "yes we can" attitude that empowers us to consistently go above and beyond.

**2**

### Uncompromising Integrity

We maintain a culture of transparency and ethical conduct, setting a high standard for our behaviour and a zero-tolerance stance toward actions that fall short of our strict criteria.

**3**

### Create the Future

As an industry pioneer, we establish new benchmarks for others to emulate, continuously pushing the boundaries of multisensory connectivity through innovation and forward-thinking. Our unwavering commitment is to empower and enhance the lives and businesses of Sri Lankans, driving towards a brighter future for our nation. Fuelled by an unyielding passion for innovation, we are driven to constantly innovate and expand horizons.

**7**

## Our Team

The "Api Dialog" team is united by a shared purpose aligned with Dialog's core values and is committed to delivering the utmost care and respect for each other, embracing diversity and celebrating collective achievements and excellence. Our team fosters a culture that transforms Dialog into not just a workplace but a second home for all team members, making it a truly great place to work.

**6**

## Exceptional Performance

Driven by an insatiable desire to be the best in whatever we do, we are committed to being the best in all endeavours. With a single-minded resolve to push boundaries and exceed expectations, we focus on delivering excellence in quality and continuous value creation.

**5**

## Champions of Change

Change is integral to the very essence of Dialog's culture, and we maintain agility, flexibility, and speed in our actions, adapting and reacting swiftly to evolving circumstances. We are courageous and bold in leading change.

**4**

## Responsible Leadership

Under the guidance of a compassionate leadership, characterised by a commitment to sustainability and the creation of shared value, we thrive on delivering value to all our stakeholders.

# How we create value

Dialog nurtures strong relationships with a vast network of stakeholders, offering a diverse range of products and services to our expansive client base of over 17 million. Below, we explore the key operations, processes, and stakeholder groups that underpin and facilitate our business activities.

From Values to Value Creation: Our Sustainability Framework

**Shaping a sustainable environment**

**Topic 5**
Environmental performance and climate action

**Our values**

**Value 1**
Service from the heart

**Value 2**
Uncompromising integrity

**Value 3**
Create the future

**Value 4**
Responsible leadership

**Value 5**
Champions of change

**Value 6**
Exceptional performance

**Value 7**
Our team

**Helping society thrive**

**Topic 3**
Customer satisfaction and relationships

**Topic 4**
Economic performance

**Topic 6**
Diversity and non-discrimination

**Topic 7**
Employee competence

**Topic 8**
Occupational health and safety

**Topic 9**
Innovation

**Topic 10**
Network quality

**Topic 11**
Digital inclusion

**Topic 12**
Responsible procurement

**Purposeful governance**

**Topic 1**
Corporate governance

**Topic 2**
Compliance

**Topic 13**
Cybersecurity and data privacy

● *Shaping a sustainable environment*    ● *Helping society to thrive*    ● *Purposeful governance*

# Sustainable Development Goals

As a proud member of the United Nations Global Compact Network, Dialog Axiata places significant emphasis on working towards achieving the 17 Sustainable Development Goals (SDGs) and has aligned its corporate strategies with the aim of advancing sustainable development in Sri Lanka. These goals, adopted by all United Nations Member States in 2015, are designed to create a better world for both people and the planet by 2030. The SDGs represent a universal call to action for all countries to promote the prosperity of their citizens while safeguarding the environment for future generations.

The Company has dedicated a substantial amount of time and effort to develop a comprehensive strategy aimed at achieving these targets within the designated timeframe. This endeavour involved conducting a thorough analysis of the prevailing macroeconomic landscape of the nation, industry-specific metrics, and global climate in relation to each SDG. The objective of this study was to gain clarity on how the Company could maximise the value generated by endorsing and actively working towards the goals, leveraging information and communications technology as well as other digital avenues.

A key reference point for this study was the impact report put together by the GSM Association (GSMA), highlighting the influence of telecommunication service providers and the ICT industry on the Global Goals. Following the assessment, Dialog identified five out of the 17 goals where the telecommunications industry could make the most significant positive impact. The Company is confident in its ability to contribute towards poverty reduction, enhancing the provision of quality education, fostering innovation and sustainable practices across business priorities, promoting the development of sustainable infrastructure for societal improvement, and combating climate change to ensure a safer future for all.

Our parent company, Axiata, has prioritised the achievement of goals 4 (quality education) and 13 (climate action) across the entire Group. We also actively support goals 1 (no poverty), 5 (gender equality), and 9 (industry, innovation, and infrastructure).

**Introduction**    Key Messages    Leadership    Material Topics    Annexures

| Our Purpose | **Enrich, Empower, Enable** | | | |
|---|---|---|---|---|
| Our Sustainability Agenda | **Helping people, planet and the business to collectively thrive by empowering and enriching Sri Lankan lives and enterprises.** | | | |

| Our Sustainability Framework/Pillars | **Digital Enablement**<br>Enriching lives with digital tools<br><br>Environmental<br>Social | **Green Economy**<br>Promote Climate Action and Circular Economy<br><br>Environmental | **Equitable Work Place & Communities**<br>Create positive social impact for Dialog Employees and Society<br><br>Social | **Excellence in Corporate Governance**<br>Continue on excellence in Corporate Governance and Reporting<br><br>Governance |
|---|---|---|---|---|
| **Our Strategic Ambitions** | **Enabling communities with digital tools and technologies** | **Achieve Net Zero Target by 2050** | **Empowering, Enriching Sri Lankan lives** | **Maintain transparency through reporting** |
| **Our Key UN SDGs** | 1 NO POVERTY / 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE | 13 CLIMATE ACTION | 4 QUALITY EDUCATION / 5 GENDER EQUALITY | |
| | | | 17 FOR THE GOALS | |
| **Materiality Topic** | 9,10,11,13 | 5 | 3,4,6,7,8 | 1,2,12 |

**Goals**

**Digital Enablement**

1 NO POVERTY

Providing equal access to economic resources and empowering the poor through digital services.

Using voice and data services towards galvanising national economic participation.

Ensuring affordable connectivity to all.

Saviya | Karuna.lk | Goyi Mithuru | Diriya.lk | SARU (Powered by Dialog)

**PWD**

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

Implementing top-of-the-range innovative technologies across the value chain leading the expansion.

Upgrading and increasing the sustainability of existing infrastructure.

Increasing efficiencies across social, environmental, and economic dimensions through innovations related to Internet-of-Things (IoT).

Promoting digital inclusion, influencing digital adoption, and development of digital skills of all, without discrimination.

SARU (Powered by Dialog) | Deaf Taluk | PETRALEX | VAAYU | e-Konu

**Green Economy**

13 CLIMATE ACTION

Implementing sustainable resource management schemes to reduce negative environmental impacts and nurture a sustainability-focused attitude.

**NET ZERO**

**Carbon** Emissions

**Equitable Work Place & Communities**

4 QUALITY EDUCATION

Providing access to a good education through increased connectivity to schools and increased access to digital resources for education.

Using mobile solutions to drive and support education-related services throughout the country.

Nenasa Smart School | Nenasa TV | Dialog Merit Scholars

5 GENDER EQUALITY

Empowering women to make them better connected aNd safer.

Providing access to information, services, and life-enhancing opportunities including health information, financial services, and employment opportunities.

Nenasa Apps | Nenasa TV | Talk to Yeheli.lk (Powered by Dialog)

| Introduction | Key Messages | Leadership | Material Topics | Annexures |

## Key focus areas

| SDG | Initiatives | Category |
|-----|-------------|----------|
| **1 NO POVERTY** | සවිය, Sayuru, ගොවි මිතුරු, Karuna.lk, PWD, Diriya.lk | Social/Enviromental |
| **4 QUALITY EDUCATION** | Nenasa SMART SCHOOL, Nenasa TV, Dialog Merit SCHOLARS | Social |
| **5 GENDER EQUALITY** | Nenasa App, Nenasa TV, Yeheli | Social |
| **9 INDUSTRY, INNOVATION AND INFRASTRUCTURE** | SARU, VAAYU, Deaf Tawk, e-Konu, PETRALEX | Social/Enviromental |
| **13 CLIMATE ACTION** | NET ZERO, Carbon Emmissions | Social/Enviromental |

Standards / Frameworks: 1 NO POVERTY, GOVERNANCE, GSMA, SASB, GRI, IFRS

# Report Basis of Preparation

## About this Report

The Sustainability Report 2023 is Dialog Axiata PLC's 16th annual disclosure of the economic, environmental, social and governance components that affect the organisation and our stakeholders. The Report covers the period from 1 January 2023, through 31 December 2023, and complements the Company's Annual Report to our shareholders.

## Overview of the reporting year

### At a glance

16th Annual Sustainability Report

**Continuing to commit to 5 out of 17 SDGs**

![SUSTAINABLE DEVELOPMENT GOALS logo]

**Using the context of Axiata's Sustainability Framework, this sustainability report is informed by the following frameworks and standards:**

![GRI, SASB, TRANSPARENCY INTERNATIONAL SRI LANKA, GSMA logos]

![IFRS logo]

For ease of reference, GRI Standards and GSMA disclosures are indicated throughout the report as follows:

| GRI | GRI Standards |
|---|---|

| GSMA | Global System for Mobile Communications Association ESG Metrics for Mobile (June 2024) |
|---|---|

## Report scope

The Sustainability Report 2023 explores 13 material topics that represent Dialog's most significant impacts on our stakeholders, as well as the performance of the Company. The reporting boundary for each material topic is derived by:

1. Mapping the material topic to its relevant GRI Standards-specific topics
2. Mapping the identified GRI Standards-specific topics across the entirety of Dialog's value chain

The sections "Material Topics" on pages 26 and 27 and "Stakeholder Engagement" on pages 18 to 25 detail the outcome of the above exercise.

The Dialog Annual Sustainability Report continues to adhere to globally accepted reporting standards and frameworks such as the SASB, GSMA and TCFD Standards, thereby fully meeting disclosure requirements of the TRAC Assessment annually compiled by Transparency International Sri Lanka (TISL).

Additionally, this Report references the Parent Company Axiata Group Berhad's (Axiata) refreshed Sustainability Reporting approach where applicable – building upon the four pillars of Advancing Digital Societies, Advancing Green Economy, Advancing Equitable Workplace & Communities, and Advancing Ethical Practices.

The Sustainability Report also discloses the Company's contribution towards achieving 5 of the 17 UN Sustainable Development Goals on pages 10 to 12.

## Reporting Boundary

The reporting boundary for the year in review pertains to Dialog's major subsidiaries, and excludes all associate companies in which Dialog possesses a minority stake. While the triple-bottom-line performance of subsidiaries is not reported on an exhaustive basis, Dialog remains committed to strengthening disclosures of non-wholly owned subsidiaries of which Dialog is the majority shareholder. In this annual disclosure, Dialog reports on the major subsidiaries' economic and environmental performance, and Human Resource-related measures to a limited extent, reflecting the less mature development of early-stage companies in this portfolio.

Data relating to the environmental performance for the reporting period of Dialog Network Services (Pvt) Ltd. (DNS) – a subsidiary of the Dialog Group formed in 2019 to provide infrastructure and network services to multiple Sri Lankan mobile network operators – has been tracked and disclosed within this Report comprehensively.

## Climate-related data

In line with our early adoption of SLFRS S1 and S2, for metrics relevant to climate-related risks and opportunities, we only report emissions relevant to the consolidated accounting group which includes all entities/operational facilities in the reporting boundary (refer Annual Report 2023 for further information; please also see our subsidiary structure on pages 16-17). The entities under Dialog's operational control have been selected based on both Immediate Shareholding and Group Revenue Contribution and depending on whether it is part of the core business or not. The entities which have been excluded are mostly holding companies and are not generating revenue. The company accounts for 100% of the GHG emissions from operations within the selected entities, over which it has authority to direct the financial and operating policies.

## Context and completeness

The Report ensures adherence to the principle of completeness, ensuring transparency and comprehensive reporting of all material topics that exist within the defined Scope and Boundary, and as such are reported in a manner that facilitates assessment by all stakeholders.

The Dialog Axiata PLC Sustainability Report addresses Reporting Principles as per the GRI-1: Foundation Standard, and complies with all requirements from the GRI-2: General Disclosures. The Report further focuses on detailing the organisation's performance through the principles of Materiality and Stakeholder Inclusiveness, highlighting both positive and negative triple-bottom-line impacts during the reporting period, while outlining our action plans for driving future improvement.

## Forward-looking statements

This Sustainability Report contains forward-looking statements based on our current assumptions and expectations about our future performance, including statements regarding our ESG targets, goals and commitments alongside our business plans and objectives. As such, these statements are characterised by the use of words and phrases such as such as "aim," "anticipate," "estimate," "expect," "intend," "may," "plan," "target" and "goal," and other similar expressions. Such statements reflect the expectations of the Group and may or may not transpire as predicted, given the constantly evolving macro-environment our business operates in, which itself continues to be subject to uncertainties that could cause actual results to differ.

## Restatements

**GRI** 2-4

Any restatements of previously reported data have been disclosed as footnotes within each respective section.

## Feedback

**GRI** 2-3

Should there be any queries/feedback on report content or sustainability matters, please forward them to:

Group Sustainability,

Dialog Axiata PLC,

475, Union Place,

Colombo 2, Sri Lanka.

Direct: +94 77 708 8806

Email: sustainability@dialog.lk

## Independent limited assurance

**GRI** 2-5

This Sustainability Report has been independently assured by Messrs Ernst and Young to a limited level of assurance as defined by the SLSAE 3000 (revised) Assurance Standard. Please refer the Assurance Statement by EY on pages 230 to 231 for more details regarding the subject matter and the scope of assurance. The Standards EY have given assurance for are GRI Standards, GSMA, and SLFRS S1 and S2.

# Subsidiary structure

Wholly Owned subsidiary

Non-wholly owned subsidiary

Associate Companies

**Axiata Group BHD**

**Axiata Investment (L) Limited**
100%

**Dialog Axiata PLC**
82.74%

**Dialog Finance PLC**
99.05%

**Dialog Network Services (Pvt) Limited**
100%

**Dialog Broadband Networks (Private) Limited**
100%

**Dialog Device Trading (Private) Limited**
100%

**Dialog Television (Private) Limited**
100%

**Telecard (Private) Limited**
100%

**Communiq Broadband Network (Private) Limited**
100%

**Digital Realty (Private)Limited**
35%

**H One (Private) Limited**
100%

**Firstsource-Dialog Solutions (Private) Limited**

26%

**Digital Holdings Lanka (Private) Limited**

100%

0.97%

**Dialog Business Services (Private) Limited**

100%

**Digital Health (Private) Limited**

37.24%

**Headstart (Private) Limited**

62%

**Digital Commerce Lanka (Private) Limited**

99.03%

**Dialog Axiata Digital Innovation Fund (Private) Limited**

25%
Ordinary Shares

92.72%
Preference Shares

**My Health Solutions (Private) Limited**

100%

20.45%

Introduction | Key Messages | Leadership | Material Topics | Annexures

# Stakeholder Engagement

**GRI** 2-29

In order to identify, prioritise and better address material concerns that impact both business and stakeholders, we continue to assess and determine the needs, concerns, opinions and expectation of our stakeholders, strengthening their trust and confidence in our Organisation, and our ability to create long-term value.

| Stakeholder | How we engage, methodology and frequency | Material Topics | YoY relevance (Importance to stakeholder) |
|---|---|---|---|
| **CUSTOMERS** | Net promoter score survey across all groups of customers – Annually<br><br>Independent Stakeholder Engagement Survey conducted locally – Annually<br><br>Dialog mobile app-Frequently | ▸ Environmental performance and climate action<br>▸ Economic performance<br>▸ Compliance<br>▸ Customer satisfaction & relationships<br>▸ Corporate governance | ▲<br>▲<br>▲<br>▲<br>▲ |
| **EMPLOYEES** | Employee Engagement survey conducted by the Axiata Group – Annually<br><br>Independent Stakeholder Engagement Survey conducted locally – Annually | ▸ Economic performance<br>▸ Environmental performance and climate action<br>▸ Corporate governance<br>▸ Employee competence<br>▸ Compliance<br>▸ Diversity and non-discrimination | ▲<br>▲<br>▲<br>▲<br>▲<br>▲ |

Group Sustainability, under the guidance of the Board of Directors, is assigned the responsibility of stakeholder engagement and consultations, especially with regard to triple-bottom-line related matters. We continuously engage with our stakeholders through a range of recurring engagement processes, with their valued input informing our actions and strategic business decisions throughout the reporting period.

This table below summarises the Company's key stakeholders, the methodology and frequency of engagement, their concerns and our responses to address these concerns during the year in review.

| Stakeholder concerns | Our response |
|---|---|
| **Economic:** There is an increased interest among customers on Dialog's risk forecasts, contingency planning and business continuity with respect to climate change, with customer satisfaction on these aspects increasing YoY<br><br>**Social:** Efforts made by the Company to address the growing importance in ethical marketing, product quality, community investment, and customer privacy have improved customers' level of satisfaction on these aspects YoY.<br><br>**Environment:** Urgency to adopt environmentally friendly practices, invest in renewable energy, effective waste management, and minimise harmful practices have increased, with the Company's actions improving the level of customer satisfaction on these attributes YoY.<br><br>**Governance:** Ethical practices, corporate governance, effective grievances resolution, transparency, and anti-corruption continued to gain traction, improving levels of customer satisfaction. | Read more about the initiatives implemented to strengthen our financial performance on page 92.<br><br>Learn more about the initiatives that improve our customer experience on page 84, and our commitment to community upliftment on page 72.<br><br>Read more about the initiatives implemented to reduce our carbon footprint and improve environmental sustainability on page 96.<br><br>Discover more initiatives we have carried out to strengthen corporate governance on page 44, and transparency and compliance on page 60. |
| **Economic:** Areas such as productivity, contingency planning and business continuity with respect to climate change, profit maximisation, and investment for future growth have gained importance amongst employees, with the level of satisfaction on these attributes improving YoY.<br><br>**Environment:** Adopting environmentally friendly practices and techniques, investment in renewable energy, efficient waste management, reducing wastage, and minimising negative impacts on the environment have been prioritised by the employees. The level of satisfaction on these aspects has increased YoY.<br><br>**Social:** Areas including health and safety, conducive work environment, community investments, employee well-being, work-life balance, training and development, fair remuneration, performance and rewards, diversity and inclusion, and non-discrimination continued to gain importance. The level of satisfaction in these aspects has increased.<br><br>Furthermore, the level of importance and satisfaction on areas such as customer privacy, innovation, and digital inclusion has improved YoY. Additionally, employees place great importance on providing high-quality, affordable products and services to customers, and are very satisfied that they are accomplishing this objective.<br><br>**Governance:** Transparency and anti-corruption have gained priority and the level of satisfaction of the Company's focus on anti-corruption measures has increased YoY. | Read more about the initiatives implemented to strengthen our financial performance on page 92.<br><br>Learn more about the initiatives implemented to combat climate change, reduce our carbon footprint, and enhance waste management on page 96.<br><br>See more of our initiatives to improve our customer experience on page 84, our commitment to community upliftment of page 72, diversity and inclusion on page 114, employee competence on page 122, and occupational health and safety on page 130.<br><br>Discover more initiatives we have carried out to strengthen corporate governance on page 44, and transparency and compliance on page 60. |

| Stakeholder | How we engage, methodology and frequency | Material Topics | YoY relevance (Importance to stakeholder) |
|---|---|---|---|
| **DISTRIBUTORS** | Supplier site assessments and regular on-going engagement<br><br>Independent Stakeholder Engagement Survey conducted locally – Annually | ▶ Economic performance<br>▶ Environmental performance and climate action<br>▶ Innovation<br>▶ Responsible procurement<br>▶ Compliance<br>▶ Customer satisfaction and relationships<br>▶ Digital inclusion<br>▶ Diversity and non-discrimination | ▲<br>▲<br>▲<br>▲<br>▲<br>▲ |
| **RETAILERS** | Retailers, Supplier site assessment and regular ongoing engagement | ▶ Economic performance<br>▶ Environmental performance and climate action<br>▶ Innovation<br>▶ Responsible procurement<br>▶ Compliance<br>▶ Customer satisfaction and relationships<br>▶ Digital inclusion<br>▶ Network quality and expansion<br>▶ Diversity and non-discrimination<br>▶ Cybersecurity and data privacy | ▲<br>▲<br>▲<br>▲<br>▲<br>▲ |
| **SUPPLIERS** | Supplier site assessments and regular on-going engagement<br><br>Independent Stakeholder Engagement Survey conducted locally – Annually<br><br>Regular business-as-usual interactions/Procurement-based interactions, both daily | ▶ Compliance<br>▶ Economic performance<br>▶ Environmental performance and climate action<br>▶ Customer satisfaction & relationships<br>▶ Diversity and non-discrimination<br>▶ Digital inclusion<br>▶ Innovation | ▲<br>▲<br>▲<br>▲<br>▲<br>▲ |

| Stakeholder concerns | Our response |
|---|---|
| **Economic:** Areas such as productivity, profit maximisation, investment for future growth, and contingency planning and business continuity with respect to climate change have high importance and High Level of Satisfaction. | Read more about the initiatives implemented to strengthen our financial performance on page 92. |
| **Environment:** Adopting environmentally friendly practices, efficient waste management, and reducing negative impact on the environment were areas of importance and Had High Satisfaction Levels. | Learn more about the initiatives we launched to combat climate change, reduce our carbon footprint and enhance waste management on page 96. |
| **Social:** Community investment, innovation, affordability, digital inclusion, non-discrimination, protecting customers through ensuring information safety, and using technology to prevent customer fraud, viral messages, etc. were all areas of high importance and Gained High Satisfaction Levels. | Read more about the initiatives carried out to enhance innovation on page 136, our commitment to community upliftment on page 72, diversity and non-discrimination on page 114, and digital inclusion on page 180. |
| **Governance:** Anti-corruption, effective grievance resolution, and cyber security were important areas and Had High Satisfaction Levels. | Discover our commitment to anti-corruption, corporate governance and compliance on page 44, grievance resolution on page 118, and strengthening cybersecurity on page 202. |
| **Economic:** Business productivity, profit maximisation, reinvestment in future growth, and contingency planning and business continuity with respect to climate change gained importance, with The Level of Satisfaction Improving YoY. | Read more about the initiatives implemented to strengthen our financial performance on page 92. |
| **Environment:** Adoption of environmentally friendly practices and techniques and waste reduction have gained importance, with Satisfaction Levels Increasing YoY. | Learn more about the initiatives we launched to combat climate change, reduce our carbon footprint, and enhance waste management on page 96. |
| **Social:** Community investment, product quality, innovation, digital inclusion, affordability, and non-discrimination were areas of importance, with all these attributes receiving High Satisfaction Levels. | Read more about the initiatives carried out to enhance innovation on page 136, our commitment to community upliftment on page 72, improving network quality on page 174, commitment to non-discrimination and grievance handling on page 118, and promoting digital inclusion on page 180. |
| **Governance:** Cyber security, anti-corruption, grievance resolution, and customer privacy were areas of priority, with the level of satisfaction On These Attributes Increasing YoY. | Discover more about our initiatives to strengthen corporate governance on page 44, transparency and compliance on page 60, and cyber security on page 202. |
| **Economic:** Areas such as productivity, profit maximisation, investment for future growth, and contingency planning and business continuity with respect to climate change have been prioritised, with the level of satisfaction improving YoY. | Read more about the initiatives implemented to strengthen our financial performance on page 92. |
| **Environment:** Adopting environmentally friendly practices and techniques, investment in renewable energy, efficient waste management, and minimising negative impacts on the environment have been prioritised by the suppliers, with all these areas gaining improved satisfaction. | Learn more about the initiatives launched to combat climate change, reduce our carbon footprint, and enhance waste management on page 96. |
| **Social:** Product innovation, affordability, health and safety, digital inclusion, community investment, and non-discrimination have gained importance and improved satisfaction YoY. | Read more on our initiatives on enhancing innovation on page 136, improving health and safety on page 130, our commitment to community upliftment on page 72, grievance handling and non-discrimination on page 118, and promoting digital inclusion on page 180. |
| **Governance:** Cyber security, grievance resolution, compliance, customer privacy, transparency, and anti-corruption have been prioritised, with the level of satisfaction improving YoY. | Discover more initiatives we have carried out to strengthen corporate governance on page 44, transparency and compliance on page 60, and cyber security on page 202. |

| Stakeholder | How we engage, methodology and frequency | Material Topics | YoY relevance (Importance to stakeholder) |
|---|---|---|---|
| **MEDIA** | Regular one-on-one engagements Independent Stakeholder Engagement Survey conducted locally – Annually | ▶ Compliance <br> ▶ Economic performance <br> ▶ Environmental performance and climate action <br> ▶ Customer satisfaction & relationships <br> ▶ Corporate governance <br> ▶ Digital inclusion <br> ▶ Diversity and non-discrimination | ▲ <br> ▲ <br> ▲ <br><br> ▲ <br><br> ▲ <br> ▲ <br> ▲ |
| **GENERAL PUBLIC** | Independent Stakeholder Engagement Survey conducted locally – Annually | ▶ Customer satisfaction & relationships <br> ▶ Corporate governance <br> ▶ Cybersecurity and data privacy <br> ▶ Environmental performance and climate action <br> ▶ Compliance <br> ▶ Employee competence <br> ▶ Digital inclusion <br> ▶ Responsible procurement <br> ▶ Diversity and non-discrimination <br> ▶ Employee competence and remuneration | ▲ <br><br> ▲ <br> ▲ <br> ▲ <br><br> ▲ <br> ▲ <br> ▲ <br> ▲ <br> ▲ <br> ▲ |
| **SHAREHOLDERS** | Annual General Meeting of Shareholders – Annually <br><br> Investor Forum – One forum held within the reporting year <br><br> Earnings call with local and foreign analysts – Quarterly | ▶ Economic performance <br> ▶ Customer satisfaction & relationships <br> ▶ Corporate governance <br> ▶ Cybersecurity and data privacy <br> ▶ Environmental performance and climate action <br> ▶ Compliance <br> ▶ Digital inclusion <br> ▶ Diversity and non-discrimination <br> ▶ Employee competence and remuneration <br> ▶ Occupational health and safety and well-being <br> ▶ Network quality and expansion | ▲ <br> ▲ <br><br> ▲ <br> ▲ <br> ▲ <br><br> ▲ <br> ▲ <br> ▲ <br> ▲ <br><br> ▲ <br><br> ▲ |

| Stakeholder concerns | Our response |
|---|---|
| **Environment:** Using environmentally friendly material, efficient waste management, and reducing the negative impact on the environment were important areas, with the level of satisfaction improving YoY.<br><br>**Social:** Workforce diversity, product quality, innovation, digital inclusion, affordability, non-discrimination and community investment were important areas of focus. All these areas received improved satisfaction levels.<br><br>**Governance:** Anti-corruption, grievance resolution, and ethical marketing were important areas, with the level of satisfaction improving YoY. | See more of initiatives to combat climate change, reduce our carbon footprint, and enhance waste management on page 96.<br><br>Read more on our initiatives on enhancing diversity on page 114, improving network quality on page 174, our commitment to community upliftment on page 72, grievance resolution and non-discrimination on page 118, and promoting digital inclusion on page 180.<br><br>Discover more initiatives we have carried out to strengthen compliance on page 60. |
| **Economic:** Areas of importance were contingency planning and business continuity with respect to climate change. Economic performance importance and community investment efforts have increased YoY, alongside improved satisfaction.<br><br>**Environment:** Minimising waste, waste management, investment in renewable energy, and minimising negative impact on the environment were areas on importance. The Company has increased the importance on providing environmentally friendly products, implementing effective waste management practices, and reducing overall negative impact on the environment, with such focused efforts resulting in improved satisfaction ratings.<br><br>**Social:** Community investment, transparency in procurement, employee training and development, employee diversity, fair remuneration, ethical marketing, product quality, innovation, digital inclusion, grievance resolution, and affordability were areas of importance. Social indicators show that the Company's value of ethics and customer trust have increased in importance and satisfaction YoY.<br><br>**Governance:** Anti-corruption and customer privacy were areas of importance that saw increased satisfaction YoY | Read more about the initiatives implemented to strengthen our financial performance on page 92.<br><br>Learn more about the initiatives launched to combat climate change, reduce our carbon footprint, and enhance waste management on page 96.<br><br>Read more on our initiatives on enhancing diversity on page 114, improving network quality on page 174, our commitment to community upliftment on page 72, grievance resolution and non-discrimination on page 118, fair remuneration on page 118, and promoting digital inclusion on page 180.<br><br>Discover more initiatives we have carried out to strengthen compliance on page 60. |
| **Economic:** Areas of importance were business productivity, profit maximisation, investment for future growth, and contingency planning and business continuity with respect to climate change, with satisfaction improving YoY.<br><br>**Environment:** Using environmentally friendly material, reducing waste, investment in renewable energy, efficient waste management, and reducing the negative impact on the environment were important areas, with satisfaction improving YoY.<br><br>**Social:** Community investment, health and safety, conducive work environment, health and well-being, work-life balance, training and development, performance and rewards, workforce diversity, fair remuneration, non-discrimination, innovation, digital inclusion, non-discrimination, affordability, and product quality were areas of importance, with satisfaction levels on all aspects improving YoY.<br><br>**Governance:** Anti-corruption, grievance resolution, ethical marketing, cyber security, and customer privacy were areas of importance, with satisfaction levels improving YoY. | Read more about the initiatives implemented to strengthen our financial performance on page 92.<br><br>Learn more about the initiatives launched to combat climate change, reduce our carbon footprint, and enhance waste management on page 96.<br><br>Read more on our initiatives on enhancing diversity on page 114, improving network quality on page 174, our commitment to community upliftment on page 72, grievance resolution and non-discrimination on page 118, and promoting digital inclusion on page 180.<br><br>Discover more initiatives we have carried out to strengthen compliance on page 60, cyber security on page 202, and governance on page 44. |

| Stakeholder | How we engage, methodology and frequency | Material Topics | YoY relevance (Importance to stakeholder) |
|---|---|---|---|
| **REGULATORS** | Continuous active engagement across scope of operations<br><br>Independent Stakeholder Engagement Survey conducted locally – Annually | ▸ Economic performance<br>▸ Corporate governance<br>▸ Compliance<br>▸ Environmental performance and climate action<br>▸ Diversity and non-discrimination<br>▸ Responsible procurement<br>▸ Employee competence and remuneration<br>▸ Occupational health and safety and well-being<br>▸ Network quality and expansion | ▲<br>▲<br>▲<br>▲<br>▲<br>▲<br>▲<br>▲<br>▲ |
| **CIVIL SOCIETY ORGANISATIONS** | Project-wise/Regular business-as-usual interactions<br><br>Independent Stakeholder Engagement Survey conducted locally – Annually | ▸ Economic performance<br>▸ Corporate governance<br>▸ Cybersecurity and data privacy<br>▸ Environmental performance and climate action<br>▸ Compliance<br>▸ Diversity and non-discrimination<br>▸ Digital inclusion<br>▸ Employee competence and remuneration<br>▸ Occupational health and safety and well-being | ▲<br>▲<br>▲<br>▲<br>▲<br>▲<br>▲<br>▲<br>▲ |

| Stakeholder concerns | Our response |
|---|---|
| **Economic:** Areas of importance were business productivity, profit maximisation, investment for future growth, and contingency planning and business continuity with respect to climate change. There is a perception among regulatory organisations that the Company is performing at a high level with regards to its economic performance. | Read more about the initiatives implemented to strengthen our financial performance on page 92. |
| **Environment:** Transparent procurement, environmentally friendly practices and techniques, investment in renewable energy, efficient waste management, minimising wastage, and reducing the negative impact on the environment were important areas, with environmental indicators improving in performance YoY. | Learn more about our initiatives to combat climate change, reduce our carbon footprint, and enhance waste management on page 96. |
| **Social:** Health and safety, conducive work environment, employee well-being and work life balance, fair remuneration, non-discrimination, product quality, innovation, digital inclusion, affordability, and non-discrimination were areas of importance. The Company is perceived as performing well on social indicators. | Read more on our initiatives on enhancing diversity on page 114, improving network quality on page 174, our commitment to community upliftment on page 72, grievance resolution and non-discrimination on page 118, employee remuneration on page 118, and promoting digital inclusion on page 180. |
| **Governance:** Cyber security, ethical marketing, customer privacy, corporate governance, compliance, grievance resolution, and anti-corruption were areas of importance, with TRAC Assessment showing great improvement in all areas. | Discover more initiatives we have carried out to strengthen compliance on page 60, cyber security on page 202, and governance on page 44. |
| **Economic:** Contingency planning and business continuity with respect to climate change was an area of priority. Perception among the community and civil organisations of the Company has improved in these areas. | Read more about the initiatives implemented to strengthen our financial performance on page 92. |
| **Environment:** Adoption of environmentally friendly practices, investment in renewable energy, efficient waste management, and reducing the negative impact on the environment were important areas, with environmental indicators showing the Company is improving in performance. | Learn more about the initiatives launched to combat climate change, reduce our carbon footprint, and enhance waste management on page 96. |
| **Social:** Community investment, transparent procurement, health and safety, workforce diversity, fair remuneration, non-discrimination, innovation, digital inclusion, and affordability were areas of importance, with social indicators showing the Company is improving in performance. | Read more on our initiatives on enhancing diversity on page 114, ensuring occupational health and safety and well-being on page 130, our commitment to community upliftment on page 72, non-discrimination on page 114, responsible procurement on page 196, employee remuneration on page 118, and promoting digital inclusion on page 180. |
| **Governance:** Compliance, grievance resolution, ethical marketing, transparency, anti-corruption, and customer privacy were areas of importance, with TRAC Assessment showing great improvement in all areas. | Discover more initiatives we have carried out to strengthen compliance on page 60, cyber security on page 202, and governance on page 44. |

# Materiality

Any economic, environmental or social issue that can be significantly impacted by our Company is considered a material issue by the Company. These material issues are also known to influence the strategic decisions made by the Company on behalf of our stakeholders. Understanding the needs and interests of our stakeholders in an environment of constant change and uncertainty helps us prioritise our material issues, adapting our business strategies to create value in the short, medium and long-term.

For our 2023 report, we also conducted a materiality assessment based on financial materiality to identify relevant SRROs/CRROs as per SLFRS S1 and S2. Financial materiality refers to the potential financial impacts (positive or negative) that sustainability and climate issues can have on a company's financial and value creation performance and prospects. Sources of guidance in identifying climate-related risks and opportunities as part of this materiality analysis included the SASB Standards and the GSMA Framework.

The year in review saw Dialog continue to adhere to the GRI Standards, reporting on and disclosing the most material matters to our operations. The material issues and their priorities were determined by plotting their relevance on relative scales based on inputs obtained from the Company and its stakeholders, as follows:

## Materiality assessment

Dialog conducts a materiality assessment each year, enabling us to better understand current and emerging risks and opportunities for the Company, to both create and derive long-term value. The assessment also ensures we update and prioritise material issues based on their relative importance to our business, stakeholders, and society at large.

We have identified 13 significant material topics with the greatest impact to the Company, our stakeholders, as well as the ever-evolving information and communication technology industry within which we operate. Of the 13 material topics, 4 were introduced as recently as 2021, reflecting our ability to fast adapt and address material concerns shared and highlighted by external and internal stakeholders.

## Materiality matrix



**Material topics**

1. Corporate Governance
2. Compliance
3. Customer Satisfaction and Relationships
4. Economic Performance
5. Environmental Performance and Climate Action
6. Diversity and Non-Discrimination
7. Employee Competence
8. Occupational Health and Safety and Well-Being
9. Innovation
10. Network Quality and Expansion
11. Digital Inclusion
12. Responsible Procurement
13. Cybersecurity and Data Privacy

## External stakeholders

▶ A two-part comprehensive study backed by qualitative and quantitative surveys on issues considered material to a majority of stakeholders

▶ A benchmarking exercise of global industry peers to identify topics considered to be material to the industry globally

## Internal stakeholders

▶ The Company's Enterprise Risk Matrix

▶ The Group Chief Executive's (GCEO's) Key Performance Indices (KPIs) and corporate dashboard outlining business focus areas

▶ A rating is assigned to the level of policy coverage and implementation of best practices across the operations

## Material topics

The materiality assessment of 2023 included in this Report comprehensively discloses details of the Company's 13 most significant material issues, and compares the changes in scores with those derived in the previous year's assessment.

| | Material Topic | GRI Standards Mapping |
|---|---|---|
| 1 | Corporate Governance | – |
| 2 | Compliance | GRI 205: Anti-corruption<br>GRI 206: Anti-competitive Behaviour |
| 3 | Customer Satisfaction and Relationships | – |
| 4 | Economic Performance | GRI 201: Economic Performance |
| 5 | Environmental Performance and Climate Action | GRI 302: Energy<br>GRI 303: Water and Effluents<br>GRI 305: Emissions |
| 6 | Diversity and Non-Discrimination | GRI 405: Diversity and Equal Opportunity<br>GRI 406: Non-discrimination |
| 7 | Employee Competence | GRI 202: Market Presence<br>GRI 401: Employment<br>GRI 404: Training and Education |
| 8 | Occupational Health and Safety and Wellbeing | GRI 403: Occupational Health and Safety |
| 9 | Innovation | GRI 203: Indirect Economic Impacts |
| 10 | Network Quality and Expansion | – |
| 11 | Digital Inclusion | GRI 203: Indirect Economic Impacts<br>GRI 413: Local Communities |
| 12 | Responsible Procurement | GRI 204: Procurement Practices<br>GRI 308: Supplier Environmental Assessment<br>GRI 408: Child Labour<br>GRI 414: Supplier Social Assessment |
| 13 | Cybersecurity and Data Privacy | GRI 418: Customer Privacy |

# Chairman's Review

Despite lingering economic challenges, Dialog Axiata PLC demonstrated remarkable resilience, achieving significant progress in fulfilling its business objectives and achieving our sustainability goals.

As a proud member of the United Nations Global Compact Network, we are committed to upholding the UN's Sustainable Development Goals (SDGs) and continue to lead the way in sustainable business practices, reflecting the values and priorities of all stakeholders, going far beyond financial considerations.

Dear Valued Stakeholders,

The year 2023 marked a period of sustained recovery for Sri Lanka as the nation embarked on a journey towards renewal and growth following an unprecedented economic and financial crisis. Despite lingering economic challenges, Dialog Axiata PLC demonstrated remarkable resilience, achieving significant progress in fulfilling its business objectives and achieving our sustainability goals. In 2023, we also laid a strong foundation for continued progress and excellence, reinforcing our commitment to building a brighter, more sustainable future.

I am pleased to share with you our latest Sustainability Report, which provides a comprehensive overview of our environmental, social, and governance (ESG) performance over the course of 2023. The Report also includes insights into our ESG strategy and plans, as well as feedback from myriad stakeholders through our annual Stakeholder Engagement Survey (SES). As a proud member of the United Nations Global Compact Network, we are committed to upholding the UN's Sustainable Development Goals (SDGs) and continue to lead the way in sustainable Business practices, reflecting the values and priorities of all stakeholders, going far beyond financial considerations.

This document, the 16th edition of our annual Sustainability Report, outlines our sustainability journey over the reporting period. Foremost among these is our game-changing goal of achieving Net Zero Carbon Emissions by 2050, an ambitious initiative for which we have already laid the foundation targeting a 45% reduction in $CO_2$ emissions by the end of the decade. I'm also delighted to announce that, in 2023, Dialog became the first Sri Lankan telecommunications service provider in South Asia to be compliant with both the Sustainability Accounting Standards Board (SASB) and Global System for Mobile Communications Association (GSMA) standards.

During the year under review, we made notable progress in reducing our impact on the environment. In addition to our Net-Zero target, various measures are under way to mitigate the effects of climate change on our business and reduce our carbon footprint. To illustrate, we added 776 fresh solar sites in 2023, giving a total capacity of 4,719 kW.

Energy conservation was an important consideration for us during the year under review. A project was launched to educate and empower Dialog employees on adopting sustainable practices that reduce energy consumption. The campaign saw the promotion of a culture of energy conservation among our employees, instilling in our teams the value of contributing to a greener future. Teams were provided with practical tips, resources, and success stories to inspire individuals to act in their daily lives at the workplace. By implementing energy-efficient practices and making conscious choices, participants learned to help minimise their carbon footprint, conserve natural resources, and contribute to mitigating climate change.

In 2023, we continued our dedication to championing a more equitable society. During the year under review, we engaged in a number of initiatives aimed at fostering positive change within the communities we serve, particularly in the spheres of education, environment, healthcare, and Diversity, Equity, and Inclusion (DEI), with special focus on gender equality and persons with disabilities. Yeheli.lk and Ideamart for Women (IFW) were among our foremost initiatives aimed at women, while Deaftawk and other projects served to uplift persons with disabilities.

We continued our commitment to achieving "quality education", the UN's fourth sustainable development goal. A key highlight in this area was a series of projects focused on improving access to education, particularly in rural areas of the country where school children lack the basic tools they need to succeed in their studies. Following a study conducted by our own team of researchers, Dialog distributed a host of essential supplies to a primary school in Kuliyapitiya. These items included a 42" TV with Dialog-enabled *Nenasa* (online education) connectivity. Another project saw the Company support pre-school education for over 130 school children in need in Mahanneriya, Galgamuwa, with a donation amounting to LKR 1 Mn. And an additional LKR 520,000 collected via karuna.lk, Sri Lanka's first crowdfunding platform that we launched in 2022 to support verified non-profit organisations and causes. Karuna.lk provides a reliable and transparent channel for individuals and businesses to contribute to causes they care about and foster a culture of philanthropy and collective giving.

Introduction | **Key Messages** | Leadership | Material Topics | Annexures

A miniature application named Freecycle was launched in October as a seamlessly integrated component within the WoW™ Super App in a bid to promote sustainability and community engagement. Freecycle sought to empower users to donate or sell surplus goods to individuals in need at free or reduced prices. By fostering a culture of reusing and recycling, Freecycle will continue to contribute to the reduction of waste and encourage an eco-friendlier lifestyle while supporting local communities.
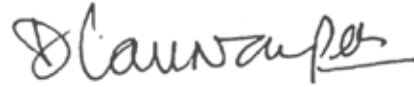
Despite the satisfactory levels of success achieved in 2023, the year was not without its challenges including difficult climatic conditions such as the persistent rains that marked the fourth quarter. The country's macroeconomic situation also proved challenging in pushing our sustainability agenda forward, with the lingering effects of the 2022 financial crisis continuing to have a profound impact.

Building on our commitment to support the country's healthcare sector, in April 2023, Dialog became the official Connectivity Partner for the 1990 *Suwa Seriya* Emergency Service. We also demonstrated our steadfast commitment to a more equitable society through the launch of a trilingual version of the internationally renowned sign language interpretation app DeafTawk in Sri Lanka aimed at enhancing the digital inclusion of people with disabilities.

A strict Code of Conduct was also introduced for all our suppliers to ensure ethical supply chain procurement, promoting climate adaptation and sustainability throughout our supply chain as part of our commitment to UN SDG 13 (Climate Action). I'm proud of our teams' dedication to adhering to these regulations at all times.

Dialog has come far over the years in stewarding a more environmentally sustainable and socially responsible corporate culture, as our Sustainability Report will amply demonstrate. The Report also serves as a roadmap for future progress. We appreciate your ongoing support and feedback as we work together to build a better future for all Sri Lankans.

Sincerely,

**David Nai Pek Lau**
Chairman

# Group Chief Executive's Review

**GRI** 2-22

Among our proudest achievements for the reporting period was the launch of our groundbreaking emissions reduction drive, with our sights set for Net Zero by 2050.

Introduction | **Key Messages** | Leadership | Material Topics | Annexures

# Despite ongoing challenges, we concluded the 2023-24 financial year on a high note, having made significant progress towards achieving our short and long term sustainability objectives.

Dear Valued Stakeholders,

Following one of the most challenging years in the country's post-independence history, Sri Lanka took its first meaningful steps toward growth and recovery in 2023 by embarking on an ambitious reform agenda. With macroeconomic uncertainties persisting well into the first half of the year, with the industry and the larger economy still reeling from the shocks of the previous year's financial crisis and the pandemic's lingering effects, all sectors were forced to brace themselves for the painful adjustments that the long-overdue reforms demanded. Despite these operational challenges, Dialog remained committed to its ESG objectives and the United Nations' Sustainable Development Goals and made significant progress toward meeting its targets across all sectors in which the Group operates.

I am honoured to present to you this comprehensive review which details the numerous initiatives your Company undertook during the reporting period amidst ongoing and anticipated challenges as the country prepares for a sweeping transformation unprecedented for the region. Dialog's commitment to supporting our customers, colleagues, communities, and the nation at large through this process, as well as fostering long-term, sustainable, and inclusive economic growth, remains unwavering. We continue to recognise the critical role that businesses must play in achieving the SDGs, which include eradicating poverty, promoting quality education, advancing gender equality, developing industry, innovation, and infrastructure, and taking prudent climate action. In this regard, we continued to work with the Government, like-minded organisations, non-governmental entities, and civil society during the year under review to address the issues in these areas.

Among our proudest achievements for the reporting period was the launch of our groundbreaking emissions reduction drive, with our sights set for Net Zero by 2050. The progress we've made in this regard the past year alone has been remarkable, with investments in solar, for example, in excess of LKR 2.5 Bn., as discussed elsewhere in this report. Some key highlights of this and various other ESG initiatives introduced this year are as follows.

## Trailblazing technology
## Delivering the future. Today.

As the country's foremost entity in technological innovation and digital transformation, it is in our DNA to engage most challenges with a tech-first approach. In 2023, Dialog continued to promote technology-driven inclusive growth, utilising cutting-edge technologies to bring Sri Lanka ever closer to our vision of a truly equitable society.

During the reporting period, several noteworthy technological accomplishments underscored our commitment to innovation. A standout achievement was introducing "WiFi 6" – the Next-Gen Standard in Wi-Fi Technology for the first time in Sri Lanka. Other notable initiatives include Dialog Smart Home's "Wi-Fi Mesh", strategically engineered to eradicate low-coverage blind spots and guarantee uninterrupted connectivity across residential and commercial spaces, the formulation of Internet of Things (IoT)-driven solutions for the rubber industry, and the seamless integration of eSIMs, coupled with the incorporation of Amazon Alexa voice command support into our services. These endeavours exemplify Dialog's dedication to fostering a sustainable and customer-centric future.

The most significant among these was the launch of the Futureverse, Sri Lanka's first ever fully immersive, interactive and experiential Metaverse where customers can shop for Dialog products and services, socialise, attend events, and play games in one seamless virtual world. We envision Futureverse as a transformative web 3.0 entity that will reshape how future Sri Lankans socialise, work, and play. The Metaverse exemplifies Dialog's dedication to fostering inclusive growth in the digital sphere, positioning Sri Lanka as an important key player in the global innovation landscape.

In yet another industry-altering development, Dialog Axiata together with operators Bharti Airtel Lanka, Hutchison Telecommunications Lanka, and SLT-Mobitel launched industry-wide network APIs as part of the GSMA Open Gateway initiative. The APIs include One Time Password (OTP) Validation, Device Location, and Carrier Billing, providing a standardised means for developers and

Introduction    **Key Messages**    Leadership    Material Topics    Annexures

enterprises to reach over 21 million Sri Lankans across all network operators. These APIs, which are part of a global initiative, aim to accelerate the growth of digital services and apps by offering consistent, interoperable access to mobile networks. Sri Lanka was one of the top five countries in the world to join the GSMA Open Gateway initiative which now involves over 36 mobile operator groups and 214 networks globally, representing 60% of mobile connections worldwide.

## Advancing inclusive connectivity

The ongoing expansion of our network coverage is a pivotal element in enhancing accessibility to our innovative digital solutions. In 2023, Dialog took significant strides by commissioning new towers in rural areas within the Anuradhapura, Badulla, Batticaloa, Kurunegala, and Ratnapura Districts as part of our "*Sew Desatama* Dialog" initiative. This endeavour is a testament to our unwavering commitment to bolstering connectivity in the most remote corners of the island. With a formidable portfolio boasting over 4,700 mobile 4G sites, Dialog proudly holds the country's highest base station count and has achieved an impressive 96.08% 4G data population coverage. Utilising Green Field towers for rapid expansion into deep rural communities and Lamp Pole solutions to address urgent capacity requirements in densely populated areas, we have garnered global acclaim, receiving recognition for the "Best 4G Coverage Experience" and "Fastest Upload and Download Speed Experience" from the renowned international network testing leader, Open Signal.

On a regional scale, H One, the leading microsoft solutions provider in Sri Lanka and Maldives, entered into a strategic partnership with Dhiraagu, the foremost telecommunications and digital services provider in the Maldives, in March 2023. This collaboration sought to augment its market presence and enhance service delivery capabilities within the archipelago. By amalgamating Dhiraagu's local footprint and established customer relationships with H One's standardise proficiency in Microsoft technologies, the initiative aimed to provide top-tier services, including Modern Work Cloud, Modern Work Security, Azure, Modern App development, and Data and Analytics, to customers in the region.

During the year under review, we expanded our 5G roaming network to over 50 countries in collaboration with 100 international partners, providing customers using 5G-compatible devices with data speeds up to 1 Gbps. As the widest 4G roaming network in South Asia, covering 160 countries globally, Dialog aims to enhance its international 5G roaming footprint, offering subscribers an exceptional global data roaming experience. Additionally, we have extended 5G services on our extensive trial network across 70 locations in the island, demonstrating our commitment to advanced connectivity solutions.

Marking a significant milestone in the telecommunication industry, Dialog Axiata and Bharti Airtel signed a binding agreement in May 2023 to combine operations of Bharti Airtel Lanka with those of Dialog. This consolidation will streamline infrastructure, enhance technology synergies, and improve high-speed broadband, voice services, and operational efficiencies.

## A revolutionary transformation in education

Sri Lanka's education sector undoubtedly continues to grapple with the prolonged effects of the unprecedented disruptions caused by the pandemic and the socio-economic challenges of 2022. Despite the ongoing recovery process during the review period, Dialog has remained unwavering in its commitment to elevating the nation's education. Our steadfast dedication over the years to developing tomorrow's leaders is reflected in the sustained provision of a comprehensive suite of digital education solutions, expertise, and connectivity, with investments from 2003 onwards totalling over LKR 1 Bn.

Throughout the year, our focus remained on fostering inclusivity and equity within the education landscape. Initiatives such as *Nenasa* TV, the *Nenasa* smartphone application, the *Nenasa* Merit Scholarship, and our efforts to provide TV connectivity to the plantation sector underscore our ongoing efforts in this crucial domain.

In 2023, Dialog and the Ministry of Education revised a previously entered Memorandum of Understanding (MoU) for the *Nenasa* initiative, resulting in creation of a comprehensive smart education ecosystem that integrates both *Nenasa* TV and the *Nenasa* app with the Ministry's National Learning Content Management System (LCMS) *e-Thaksalawa*. Dialog also facilitated free access to the native content on its Network's *Nenasa*, *e-Thaksalawa*, and LEARN platforms in 2023, with the *Nenasa* Smart School programme aimed at empowering digital educators around the country. The MoU also supports the VAAYU project, an IoT-based air quality monitoring initiative, with selected *Nenasa* Smart Schools serving as air quality monitoring hubs.

In a key development, Dialog, in collaboration with the Ministry of Education and the University Grants Commission (UGC), renewed an existing agreement on the Dialog Merit Scholarship programme, celebrating 20 years since its launch. The programme, aimed at promoting equitable access to education, awards scholarships to high-achieving students in G.C.E. O/L and A/L examinations and has granted scholarships totalling over LKR 120 Mn., contributing to academic excellence and demonstrating Dialog's commitment to supporting education initiatives.

In 2023, we continued several relief programmes that were initiated the previous year to support schoolchildren in remote areas. These include Dialog's collaboration with the Sri Lanka Air Force and E-W Information Systems Ltd. to provide digital educational support to several schools in Trincomalee, refurbishing and upgrading each school's computer laboratory with new computers and supplying Magicbit Pro units, which are easy-to-use STEM education platforms.

The partnership also facilitated *Nenasa* TV access. The Sri Lanka Air Force provided labour and support, while E-W Information Systems contributed new desktop computers and sourced hardware for the initiative.

Our staff engagement programme that allowed employees to use the *Karuna.lk* platform to raise funds to support schools in need also contributed to Dialog's efforts to develop the education sector.

I'm proud to note that Dialog's endeavours in uplifting education over the reporting period continued to align with our broader vision to contribute to the fourth United Nations Sustainable Development: Quality Education.

## Equitable healthcare

The healthcare sector, which was already impeded by the burdens of a debilitating pandemic, was grievously impacted by the financial crisis in 2022, the consequences of which can still be felt today. Acknowledging the vital role of technology in facilitating connections between patients and medical professionals, Dialog provided critical solutions in 2023 to revitalise the healthcare sector.

Sri Lanka's premier digital health solutions service provider, Doc990, the result of a significant partnership with the Kanola Hospital, introduced Amazon Alexa Voice Command Support, a first for the country's health sector. This feature allows users to access Doc990 services through simple voice commands via Alexa, available on Android, iOS with the Alexa app, as well as Alexa-supported home devices. Users can easily schedule doctor appointments or book services via Alexa, with the option to add the cost to their Dialog mobile postpaid monthly bill, deduct from prepaid balance, or pay through various methods. The move aligns with Dialog's commitment to enhancing healthcare access through modern digital infrastructure.

In April, Dialog committed its support to the 1990 *Suwa Seriya* Emergency Service, becoming the official "Connectivity Partner" to enhance the island-wide free pre-hospital emergency care. Through this partnership, we aim to leverage technology to enhance life-saving efforts. Our objective is to provide the 1990 Emergency Service with optimal connectivity infrastructure, enabling them to extend their life-saving services to a broader population across the island. Dialog's assistance will empower the *Suwa Seriya* service to embrace new technology, ensuring quicker and more effective responses to emergency situations, with an average response time of 11.40 minutes, handling over six million calls annually.

## Embedding equal opportunities

### Supporting gender equality

Championing gender equality is not just a commitment; it's a journey we embark on with passion and purpose. We believe in creating a world where every individual, regardless of gender, has equal opportunities and recognition. We at Dialog believe in inclusivity, breaking barriers, and building a future where everyone can thrive and succeed, irrespective of gender. This philosophy signifies a commitment on our part as a responsible corporate citizen to be the change we wish to see.

Marking International Women's Month and in celebration of the United Nations Women's Day theme "DigitALL: Innovation and technology for gender equality," our Ideamart for Women (IFW) initiative, which promotes digital entrepreneurship among women and improves their technical skills by leveraging ICT facilities and training, organised Athena Hack 2023. Over 100 female participants were introduced to contemporary topics such as Design Thinking, and Artificial Intelligence, while receiving the opportunity of exploring the Metaverse. The winning team of the Hackathon category, "Team Destroyers", received a cash prize of LKR 100,000/- at the end of the event.

## Encouraging small business resilience and growth

In our relentless pursuit to revive local industries and empower small and medium enterprises (SMEs) in the post-pandemic and post-crisis era, we have formed strategic partnerships with both governmental and non-governmental organisations, laying the groundwork for a substantial industrial revival in our country. Over the years, we have harnessed our knowledge and resources to uplift SMEs in Sri Lanka, recognising their significant contribution of over 52% to the country's GDP.

Among the initiatives taken in this regard were our efforts to empower SMEs with the right technological tools to make them efficient and resilient to external shocks, to create new ways and means for them to reach local and global markets to facilitate growth, and partner with other corporate entities with a shared vision to create synergies by way of SME banks and the like.

Our digital payment solutions were expanded during the year under review after securing a license to operate as a Financial Acquirer of Payment Cards from the Central Bank of Sri Lanka. We launched Genie Business, an all-in-one digital payment acceptance solution, in 2023 to support and empower retailers and merchants by facilitating payments from any card, bank, or app, enhancing their operational capacity. A new SME internet banking solution was also introduced during the reporting period, allowing SMEs to conduct financial transactions efficiently and securely online.

# Bolstering cybersecurity and ensuring data privacy

Despite recent rapid advances in privacy and cybersecurity, data protection remains a top priority in the third decade of the twenty-first century, as tech and telecommunications industries face increased risks and threats from a variety of malicious actors. Dialog, which has taken it upon itself to usher Sri Lanka into the fourth industrial revolution, recognises the global impact of cyber-attacks and the enormous damage they can cause to entire economy. In the face of previously unknown threats, local institutions and businesses have become more vigilant, seeking the assistance of globally recognised security providers. In our pursuit of providing exceptional security services, we have collaborated with Microsoft, Cyber Security Works (CSW), and TekSek Cyber Security to bring world-class security solutions to enterprises in Sri Lanka. By bridging the gap between local enterprises and globally recognised service providers, we hope to alleviate concerns and enhance the security of local enterprise IT infrastructure.

By prioritising cybersecurity and data privacy, we are committed to safeguarding our customers' interests, protecting their sensitive information, and maintaining a secure digital ecosystem that fosters trust and confidence in our services.

Dialog achieved a significant milestone in October 2023 by becoming the first telecommunications service provider in the country and one of only a few in South Asia to receive ISO 27701 certification, the internationally recognised standard for privacy information management systems. ISO 27701, an extension to ISO 27001 accreditation, certifies additional data privacy and provides guidance for establishing, implementing, maintaining, and improving an organisation's Privacy Information Management System. The ISO 27701 standard offers a comprehensive framework for Privacy Information Management Systems (PIMS), enabling organisations to refine their data privacy practices and adapt to evolving privacy threats and regulatory requirements. This approach is based on sound risk management and compliance principles, with a strong emphasis on tracking progress and encouraging continuous improvement.

# Fostering financial empowerment for all

## Equality-focused workplace

We are strongly committed to promoting gender equality and nondiscriminatory policies in the workplace. Our commitment is supported by the consolidated Diversity, Equity, and Inclusion (DEI) Framework, which ensures equal opportunities within our Organisation.

We are constantly striving to increase female participation in our workforce and at senior management levels. We strive to create a workplace that celebrates diversity, values equality, and fosters an environment in which every individual can thrive and contribute to the success of our Organisation and nation.

In 2023, Dialog Axiata made significant strides in its Diversity, Equity, and Inclusion (DEI) agenda by ensuring substantial representation of women in decision-making processes. This commitment to amplifying diverse voices highlights the importance of inclusivity in driving the Company's growth. In recognition of these efforts, Women in Management Sri Lanka, together with Knowledge Partner – International Finance Corporation, honoured Dialog as one of the Top 10 Champions of Diversity. This accolade underscores Dialog's dedication to creating an inclusive environment where diverse perspectives are valued and empowered.

# Nurturing a digitally accessible society

The advancements of the 21st century have expedited the integration of digital products and services into our daily lives. However, we acknowledge that not everyone has equal access to these digital offerings, leading to a significant digital divide. To address this disparity and ensure that every member of society has access to services and content through innovative technologies, we have taken substantial measures to bridge this gap and create a level playing field for all citizens.

In 2023, Dialog Axiata reinforced its commitment to supporting communities in Sri Lanka through digital transformation, enhancing services despite economic challenges. By expanding its digital ecosystem across FinTech, HealthTech, EduTech, and InsurTech, Dialog empowered communities with innovative solutions. The eZ Cash mobile money platform continued to facilitate financial inclusion by expanding active wallets and merchant partnerships, while eZ Banking increased financial accessibility in local communities. Genie evolved into a comprehensive financial marketplace, promoting inclusivity for micro and medium-sized enterprises with a fully digital onboarding process. The Doc990 digital healthcare platform extended its reach, offering new

telemedicine services and health and wellness subscriptions to a broader audience. Dialog's collaboration with other operators under the GSMA Open Gateway initiative ensured seamless digital service growth across mobile networks. The launch of the WOW Super App, with over 3.5 million downloads and 1.7 million active users, provided communities with a versatile platform for rewards, entertainment, and convenience features.

In addition, At the GSMA M360 APAC 2023 Awards in Seoul, South Korea, Dialog received the "Excellence in Digital Inclusion Award" for its outstanding use of mobile technology in advancing digital inclusion in Sri Lanka. This recognition highlighted the impactful "National Fuel Pass" initiative, developed in collaboration with MillenniumIT ESP and ICTA, under the guidance of Ministry of Power and Energy. Gifted to the Government by Dialog and its partners in 2022, the National Fuel Pass effectively resolved the fuel crisis, ensuring fair access for all citizens. The initiative also earned the National Award and Western Province Award for "Best TECH FOR GOOD Software Innovation or Product" at the SLASSCOM National Ingenuity Awards 2023, further underscoring its significant contribution to the community.

## Promoting the engagement of Persons with Disabilities (PWD)

Building upon our core services, we have remained steadfast in our focus on facilitating inclusion and digital empowerment for persons with disabilities. The Company engaged in several initiatives in 2023 to empower persons with hearing, sight, and speech impairments and in turn enable them to contribute meaningfully to Sri Lanka's growth potential.

Among our efforts to be more inclusive, we partnered with apparel manufacturing and technology conglomerate, MAS Holdings, in August 2023 to introduce the Dialog MAS Enabler Programme to give university students with disabilities experience in corporate settings. Nine students, including undergraduates and new graduates from the universities of Colombo, Peradeniya, and Sri Jayawardenapura, with visual, hearing and physical impairments were hosted at the two companies for a two-week period and exposed to different parts of each business, ranging from operations, product creation, manufacturing to corporate offices and customer service centres. The learnings obtained proved instructive and useful to changes we intended to make for our website to be more inclusive. Accordingly, Dialog redesigned its official website, dialog.lk in 2023, to make it more accessible and user-friendly for people with disabilities (PWDs), demonstrating the Company's commitment to inclusivity. With accessibility and inclusion at the forefront of this upgrade, dialog.lk now includes screen reader compatibility, accessible colour schemes for color-blind users, alternative text for images and multimedia content, responsive design, clear and simple language, user-friendly navigation, and assistive technology

support. These features will enable the website to meet the diverse needs of people with disabilities, including those with vision impairments, motor impairments, cognitive and developmental challenges, attention deficit hyperactivity disorder (ADHD), and epilepsy.

Further, in celebration of World Sight Day, Dialog pledged to provide spectacles to schoolchildren in need, as part of the Company's *Nethsuwaya* programme which is being carried out in collaboration with the Ministry of Health's V2030 initiative, launched by the College of Ophthalmologists of Sri Lanka to continue the work of the recently concluded Vision 2020 project, which began in 2007.

Aligned with our vision of empowering and enriching Sri Lankan lives, this initiative embodies our belief in fostering an inclusive society where potential knows no bounds.

During the year under review, Dialog launched a trilingual version of the internationally renowned sign language interpretation app "DeafTawk" in Sri Lanka, a first for the country. This initiative strengthened our commitment to taking action to improve the digital inclusion of people with disabilities in Sri Lanka, which is consistent with the GSMA's Principles for Driving the Digital Inclusion of People with Disabilities. The DeafTawk app places a real-time sign language solution at the user's fingertips at an affordable price.

## Advancing community engagement

### Uplifting sports

Sri Lanka has consistently stood, showcasing a wealth of exceptionally skilled athletes. Dialog Axiata has played a crucial role in uplifting our nation's sports to new heights, making significant contributions to its development and growth. Demonstrating our unwavering commitment to the development and expansion of both physical sports and e-sports in Sri Lanka, we extended support to several sporting bodies and athletes to achieve their dreams.

Additionally, Dialog powered the National Women's Volleyball team at the Central Asia Women's Challenge Cup in Katmandu, Nepal, in May 2023, and supported the 12-member Sri Lanka youth netball team (U21) during the Asian Youth Netball Championship 2023 held in South Korea in June.

In another significant undertaking, Dialog came forward to sponsor a 27-member strong differently abled athletic contingent led by Javelin star, Dinesh Priyantha Herath at the Asian Para Games held in Hangzhou China from 20 – 28 October 2023.

In other sporty endeavours, Dialog sponsored the Sri Lanka Golf Open 2023 played in May at the picturesque Royal Colombo Golf Club and powered the Central Asian Men's Volleyball Challenge Cup Colombo 2023.

Through active collaboration with sports organisations and steadfast support for diverse sporting initiatives, Dialog Axiata maintains its unwavering commitment to elevate sports and cultivate a vibrant sporting culture in Sri Lanka. Our aim is to nurture talent, inspire excellence, and instil a sense of pride in our nation through remarkable sporting achievements.

## Fostering cultural development

Sri Lanka is home to a vibrant people whose diverse cultural traditions go back millennia. For decades, Dialog has been at the forefront of fostering cultural development, frequently coming forward to sponsor important cultural events in various parts of the country, such as the Kandy Esala Perahera, Bauddhaloka *Vesak Kalapaya*, Sri Buddha Rashmi *Vesak Kalapaya* at Gangaramaya and the Katharagama Esala Perahera. This is in line with the Company's many efforts towards the preservation of Sri Lankan traditions and heritage that were made in 2023.

## Forefront leader

### Excelling in ESG commitments and carbon footprint reduction

In 2023, Dialog continued to make significant progress in propelling Sri Lanka towards becoming a digital nation through the establishment of sustainable digital ecosystems that are accessible, affordable, and inclusive, benefiting our customers, businesses, and communities at large. Our commitment to Environmental, Social, and Governance (ESG) practices is unwavering, as we diligently work towards understanding, mitigating, and eliminating any detrimental impacts on the environment. Concurrently, we strive to identify opportunities to create value for our Company and stakeholders.

In 2023, we went over and above our Net Zero target set for the year, with a total carbon reduction of 8,255.13 $tCO_2e$ and plans under way to reduce more in the new financial year, despite our being an energy-intensive industry. As pioneers in the region, we obtained ISO 14001:2015 certification as the first Quad-play Telco in South Asia, recognising our adherence to international environmental management standards. This globally recognised certification, acquired for our comprehensive range of operations in 2021, has bolstered our ability to measure, monitor, and report on our environmental performance. It provides a framework to minimise adverse environmental impacts and ensures compliance with legal and regulatory obligations as we strive collectively, as one team, towards a sustainable and greener future. Throughout the year, we successfully implemented 776 new solar sites; 765 new solar installations with a total capacity of 4574.84 kW and 11 solar capacity enhancements of 144.255 kW were also added, along with 67 full solar sites that were implemented within the year. Dialog plans to add a further 140.7 kW in 2024 with six sites identified so far.

In addition to solarisation of tower sites, commercial power acquiring for Fulltime Generator sites ( FTG), Generator Delay Implementation in Stand by Generator Sites (STBG) sites, fiberisation, power saving through network modernisation and legacy network shutdown, Data Center Consolidation, PUE (Power Usage Effectiveness) Optimisation, rooftop solar implementation and energy saving through the use of IOT monitoring system are some of the other key energy saving initiatives followed throughout the year.

We are also committed to fostering a circular economy, which entails reducing material consumption, redesigning materials, products, and services to be less resource-intensive, and repurposing "waste" as valuable resources for manufacturing new materials and products. Our initiative, *e-Kunu*, represents the first step in our endeavours to build an inclusive and equitable circular economy that addresses the urgency of the climate crisis. Through this initiative, we aim to establish a sustainable model where resources are responsibly extracted, transformed into products, and then reintegrated into the production cycle rather than being discarded as waste. The initiative seeks to responsibly collect and recycle electronic waste from Dialog Customer Experience Centres island-wide.

Building on the success of Dialog's National "mWaste" Project, which began in 2008 and later became part of the National e-waste programme in 2014, e-Kunu goes beyond mobile waste to encompass a wide range of electronic items. From mobile phones and laptops to chargers, batteries, printers, and more. *e-Kunu* establishes an end-to-end disposal chain, adhering to local and international standards regulated by the Central Environmental Authority (CEA) of Sri Lanka and in accordance with the Basel Convention for the transboundary movement of hazardous wastes and their disposal.

The initiative aligns with Dialog's commitment as a responsible corporate citizen, to promote sustainable waste management solutions and protect the environment. By educating customers and the public on the hazards of improper e-waste disposal and encouraging responsible recycling, Dialog aims to reinforce its environmental responsibilities, in compliance with ISO 14001 Environmental Management Systems standard, for which the Company gained certification in 2021. This initiative aims to contribute to the United Nations Sustainable Development Goals, specifically Goal 13: Climate Action.

In pursuit of our ESG objectives, we also strive to extend the social impact of our initiatives, ensuring that technology empowers individuals from all walks of life. We remain dedicated to offering differentiated, innovative, and compelling solutions that are integral to the modern era.

In a shared mission to drive positive change and progress in Sri Lanka, Dialog Axiata and Japan International Cooperation Agency (JICA), entered into a strategic partnership in June 2023 to embark on a range of social development projects. This collaboration aims to amplify the impact of a number of ongoing projects across sectors such as power, water and sanitation, agriculture, disaster risk management, governance, and social services. Despite the challenges faced by the

people of Sri Lanka, this collaboration between Dialog Axiata PLC and JICA seeks to deliver innovative and effective services, particularly to those who have been adversely affected. By leveraging the expertise and resources of both entities, the partnership is dedicated to supporting the social and economic development of Sri Lanka.

In addition, *Sayuru*, powered by Dialog partnered with Marine Environment Protection Authority (MEPA) on World Ocean Day to advance sustainable development initiatives for ocean conservation and waste management, which is also aligned with the 2023 environment day theme of Beating Plastic Pollution. As part of this collaboration, *Sayuru* will actively engage in projects and initiatives that address social and environmental challenges in an effort to make a positive difference in the lives of the coastal community. This partnership aims to contribute to the United Nations Sustainable Development Goals, specifically Goal 1 (No Poverty), Goal 13 (Climate Action), and Goal 14 (Life Below Water).

The rapid growth of cities and associated industries has led to increasing air pollution in main cities and industrial areas, with most monitoring activities focused on Colombo and limited efforts in other populated areas. Our *Vaayu* project aims to establish an IoT-based sensor network to monitor ambient air quality, providing real-time data through a central platform. This platform also stores long-term air quality records for trend analysis and pattern recognition. The *Vaayu* project seeks to monitor air quality in Sri Lanka, analyse trends, publish research findings, and position Dialog as a leader in public air quality awareness. Carried out in partnership with the likes of the Ministry of Education, the project offers a free, trilingual platform verified by the National Building Research Organisation (NBRO), providing air quality information, health recommendations, and alerts. The target audience includes parents, policymakers, researchers, the general public, and respiratory patients.

In a milestone achievement in ESG, Dialog Axiata made significant strides in its commitment to sustainability and transparency by becoming the first telecommunications service provider in South Asia to comply with the Sustainability Accounting Standards Board (SASB) and Global System for Mobile Communications Association (GSMA) reporting standards in addition to the GRI Standards.

Building on a legacy of 15 years of adherence to the GRI standards, which is recognised as a gold standard for sustainability reporting worldwide, Dialog also adopted the SASB and GSMA standards in 2023, which are specifically designed to address the unique challenges and opportunities within the telecommunications industry. By embracing these additional reporting frameworks, Dialog aims to further enhance its ESG agenda and reporting practices. As a leading ESG champion, Dialog is committed to driving positive change, exemplified by the Company's ambitious sustainability goals, including achieving Net Zero $CO_2$ emissions by 2030.

We are proud to set a pioneering example in South Asia by embracing the SASB and GSMA reporting standards alongside our longstanding commitment to GRI standards. This milestone exemplifies our dedication to ESG excellence and reflects our unwavering dedication to sustainability and transparency, driving positive change in our industry and beyond. We are honoured to lead the charge towards a more sustainable future.

# Women empowerment

Access to information is a fundamental right, yet many women in Sri Lanka face limitations due to social or personal constraints. Vulnerable and marginalised women often struggle to reach their full potential because they lack access to the resources needed to make informed decisions or obtain necessary assistance, especially in cases of intimate partner violence. Social norms and upbringing may further discourage them from seeking information. Reliable access to information, services, and resources could empower these women to improve their lives. *Yeheli*, a trilingual, localised web portal and Android app, is Sri Lanka's pioneering effort to offer a personalised and interactive online service dedicated to women's health and well-being. It provides a trustworthy platform where women and men can access information about physical and emotional health and explore various opportunities. By addressing the information and knowledge gap among Sri Lankan women, *Yeheli* offers users a safe space to seek advice on medical, psychosocial, and legal issues, ensuring anonymity for those posing intimate questions. These questions are answered by a panel of qualified doctors, lawyers, and counsellors. The *Yeheli* platform aims to help women make more effective life decisions, understand and exercise their rights, participate fully in public life, bridge the gender gap, shift power in decision-making processes, and find the resources needed for economic empowerment. During the year under review, the *Yeheli* website was updated and relaunched with much simpler and improved user interface (UI) and user experience (UX) designs.

To increase female participation in the economy, Dialog, in 2022, introduced Ideamart for Women (IFW), an initiative designed specifically for women. IFW aims to empower female tech entrepreneurs and startups by providing access to telco APIs and the platform ecosystem. It also focuses on enhancing both technical and non-technical skills among girls and women while fostering an inclusive environment that champions innovation and entrepreneurship. In collaboration with the International Labour Organization (ILO) and with support from the Ministry of Education and the Ceylon Chamber of Commerce, we conducted programmes on various topics. These programmes include introductions to tech entrepreneurship and related Ideamart platforms, aiming to improve digital skills, reshape mindsets, and harness technology for positive change.

## Looking ahead

Dialog prides itself on setting the industry standard for customer experience, and as we move into the new financial year, our valued customers will continue to be our number one priority. Dialog also offers the best network experience to its customers, and new products and services are in the pipeline to enable customers to get the best from our ever-expanding network. Through increased connectivity cutting across all boundaries, our objective is to create a more inclusive and more equal society. In addition to supporting individual households through various projects, we plan to further strengthen the business community, particularly in the SME sector, through our Dialog Enterprise initiative to propel Sri Lanka's rapidly recovering economy forward. On the environmental front, we will stay focused on our Net Zero ambitions as we move toward a more sustainable future.

Going into the new fiscal year, Dialog continues to champion a sustainable future and we remain committed to spearheading Sri Lanka's digital transformation with a focus on equitable access and social inclusion. Though challenges remain, we will continue in our pursuit of digital equity, true to our belief that everyone deserves to participate in the digital revolution irrespective of cultural, political or economic divides. Over the years we have launched a number of initiatives aimed at bridging the digital divide, and our teams will continue to take measures to enhance these initiatives and widen their reach.

On the enterprise front, we will persist in our efforts to technologically empower small, medium and large-scale enterprises, helping them reach their full potential in an increasingly digitalised world. We are hopeful that Dialog's efforts in this regard will foster a digital ecosystem where innovation thrives.

Our commitment to sustainability extends beyond social impact, and we will continue to actively transform our business model from Telco to TechCo, embracing digital technologies to improve operational efficiency and cost reduction through streamlined processes and enhanced integration of digital technologies. Reducing our environmental footprint and driving long-term sustainability against a macroeconomic backdrop that continues to pose challenges is also part of the philosophy that goes into this transformation and will ensure long-term financial stability while minimising resource consumption.

## Together for a brighter future, today

Despite ongoing challenges, we concluded the 2023/24 financial year on a high note, having made significant progress towards achieving our short and long-term sustainability objectives. I take this opportunity to appreciate the hard work and dedication displayed by the entire Dialog team in helping the Company move ever closer to our goals. The assistance extended by our esteemed partners must also be acknowledged.

We are incredibly grateful for the dedication and resilience of our team, partners, and esteemed colleagues. Special mention must be made of the late Mr. Azwan Khan, who served as a Non-Independent Non-Executive Director until his untimely passing in May 2023. His contribution to Dialog's successes across numerous fronts over the years are recalled fondly, and his legacy of advocating for positive change continues to inspire us.

We also extend our sincerest appreciation to our customers, shareholders, and the Sri Lankan Government for their continued support. Together, we are building a sustainable digital ecosystem where innovation thrives and all Sri Lankans can benefit from a connected future.

**Supun Weerasinghe**
Group Chief Executive

# Board of Directors

**NAI PEK LAU**
Chairman/Non-Independent, Non-Executive Director

**SUPUN WEERASINGHE**
Group Chief Executive/Non-Independent,
Executive Director

**DESHAMANYA MAHESH CHANDRA
DAYALAL AMALEAN**
Independent, Non-Executive Director

**WILLEM LUCAS TIMMERMANS**
Non-Independent, Non-Executive Director

**DR. SHARMINI COOREY**
Independent, Non-Executive Director

**KOMATHI BALAKRISHNAN**
Non-Independent, Non-Executive Director

**SHRIDHIR SARIPUTTA HANSA WIJAYASURIYA**
Non-Independent, Non-Executive Director
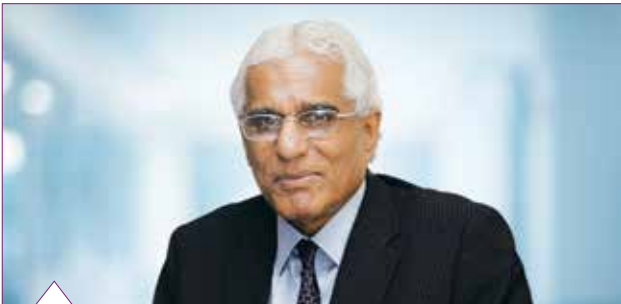


**DR INDRAJIT COOMARASWAMY**
Independent, Non-Executive Director



**THOMAS HUNDT**
Non-Independent, Non-Executive Director

# Corporate Management Team

**MUNESH DAVID**
Group Chief Commercial Officer

**SANDRA DE ZOYSA**
Group Chief Customer Officer

**RENUKA FERNANDO**
Group Chief Digital Services Officer

**ASELA PERERA**
Group Chief Information Officer

**NAVIN PIERIS**
Group Chief Officer – Dialog Enterprise

**DR. ROMESH RANAWANA**
Group Chief Analytics and AI Officer

**RANGA KARIYAWASAM**
Group Chief Technology Officer

**LIM LI SAN**
Group Chief Operating Officer

**SHAYAM MAJEED**
Group Chief People Officer

**ANTHONY RODRIGO**
Chief Innovation Officer and
Chief Architect

**LASANTHA THEVERAPPERUMA**
Group Chief Marketing Officer

**YAP WAI YIP**
Acting Group Chief Financial Officer

## MATERIAL

### TOPIC 01

# Corporate Governance

## WHY CORPORATE GOVERNANCE IS MATERIAL TO US

An unwavering commitment to good governance has been integral to Dialog's ethos since the company's inception. We believe that stringent corporate governance is built on stability, leadership, accountability, and control exercised by an organisation, and nowhere does this philosophy take on more significance than in a volatile business environment. In keeping with our core values, the rigorous, meticulously formulated policies and practices that define our approach to corporate governance serve to enhance strategic decision-making, drive transparency and trust, and ensure the needs of our stakeholders are met and safeguarded.

## OUR APPROACH TO CORPORATE GOVERNANCE IN 2023

Dialog's Board of Directors is the highest governing body of the company, committed to upholding best practices in corporate governance while actively pursuing its corporate objectives of fostering long-term shareholder value and ensuring sustainable growth. The Board serves as a guiding force for the organisation, playing a significant role in defining Dialog's purpose, values, and strategy. The committees listed below are responsible for decision-making across diverse aspects of governance within the company.

## Structure of the River

The Mahaweli river is 335 km long and has a drainage basin of 10,448 km or one fifth of the total area of the island. The Mahaweli Project covers 39 percent of the total land area and 55 percent of the dry zone. The river and its tributaries are dammed at several locations and irrigate 1,000 sq. km of land and supply more than 40% of the country's electricity. The useful water resources it provides amounts to 4,700,000 acre feet. The complex nature of the Mahaweli system calls for sophisticated water resources management planning to make the optimum use of this scarce resource. While commitments made to farmers in the various areas have to be met, this has to be carried out sustainably. An organisational structure has been put in place to oversee the water management activities.

The strategies and operations of Dialog need to be steered carefully to keep the Company stable, profitable and growing sustainability. Robust structures of governance have been put in place to this end, and good governance has been a part of the corporate ethos. The Board implements its oversight of environmental, social and governance issues through a structure of committees dedicated to various aspects.

Introduction   Key Messages   Leadership   **Material Topics**   Annexures

| Committee | Our response |
|---|---|
| Board Audit Committee (BAC) | Ensures that the Group complies with applicable financial standards and laws. |
| | Ensures high standards of transparency and corporate disclosure and endeavours to maintain appropriate standards of corporate responsibility, integrity and accountability to the shareholders. |
| | The appointed members of the BAC are required to exercise independent judgement in carrying out their functions. |
| Board Investment Committee (BIC) | To support the Board in the performance of its duties by evaluating/discussing and recommending to the Board, for approval/ratification, proposals from Management pertaining to budget allocations, returns expectations and/or funding requirements. |
| Nominating and Remuneration Committee (NRC) | To identify, consider and propose suitable candidates for appointment as directors and for senior management positions. |
| | To formulate, review, approve and make recommendations to the Board with regard to the remuneration of the executive and non-executive directors and key positions within the senior management. |
| | Ensures that the directors appointed to the Board possess the background, experience and knowledge in business, technology, finance and/or management, so as to maintain an appropriate balance of skills and experience of the Board. |
| | To ensure that each director brings to the Board an independent and objective perspective to ensure that balanced and well-considered decisions are made. |
| Related Party Transactions Review Committee (RPTRC) | To review related party transactions as prescribed by Section 9 of the Listing Rules of the CSE. |
| Board Risk and Compliance Committee (BRCC) | To assist the Board to oversee the risk and compliance function and ethics programme. |
| | Responsible for determining that there are robust processes in place for identifying, assessing and monitoring: <br> (i) key business risks to safeguard shareholders' investment and the Company's assets; <br> (ii) cybersecurity risks and risks relating to data privacy; <br> (iii) risks arising from non-compliant practices and behaviours, particularly relating to ABAC <br> (iv) sustainability-related risks and opportunities (SRROs) and climate-related risks and opportunities (CRROs). |

# Delegating authority for economic, environmental, and social impacts

**GRI** 2-9, 2-12, 2-13, 2-14

The Board collaborates with the Nomination and Remuneration Committee, Board Investment Committee, Board Audit Committee, Related Party Transactions Review Committee, and Board Risk and Compliance Committee, and the Group Chief Executive Officer (GCEO) to ensure decision-making and oversight of environmental, social, and governance (ESG) issues.

The committees delegate their oversight responsibilities to Head of Sustainability and Group Chief of Risk and Compliance, who together with Group Chief Officers, reports to the GCEO, who in turn reports to the Board and serves as liaison between stakeholders and the highest governance body, the Board of Directors, on matters related to ESG. Group Sustainability and Group Risk and Compliance report progress and concerns on such matters to the Head of Sustainability and Group Chief of Risk and Compliance.

Concerns are considered "critical" when existing internal controls are inadequate to appropriately address them, or when entirely new controls or processes are called for. Minor deviations in controls that do not require the attention of the Board may be addressed at a lower level, foregoing the involvement of the Board.

The GCEO formally reviews and approves the Organisation's sustainability report, ensuring comprehensive coverage of all material aspects.

Meanwhile, management updates the Board at Committee and Board meetings on the measures taken to develop and enhance the Board's collective knowledge of economic, environmental, and social topics.

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Nominating and Remuneration
Committee
                                              Board of Directors
Board Investment Committee

Board Audit Committee

Related Party Transactions
Review Committee
                                              Group Chief Executive
Board Risk and Compliance
Committee

              Group Chief of Risk and              Group Chief Officers (CxOs)
              Compliance and Sustainability

        Group Risk and Compliance          Group Sustainability
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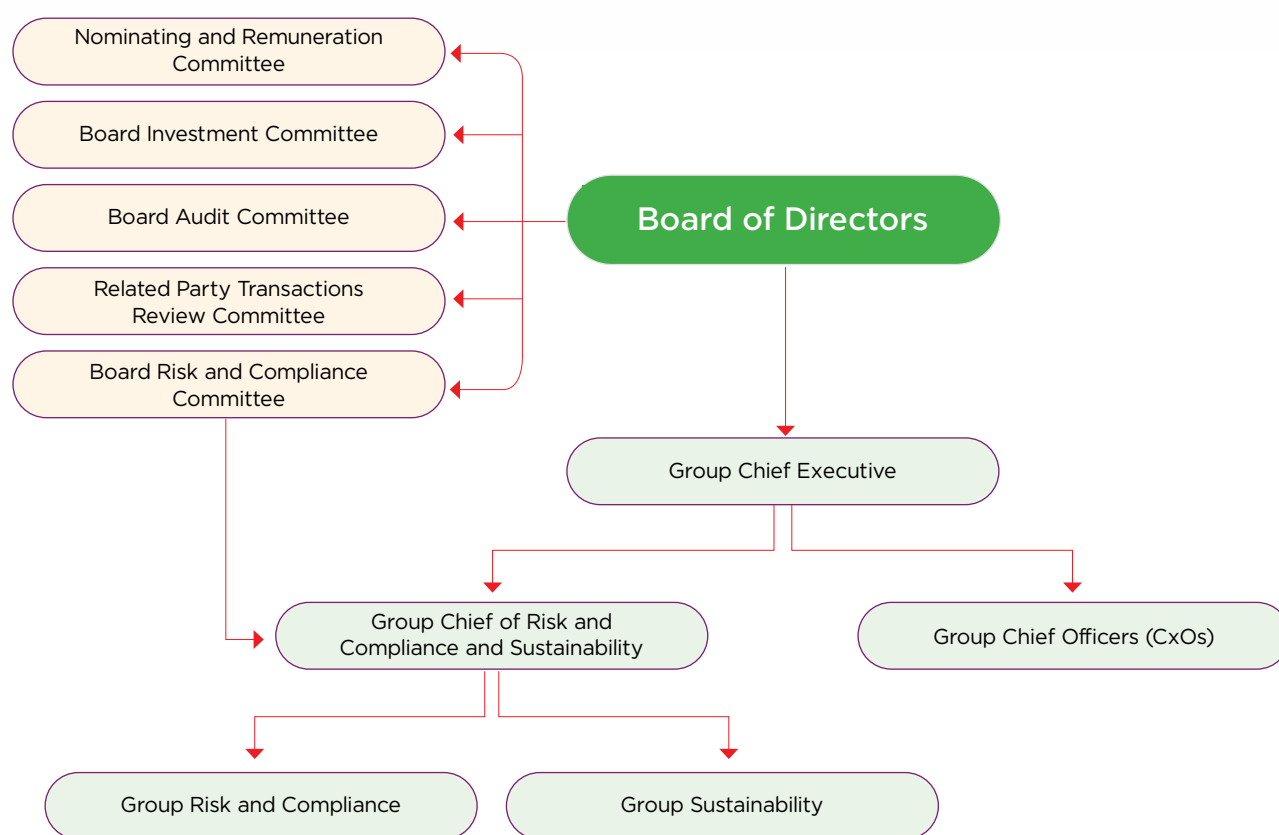
# Board and committee composition

**GRI** 2-9, 405-1

| Governance body | Total members | Executive members | Non-executive members | Ex-officio members | Independent | Competences related to economic, environmental, and social impacts | Stakeholder representation |
|---|---|---|---|---|---|---|---|
| Board of Directors (BoD) | 9 | 1 | 8 | 0 | 4 | None | Major Shareholder Representation – by 04 Nominee Directors |
| Board Audit Committee (BAC) | 3 | 0 | 3 | 0 | 2 | None | Major Shareholder Representation – by 01 Nominee Directors |
| Board Investment Committee (BIC) | 4 | 1 | 3 | 2 | 1 | None | Major Shareholder Representation – by 02 Nominee Directors |
| Nominating and Remuneration Committee (NRC) | 3 | 0 | 3 | 0 | 2 | None | Major Shareholder Representation – by 01 Nominee Directors |
| Related Party Transactions Review Committee (RPTRC) | 2 | 0 | 2 | 0 | 2 | None | None |
| Board Risk and Compliance Committee (BRCC) | 5 | 1 | 4 | 0 | 2 | None | Major Shareholder Representation – by 02 Nominee Directors |

Please refer to the Profile of Directors in the Dialog Axiata PLC Annual Report 2023 for information pertaining to each Director's tenure in the governance body and the number of other significant positions and commitments and the nature thereof.

Introduction    Key Messages    Leadership    **Material Topics**    Annexures

| Category | | BOD | BAC | NRC | BIC | BRCC | RPTRC |
|---|---|---|---|---|---|---|---|
| Gender | Male | 7 | 2 | 3 | 4 | 5 | 2 |
| | Female | 2 | 1 | 0 | 0 | 0 | 0 |
| Age group | 18-25 | | | | | | |
| | 26-35 | | | | | | |
| | 36-50 | 1 | | | 1 | 2 | |
| | Over 50 | 8 | 3 | 3 | 3 | 3 | 2 |
| Minority groups | Sinhalese | 3 | | | 2 | 1 | 1 |
| | Tamil | 1 | 1 | | | 1 | 1 |
| | Muslim | | | | | | |
| | Malay | | | | | | |
| | Burgher | | | | | | |
| | Other | 5 | 2 | 3 | 2 | 2 | 1 |

### Board composition by gender



22% Female
78% Male
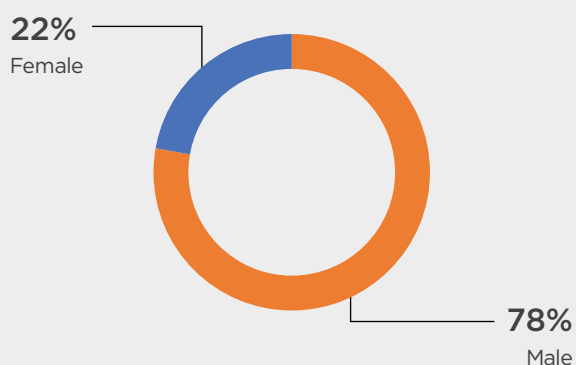
### Board composition by age group



11% 36-50
89% Over 50
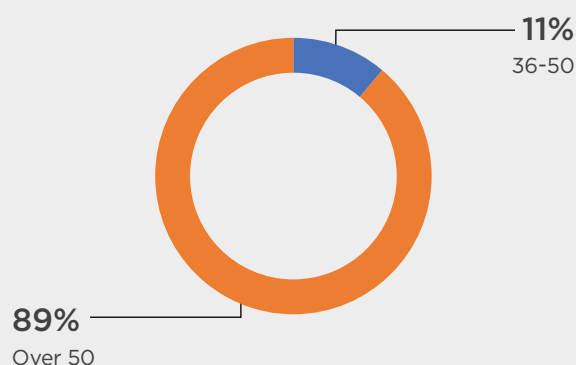
# Board and committee selection process

**GRI** 2-10, 2-11

The Board sees the combination of a diverse and well-rounded set of skills, industry experience and perspectives to objectively and effectively fulfil its obligations. Competencies and skills of our Directors align with the Group's strategic aspirations, enabling a deeper understanding of the business and its long-term objectives.

The Board's chairperson is a non-executive director, ensuring objectivity in making decisions. The Chairperson provides leadership to the Board for the efficient organisation of the Board's activities. He also ensures a smooth relationship between the Executive and non-Executive Directors. In nominating directors, the Board and the NRC assess the balance of skills, capabilities, knowledge, and experience on the Board. Other considerations include diversity and availability when selecting viable candidates who would go on to complement the Board's composition. The Company also evaluates the candidate's ability to act independently in terms of character and judgement and any mitigating circumstances or relationships that are likely to affect or could appear to affect his or her judgement. All directors appointed to the Board are required to retire and must seek re-election by shareholders at the company's annual general meeting (AGM) immediately after their appointment. All directors are obligated to disclose their interests, which are entered in the interest register maintained by the Company. The disclosure of directors' interests is made in the Annual Report.

Introduction    Key Messages    Leadership    **Material Topics**    Annexures

## Managing conflicts of interest

**GRI** 2-15

Dialog goes to great lengths to prevent and manage any conflicts of interest, with all directors required to disclose their interests, which are entered in an interest register maintained by the Company. Disclosures related to directors' interests and related parties are presented in the Dialog Axiata PLC 2023 Annual Report.

## The role of the Board of Directors

**GRI** 2-12, 2-14

The Board of Directors is tasked with the development, approval and updating of the Organisation's purpose, values and mission statements, strategies, and policies. They play a proactive role in setting goals and objectives concerning economic, environmental, and social impacts. Subject to the authority delegated to the management under the Limits of Authority, the aforesaid factors are approved by the Board, based on the recommendation of the GCEO, as proposed by the relevant Chief Officer.

## Training and development

**GRI** 2-17

Dialog takes steps to develop and enhance the Board Members' collective knowledge on economic, environmental, social topics as well as training on Anti-Bribery and Anti-Corruption in order to ensure the Board remains up-to-date and effective in disseminating its duties. The Board and the NRC are routinely updated on such matters by Management at committee and Board meetings, and Directors are provided the opportunity to update and enhance their skills and knowledge through training programmes conducted by both external and in-house facilitators.

A comprehensive and tailored induction programme for new Directors is in place, ensuring that they are thoroughly appraised of the activities and business operations of the Company and its subsidiaries.

## Performance evaluation

**GRI** 2-18

The NRC is responsible for evaluating the Board's performance, determining the manner of evaluating the Board's performance, and proposing the objective criteria. A self-evaluation of performance is conducted internally periodically, excluding sustainability. No actions were taken in response to the evaluation of the Board's performance with respect to economic, environmental, and social topics during the year.

The Nominating and Remuneration Committee (NRC) holds the responsibility of assessing the Board's performance, determining the evaluation method, and proposing objective criteria. Internal self-evaluations are periodically conducted, with the exception of sustainability. No measures were implemented in response to the assessment of the Board's performance with regard to economic, environmental, and social matters during the reporting period.

# Risk management

**GRI** 2-16

The Board of Directors oversees the identification of risks and opportunities, specifically focusing on economic, environmental, and social impacts on the business. The BRCC, on behalf of the Board and in consultation with relevant business process owners, performs identification of risks. Currently, stakeholder consultation is not conducted to support this procedure.

The Group's risk management framework is reviewed by the BRCC and the Board on a quarterly basis. The Board further continues to review risks and opportunities as and when required, to ensure the Company remains responsive to external events. The GCEO formally reviews and approves the Organisation's sustainability report and ensures all

material aspects are covered. Furthermore, the GCEO communicates any critical concerns relevant to economic, environmental, and social performance to ensure responses to changes in the environment. No critical concerns were communicated to the highest governance body in the year under review.

In the increasingly unpredictable environments that today's businesses operate in, Enterprise Risk Management allows organisations to manage and prepare for uncertainty in an effective way. Dialog's systematic approach to risk response enables the company to tackle potential external threats that could disrupt daily business operations that may in turn affect the achievement of the organisation's long-term strategic goals.
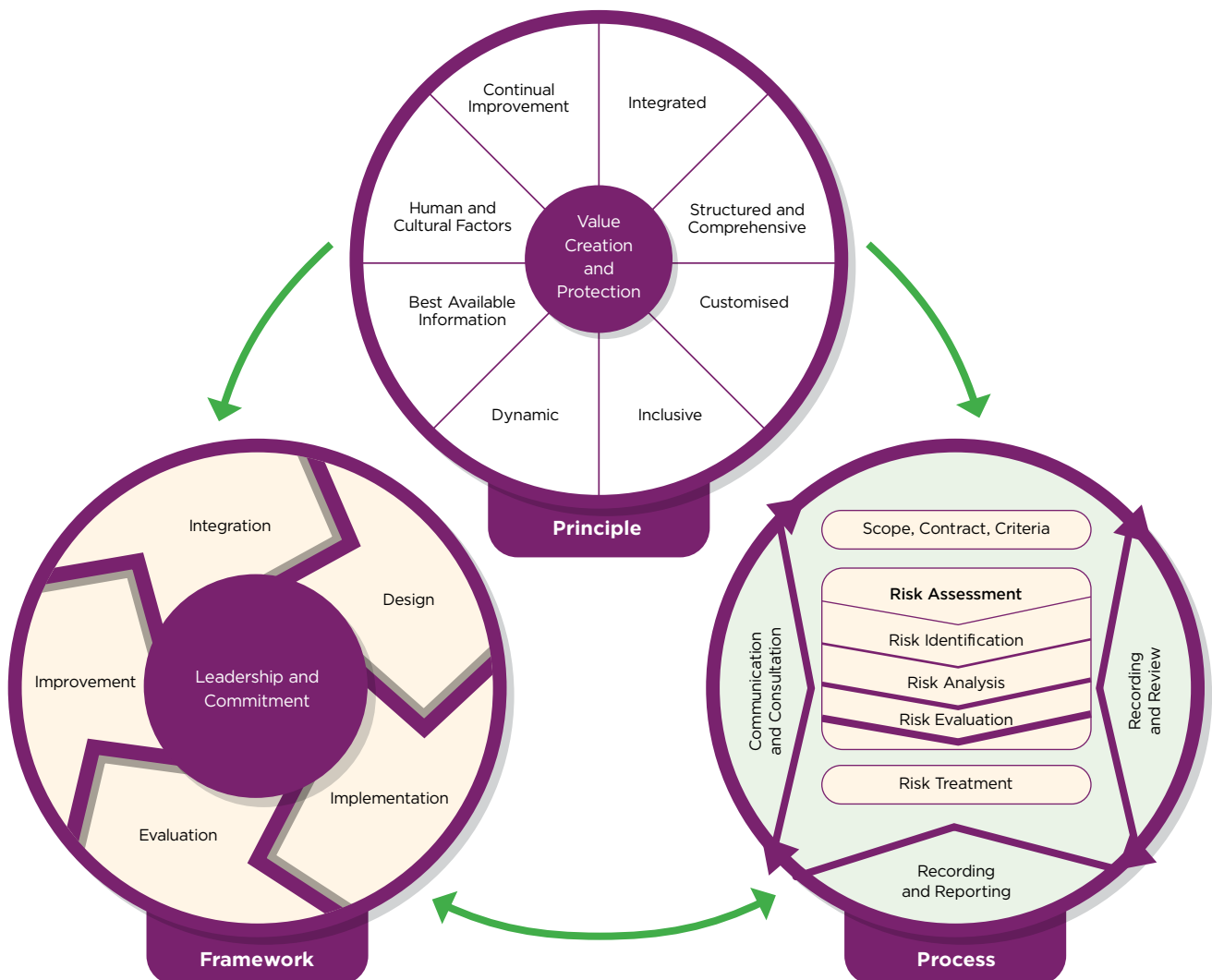
# Principles

Dialog's approach to Enterprise Risk Management (ERM) is guided by nine key principles:

| Principle | Description |
|---|---|
| **Integrated** | Dialog Axiata Group (DAG) adopts ERM as an integrated function. It is not treated as a stand-alone activity separated from Dialog's key business activities or processes. |
| | ERM is part of the responsibilities of the Management and forms an integral part of Dialog's processes. |
| **Structured and comprehensive** | Dialog adopts a systematic, timely and structured approach to ERM, which contributes to the efficiency and consistency of the information gathering process as well as enhancing the comparability and reliability of results reported. |
| **Customised** | Dialog customises the ERM governance documents and process to align with its vision, mission and objectives in accordance with the operating activities that are geared towards achieving strategic objectives. |
| **Inclusive** | Timely engagement with stakeholders and decision-makers to consider views and perceptions in order to ensure appropriate perspectives and views of stakeholders are considered during the ERM process. |
| **Dynamic** | Risks could emerge, change and disappear as the external and internal context changes. Therefore, the dynamics of ERM has to be appropriate and timely. |
| **Best available information** | ERM explicitly process inputs based on historical information, current information, future expectations and also takes into account any limitations and uncertainties associated with such information. Information should be timely, clear and available to relevant stakeholders. |
| **Human and cultural factors** | ERM is significantly influenced by human behaviour and culture. The capabilities, perceptions and intentions of external and internal parties can facilitate or hinder achievement of Dialog's objectives. |
| **Continual improvement** | Dialog develops and improves ERM maturity through learning and experience. |

# Framework
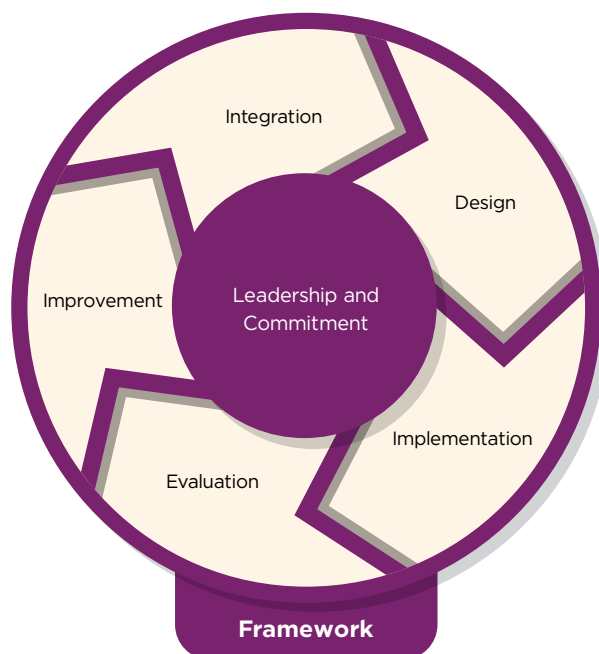


Dialog's framework for managing risk assists the Company in integrating ERM into significant activities and functions whose integration into governance the effectiveness of ERM is reliant on. This includes decision-making as well.

The framework includes six components in line with globally accepted risk management standards of the "ISO 31000:2018 Risk Management – Guidelines":

| Framework component | Description |
|---|---|
| **Leadership and commitment** | The senior leadership team demonstrates an ongoing commitment to ERM and is responsible for: |
| | ▶ Customising and implementing all components of the framework |
| | ▶ Issuing policy statements that establishing the ERM plan, approach or course of action |
| | ▶ Ensuring that necessary resources are allocated in managing risk |
| | ▶ Assigning authority, responsibility and accountability at appropriate levels within the organisation |
| **Integration** | ▶ Integrating ERM into Dialog as a dynamic and iterative process, customised according to the Dialog's need and culture. |
| | ▶ ERM is embedded in every process with adequate control(s) to mitigate risk |
| | ▶ Establishing a governance structure from the management structure to determine ERM strategy, direction, accountability, escalation and oversight roles |

| Framework component | Description |
|---|---|
| Design | The ERM framework's design is based on: |
| | ▶ An understanding Dialog's external and internal context |
| | ▶ A commitment from the senior leadership team demonstrating and articulating support to ERM by formulating an ERM policy |
| | ▶ Authorities, responsibilities and accountabilities for relevant ERM roles are assigned and communicated at all levels; |
| | ▶ Allocation of appropriate resources for the ERM function |
| | ▶ Establishment of effective communication mechanisms and consultation to support effective ERM implementation |

| Framework component | Description |
|---|---|
| Implementation | ▶ ERM is implemented by |
| | ▶ Developing an appropriate plan that outlines the implementation time and resources required |
| | ▶ Ensuring that the arrangement for managing risks are clearly understood and practised |
| | ▶ Conducting a periodic risk review or engagement and risk awareness programme |
| | ▶ Implementing risk-based thinking in management activities, decision making and business processes |
| Evaluation | ▶ Periodic review and evaluation of the ERM framework is carried out to determine its effectiveness and any changes required |
| | ▶ Any gaps identified will need to be documented and remediated |
| Improvement | ▶ We continuously monitor the ERM framework to adapt and address any external or internal changes |
| | ▶ There is continuous enhancement of the ERM framework to improve the suitability, adequacy and effectiveness of the ERM process |

## Implementation

To govern ERM and to ensure effectiveness, Dialog Axiata PLC implements a governance structure as outlined below.

**Risk Governance Structure**

- Board of Directors
  - Board Risk and Compliance Committee
  - Board Audit Committee
  - DAG Internal Audit
- Risk & Compliance Management Committee
- Dialog Axiata Group Chief of Risk & Compliance
  - AGB Risk Management
  - Group Risk and Compliance

**SUBSIDIARY Senior Leadership Team**

| | |
|---|---|
| Dialog Broadband Network | Digital Holdings Lanka |
| Dialog Television | Digital Commerce Lanka |
| Dialog Business Services | Telecard |
| Dialog Finance | Headstart |
| Dilaog Network Service | Digital Health |
| H-One | Communiq Broadband Network |
| Dialog Axiata Digital Innovation Fund | |
| Dialog Device Trading | |

**DAP Senior Leadership Team**

| | |
|---|---|
| Business Operations | ICT Business |
| Finance | Enterprise Business |
| Technology | Digital Services |
| Information Technology | Service Delivery |
| Marketing | IT and Innovation Management |
| Corporate Developement | Corporate Services |
| Legal and Regulatory | |
| Risk and Compliance | |
| Programme Management | |

Introduction    Key Messages    Leadership    Material Topics    Annexures

# ERM process

Our ERM process is an integral part of management and decision-making and is, therefore, integrated into Dialog's structure, operations, and processes. It can be applied at strategic, operational, and functional levels.

The process is designed to identify potential events that may affect Dialog and manage key business risks within Dialog's risk appetite, providing reasonable assurance regarding the achievement of our business objectives.

The critical success factors for ERM implementation include: (a) Integrating ERM into strategic, operational, functional, and business planning activities. (b) Gaining acceptance and support from the senior leadership team as a value-adding process. (c) Ensuring ERM is easy to incorporate into daily activities and is seen as helpful in achieving Dialog's vision and strategic goals.



Scope, Contract, Criteria

**Risk Assessment**

Risk Identification

Risk Analysis

Risk Evaluation

Risk Treatment

Communication and Consultation

Monitoring and Review

Recording and Reporting

**Process**

## Risk Ownership

**BOD Oversight**

Tone at the top to drive risk conscious culture

**Management Oversight**

Entrusted by the BOD to drive risk conscious culture

**Risk Owners**

Entrusted by Risk Oversight to manage and mitigate key risks within Dialog

**Risk Co-owners**

Entrusted by Risk Owner to manage and mitigate key risks within area of supervision

## Lines of Defence

**Third Line of Defence**
Internal Audit Oversight

**Second Line of Defence**
Risk and Resilience Oversight

**First Line of Defence**
Internal Control Environment

Introduction    Key Messages    Leadership    **Material Topics**    Annexures

The ERM governance structure integrates four main elements:

1. Risk escalation
2. Line of defence
3. Internal control
4. Roles, responsibilities and accountabilities

## Risk escalation

The ERM governance structure reflects both bottom-up and top-down risk escalation processes. It is imperative to embed a mechanism to identify, assess, escalate, communicate, and consult on risks through a structured process and appropriate platforms.

## Line of defence

The "Three Lines of Defence" model complements Dialog's ERM governance structure and highlights the relevance of the internal control environment to ERM. Each line plays a distinct role within the governance structure.

| Line of defence | Function | Description |
|---|---|---|
| First line of defence | Internal control environment | Risk owners are responsible to inculcate risk-based thinking and implement effective internal controls within business processes, performance management environment and within project management activities when implementing ERM within respective business functions. |
| Second line of defence | Risk and resilience oversight | Dialog Risk Management & Business Continuity (DGRB)'s responsibility is to establish and implement ERM policy, facilitate a functional ERM process, and communicate and<br><br>consult material risks as per the ERM governance structure up to the attention of the board of directors, as required. |
| Third line of defence | Internal audit oversight | Dialog Group Internal Audit (GIA) is responsible for performing independent reviews and providing assurance to the board of directors on the effectiveness of the internal control environment and the ERM process. |

## Internal control

The Group's internal control framework consists of the following five integrated components:

(a) Control environment: This is the set of standards, processes, and structures that provides the basis for carrying out internal control across Dialog. The Board of Directors (BoD), including the Board Risk and Compliance Committee (BRCC), sets the tone at the top regarding the importance of internal control, including expected standards of conduct. The Senior Leadership Team (SLT) reinforces these expectations at various levels of the organisation.

(b) Risk assessment: This involves a DYNAMIC and iterative process for identifying, analysing, and evaluating risks in the pursuit of achieving targeted objectives.

(c) Control activities: These are actions taken to minimise risk through various mediums such as policies, procedures, techniques, and mechanisms. These activities help ensure the SLT's directives to mitigate risks in pursuit of targeted objectives are carried out.

(d) Information and communication: These are essential for Dialog to carry out responsibilities and support the achievement of objectives.

(e) Monitoring activities: Ongoing evaluations, separate evaluations, or a combination of the two are used to ascertain whether each of the five components of internal control, including controls to effect the principles within each component, are present and functioning.

The types of internal controls established and performed throughout Dialog's business operations include:

(a) Preventive: Designed to avoid irregularities before a transaction or activity is processed or executed. Examples include risk management, policies and procedures, organisational structure, budgets, delegated authorities, approvals, system access controls, segregation of duties, people development or training, system edit checks, supervision, and security vetting for recruitment of sensitive positions.

(b) Detective: Designed to detect errors or irregularities that may have occurred. These are secondary checks and include key risk indicators, reconciliations, signature verification processes, validation checks, peer review and control self-assessment, and exception report reviews.

(c) Corrective: Designed to correct errors or irregularities that have been detected. Examples include business continuity plans, restructuring, re-engineering, and operational damage control.

## Roles, responsibilities, accountabilities

Roles and responsibilities are clearly designed to ensure accountability and authority in managing, reporting, monitoring and communicating risks effectively.

| Role | Principal ERM responsibilities |
|---|---|
| Board of Directors (BoD) & Board Risk and Compliance Committee (BRCC) | ▶ Overall responsibility in establishing and overseeing a sound ERM practice as well as ensuring the adequacy and effectiveness of the ERM policy<br><br>▶ Setting the "tone-at-the-top" to drive a "risk-conscious" culture throughout Dialog<br><br>▶ Periodically reviewing and responding to significant risks faced by Dialog and providing reasonable assurance to ensure effective and efficient project deliverables<br><br>▶ BRCC is a committee of the BoD which has the main responsibility of assisting the BoD in ensuring a sound and robust ERM practice throughout Dialog |
| Risk and Compliance Management Committee (RCMC) | ▶ Reviewing and proposing the ERM policy to BRCC and BoD, and monitoring its implementation<br><br>▶ Promoting a risk-based culture in daily operations and the decision-making process as an integral part of business practices at all levels<br><br>▶ Reviewing the effectiveness of risk governance implementation, internal control, and processes<br><br>▶ Reviewing and responding to significant risks escalated by Risk Owners, and assessing the adequacy and effectiveness of their treatment plans<br><br>▶ Reviewing and escalating Dialog's key risks to BRCC and BoD, including SRROs and CRROs<br><br>▶ Reviewing and approving ERM procedures and ensuring that the ERM system is operating effectively<br><br>▶ Reviewing and proposing Dialog's Annual Plan and the Statement on Risk Management and Internal Control (SORMIC) to BRCC and BoD |

| Role | Principal ERM responsibilities |
|---|---|
| Group Chief of Risk and Compliance (GCRC) | ▶ Ensuring the implementation of a sound ERM practice across all portfolios, divisions, departments, business units, and functions within Dialog<br><br>▶ Overseeing ERM activities throughout Dialog, including the allocation of resources and delegation of tasks<br><br>▶ Ensuring risks are duly considered, assessed, mitigated, and monitored for all key business decisions<br><br>▶ Periodically reviewing, monitoring, and reporting Dialog's significant risks to the Risk and Compliance Management Committee (RCMC), BRCC, and BoD, facilitated by DGRB |
| Dialog Risk Management & Business Continuity (DGRB) | ▶ Continuously communicating, evaluating, and improving the ERM policy and related procedures in consultation with RCMC, considering industry standards, best practices, and compliance requirements<br><br>▶ Promoting a "risk-conscious" culture and providing guidance to all stakeholders within Dialog on ERM governance, risk, and control issues<br><br>▶ Facilitating risk assessment and monitoring the implementation of risk treatment plans<br><br>▶ Providing consultation on risk assessment with Risk Owners and Risk Co-owners<br><br>▶ Communicating and reporting to RCMC, BRCC, and BoD in a timely manner |
| Risk owners | ▶ Assessing risks, implementing appropriate risk treatment plans, and monitoring those risks to an acceptable level<br><br>▶ Compiling the risk profile and reporting to DGRB in a timely manner, including any risk issues that require urgent attention<br><br>▶ Maintaining the highest alert on both internal and external environments and circumstances that may give rise to any risk issues or impacts on Dialog<br><br>▶ Populating, updating, and reviewing the risk register at agreed intervals or as required based on criticality and urgency |
| Risk co-owners | ▶ Providing support to risk owners on key risks identified and assisting in implementing risk treatment plans thereof<br><br>▶ Engaging and discussing with risk owners on internal and external activities or circumstances during risk assessment and risk treatment process/procedures<br><br>▶ Assisting risk owners to populate, update, and review the risk register at agreed intervals or as required based on criticality, urgency |

| Role | Principal ERM responsibilities |
|------|-------------------------------|
| Functional Risk Champions (FRCs) | ▶ Acting as a Single Point of Contact (SPOC) to coordinate the implementation of every aspect of the ERM function within a portfolio, division, department, business unit, or function<br><br>▶ Coordinating and supervising the risk assessment and risk treatment processes within the portfolio, division, department, business unit, or function<br><br>▶ Periodically updating and maintaining the risk register/s of the portfolio, division, department, business unit, or function<br><br>▶ Monitoring critical risk issues that require urgent attention within the portfolio, division, department, business unit, or function<br><br>▶ Liaising with risk owners and/or risk co-owners on risk treatment plans within the portfolio, division, department, business unit, or function<br><br>▶ Ensuring periodic communication, consultation, and meeting minimum reporting requirements to DGRB as per ERM key performance indicators (KPIs) |
| Dialog employee | ▶ General responsibility to comply with and cooperate to implement the ERM policy and accompanying procedures as initiated by ERM Governance in creating a "risk-conscious" culture<br><br>▶ Being conscious and escalating any risks that could surface from actions and decisions<br><br>▶ Providing input and assistance to Risk Owners and/or Risk Co-owners during the risk assessment and risk treatment processes<br><br>▶ Proactively engaging with risk owners and/or risk co-owners on internal and external activities or circumstances during risk assessment and risk treatment process/procedures |
| Dialog Internal Audit (GIA) | ▶ Assisting BoD in reviewing the effectiveness of the ERM function and internal control environment<br><br>▶ Providing an independent opinion on specific risks and control issues, state of internal controls, trends, and events |

# Risk governance

The leadership for Dialog's ERM process is primarily driven by Dialog's Group Leadership Committee (GLC), which comprises the Chief Officers from all functions and is chaired by the Group CEO (GCEO). All communications and guidance in managing and governing risk are overseen by the GLC, ensuring that the overall tone for risk management is established at the top and cascades down, serving as a guiding direction to embrace leading practices across the organisation.

The GLC is responsible for performing quarterly business impact analyses, which are an integral portion of the risk management cycle. This process gives due consideration to stakeholder needs, which are arrived at through the inputs provided by cross-functional stakeholder representatives, i.e., the risk champions outlined above. The GLC and the Board Audit Committee endorse the quarterly risk update, and it is then presented to the Board for their consideration.

The Board Audit Committee is required to conduct an annual review of the risk governance framework to ensure adherence to the most relevant and applicable standards and best practices. This ensures effective management of risks in daily business operations.

# Risk champions

Risk champions are appointed within each division to serve as custodians of specific segments within the risk register. They serve as the engine of the ERM process, driving risk compliance, and promoting a risk-ready culture within the respective pillars under their purview. In the course of performing their duties, they are expected to seek guidance from their division heads and the respective function's Chief Officer.

# Risk register

All elements of our risk management process are recorded within a risk register, which is aimed at promoting a risk-preparedness culture across the organisation and serves multiple purposes, listed below:

▶ As the main source document for reporting and communicating company-wide risk

▶ To document ownership in managing risk

▶ To map specific deliverables and timelines

| Risk category | Scope |
|---|---|
| **Strategic and investment risk** | Primary risks that are strategic in nature and often involve a major factor in determining Dialog's worth; risks that could significantly impact the Company's strategic activities, decision making and its achievement of business objectives; and risks that should be predicted or monitored by the senior leadership team as part of strategic planning and a review mechanism. |
| **Financial risk** | Financial risk encompasses risk associated with financial management of the Dialog Axiata Group; risk that compromises the stability of the Dialog's financial position given its exposure to a variety of treasury risks and other financial risks including liquidity risk, currency risk, interest rate risk and credit risk. |
| **Operational risk** | Risks associated with Dialog's core business operations i.e. telecommunication, digital businesses and infrastructure, etc; risks that may impact the expected business objectives, earnings, and returns on investment; and risk resulting from inadequate or failed internal processes, people and systems, or from external events that may disrupt the day-to-day business operations. |
| **Legal and regulatory risk** | Risk related to compliance with applicable laws and regulations; risk that may expose Dialog to legal penalties, failure to act in accordance with policies or best practices and integrity requirements. |
| **Market risk** | Risk associated with the market and the country that Dialog is operating in, which may also include risk related to industry and competition. |

| Risk category | Scope |
|---|---|
| **Geopolitical risk** | Risk that relates to any political changes or instability in a country such as a change in government, legislative bodies, other foreign policymakers or military control that may impact Dialog's investment returns or impacting business operations. |
| **Governance risk** | Risk that is associated with upholding and adopting good governance practices in ensuring operational excellence which may include non-compliance to policies, procedures, processes and internal control. Governance risk encompasses ESG risks including environment risk, social risk, climate change risk, transition risk, physical risk, carbon pricing policies risk. |
| **Technology risk** | Risk to information technology or data or applications that negatively impact business operations. This could cover a range of scenarios, including software failures or a power outage. |
| **Cyber risk** | Risk that is associated with any exposure or loss related to technology infrastructure resulting from a cyber attack or data breach that will cause a negative business impact on Dialog. |
| **People risk** | Risk that Dialog faces in relation to human resource or people management which may include vacancy in a specialised/skilled position, readiness and lack of competency, and health & safety of employees. |

# Sustainability-Related Risks and Opportunities and Climate-Related Risks and Opportunities

The BRCC is tasked with identifying Sustainability-Related Risks and Opportunities (SRROs) and Climate-Related Risks and Opportunities (CRROs). In addition to CRROs, the committee identifies environmental risks with regard to pollution caused by e-waste, in the management of general waste and the storage of volatile materials; disturbances to biodiversity from human activity including deforestation, air and water pollution, food scarcity due to agricultural and industrial interventions and disruptions from power outages are among other considerations. Social risks identified by the committee include effects on communities. Social contribution due to population coverage, gender diversity and network availability is also considered.

To identify potential SRROs and CRROS, the committee reviews relevant sources of information such as media articles, publications, industry peer disclosures and white papers. Our own analyses over the previous years are also reviewed. Advice is also sought from internal and external experts on the evolving nature of SRROs and CRROs for the telecommunications sector.

The likelihood and severity of impact for each risk and opportunity is assessed, after which we simulate the occurrence of each identified risk and opportunity over three time horizons across various scenarios. This, too, is reviewed periodically. CRROs are discussed in detail on pages 98 to 104.

## MATERIAL  TOPIC  02

# Compliance

### WHY COMPLIANCE IS MATERIAL TO US

Challenges both longstanding and new continued to impact Sri Lanka's telecommunications sector in 2023 in the heightened risk environment that followed the unprecedented financial crisis of the previous year. From routine regulatory and compliance pressures to growing privacy and security concerns as WELL as inflationary pressures on customers' income levels, telecommunications service providers had to concentrate on overcoming various hurdles during the reporting period. Against this backdrop of novel challenges in a decidedly demanding, post-crisis new normal on top of existing everyday obstacles, compliance remains crucial for Dialog to ensure our Organisation is protected against external and internal threats. Compliance also serves to strengthen and safeguard our reputation as a company to be trusted by all stakeholders. Adherence to regulations and standards drive change and innovation in the Company as well, while enabling an adaptive approach to operations. In essence, compliance forms the basis for our Organisation's decisions, and ensures our actions remain sustainable.

### OUR APPROACH TO COMPLIANCE

At Dialog, we take immense pride in our beliefs and values as one of the nation's most renowned corporate identities. Remaining fully committed to our core values of "Uncompromising Integrity" and "Exceptional Performance" (UI-EP) of our parent company Axiata Group Berhad, we strive to conduct business with a strictly zero-tolerance policy on bribery and corruption.

Complying with regulations and standards is paramount to the Company as a digital telecommunications giant. All organisational decisions and actions are taken in compliance with the applicable regulations and standards both in Sri Lanka and in Malaysia where our parent company is based, allowing us to build trust and remain resilient and profitable. Our steadfast commitment to compliance places us firmly at the forefront of our peers both locally and regionally, and our compliance mechanism ensures that we adhere to laws and regulations applicable to each core vertical of our business. There were no non-compliances with laws and regulations during the year. Dialog did not face any legal actions on grounds of alleged anti-competitive behaviour, anti-trust, or monopoly practice.

# Polgolla Dam

The Polgolla Dam (also known as the Polgolla Barrage) is a barrage built across the Mahaweli River at Polgolla, in the Central Province of Sri Lanka. The barrage is used to increase the volume of water, for transfer to the hydroelectric power station located 8 km (5 mi) North at Ukuwela. In a major construction such as the Mahaweli there are inherent risks of disasters, for which systems and procedures have to be put in place to safeguard against proactively. These systems need to be designed according to accepted engineering standards.The dam is equipped with an early warning system with sirens, in case floodgates are opened to release water through the spillway. This is intended to warn inhabitants up to a distance of 2 km downstream in case of risk of flood. The sirens are equipped with backup batteries in case of power failure.

Stringent compliance procedures are essential at Dialog to safeguard against the dangers of operating environment threats, reduced customer disposable income, and invasion of security and privacy. Such systems need to be proactive to safeguard against risk and forewarn against any impending threats. Adherence to regulations and standards are built into the Company culture. We completely eschew any forms of bribery and corruption. We also gauge ourselves against globally accepted benchmarks and standards to ensure our compliance is on par with that of the leaders of the industry.

# Our regulatory compliance

Dialog's telecommunications business operates under system licenses issued by the Telecommunications Regulatory Commission of Sri Lanka (TRCSL). DialogTV is additionally governed by content licences issued by Sri Lanka's Ministry of Mass Media. Mobile money and payment services such as eZ Cash fall under the purview of the Central Bank of Sri Lanka (CBSL). The Company and its subsidiaries have entered into a series of Investment Agreements with the Board of Investment (BOI) and thereby enjoy concessions under Section 17 of the BOI Act.

Apart from mandatory compliance requirements under the aforesaid laws and regulations, we also benchmark ourselves to globally accepted standards and best practices so as to ensure that we maintain a competitive edge through our unwavering commitment to providing services of the highest quality.

Dialog complies with the following regulatory requirements, inter alia:

**Telecommunications Regulatory Commission of Sri Lanka**

Telecommunications Act No. 25 of 1991 (as amended) and regulations issued thereunder

**BOI**

Act No. 4 of 1978 (as amended) and regulations issued thereunder

**Sri Lanka Rupavahani Corporation**

Act No. 6 of 1982 (as amended)

**CSE**

Listing Rules

**Payments and Settlements Systems**

Act No. 28 of 2005

**Financial Transactions Reporting**

Act No. 06 of 2006

**Prevention of Money Laundering**

Act No. 05 of 2006

**Electronic Transactions**

Act No. 19 of 2006 (as amended)

**Foreign Exchange**

Act No. 12 of 2017

**Convention on the Suppression of Terrorist Financing**

Act No. 25 of 2005

**Personal Data Protection**

Act No. 9 of 2022

Regulations, directives, determinations, or regulatory orders of **the CBSL as applicable**

**Employment-related statutes and regulations**

**Department of Inland Revenue-related statutes and other related tax laws**

**Environmental laws and regulations**

**Anti-Corruption Act No. 09 of 2023**

*Anti Corruption Act No. 09 of 2023 (to be included in the diagram at the layout stage)*

# Environmental laws and regulations

Our stringent compliance process ensures that all business units are cognisant of four distinct requirements related to compliance: "Inform", "Train", "Assess", and "Correct"

Inform:
Whenever new statutes and regulations that pertain to any of our business units are introduced, we inform the unit of the relevant compliance requirements.

Train:
During the employee onboarding process, we conduct training sessions on compliance with relevant statutes and regulations issued by the CBSL for all new recruits of the Company on a monthly basis. Specifically, employees involved in the 'mobile money and payments' function receive updates on new regulatory requirements and advancements in Anti-Money Laundering (AML) and Combating the Financing of Terrorism (CFT) techniques. Employees are also tasked with staying vigilant for suspicious patterns or unusual transactions and are expected to promptly report such occurrences to Group Legal and Regulatory as and when they arise. A Compliance Policy approved by the Board has been established for eZ Cash, covering, among other things, Company policies and procedures related to compliance, including the AML and CFT obligations of all employees.

Assess:
Systems have been introduced and established over the years to guarantee compliance throughout all business operations promptly and effectively. This involves conducting routine audits, delivering pertinent and timely updates, adhering to our comprehensive Annual Compliance Plan, renewing licenses and fulfilling statutory filings on time, and continuously monitoring transactions as outlined below.

▸ Regular audits: A bi-annual Regulatory Compliance Audit ensures the conditions of the licences issued to the Company and applicable statutes and regulations are complied with.
▸ Relevant and timely updates: We engage an alert system to ensure licence renewals and relevant statutory filings with regulatory bodies are completed timely, advise on compliance requirements as and when new products and/or services are to be introduced, and report to the Board of Directors of the Company quarterly on compliance risk exposure.
▸ Comprehensive plans: We schedule activities in line with the Annual Compliance Plan and review the progress at the end of the year for CBSL-related compliance tracking. Furthermore, we initiate and support timeline-driven programmes for new statutes and regulations that require process changes across the Organisation.

▸ Continuous monitoring: We conduct daily monitoring activities for suspicious behaviour within eZ Cash for high-risk alerts to comply with the Financial Transactions Reporting Act No. 06 of 2006. Moreover, we adopt a risk-based approach for CBSL-related compliance to profile eZ Cash customers and merchants based on their level of risk.

Correct:
We treat non-compliance matters with the utmost seriousness, with corrective measures recommended swiftly wherever non-compliance or deviations with certain regulations or policies is anticipated. Any instances of non-compliance are escalated to the Risk and Compliance Management Committee (RCMC), the Board Risk and Compliance Committee (BRCC), and ultimately, the Board of Directors, depending on the severity and nature of the non-compliance. We closely monitor the progress of regulatory observations identified in on-site audits and propose corrective actions to prevent recurrence.

# Dialog environmental policy

We have a moral obligation and a business imperative to protecting and preserving the natural environment that sustains all life on earth. We are committed to fulfilling this obligation and work collaboratively with our stakeholders to implement sound environmental practices. Dialog Axiata PLC, as a provider of multisensory connectivity solutions that enrich and empower Sri Lankan people and businesses, offers a suite of products and services that inherently contribute to environmental well-being.

Our objective with regard to the environment is to comply with all statutory and regulatory mandates comply, actively avoiding any harmful impacts from our operations whenever feasible, minimise unavoidable harm to the greatest extent possible, and take proactive measures to reverse or rectify any damage we may have caused.

We consistently enhance our efforts to be environment-friendly by both preventive and corrective measures. This is achieved through constant upgrades to equipment to make them greener and less power-consuming, utilising green energy sources alongside or in the absence of grid power. We also empower our employees through comprehensive training, and we take it upon ourselves to embed environmental stewardship into our Company culture. These objectives are periodically communicated to all staff and relevant stakeholders via internal communications and incorporated into relevant guidelines for various stakeholders.

We hold ourselves accountable to these objectives through a rigorous set of metrics, enabling ongoing improvement.

# Our certification journey

| ISO 9001:2015 | Quality Management System |
| --- | --- |

| Business segment | Initial certification (year) |
| --- | --- |
| Entire Company | 1999 |

| Last periodic audit date | Renewal cycle | Current validity period |
| --- | --- | --- |
| March 2022 | Re-certified every three years | 28 May 2024 |

| ISO 14001:2015 | Environment Management System |
| --- | --- |

| Business segment | Initial certification (year) |
| --- | --- |
| Entire Company | 2021 |

| Last periodic audit date | Renewal cycle | Current validity period |
| --- | --- | --- |
| March 2022 | Re-certified every three years | 6 June 2024 |

| ISO 27701 | Privacy Information Management System |
| --- | --- |
| ISO 27001 | Information Security Management System |

| Business segment | Initial certification (year) |
| --- | --- |
| ▶ Internet Data Center, Group IT, Group ▶ Technology | ▶ Internet Data Centre – 2007, ▶ Group IT – 2012, ▶ Group Technology – 2017 |

| Last periodic audit date | Renewal cycle | Current validity period |
| --- | --- | --- |
| November 2023 | Re-certified every three years | 2 January 2027 |

| SLS 1672:2020 | COVID-19 Safety Management System |
| --- | --- |

| Business segment | Initial certification (year) |
| --- | --- |
| Entire Company | 2021 |

| Last periodic audit date | Renewal cycle | Current validity period |
| --- | --- | --- |
| February 2022 | Re-certified every three year | 20 September 2022 |

| GSMA Mobile Money Certification | Toolkit Ver 3.0 |
| --- | --- |

| Business segment | Initial certification (year) |
| --- | --- |
| eZCash | 26 November 2018 |

| Last periodic audit date | Renewal cycle | Current validity period |
| --- | --- | --- |
| November 2021 | Every three years | 25 November 2024 |



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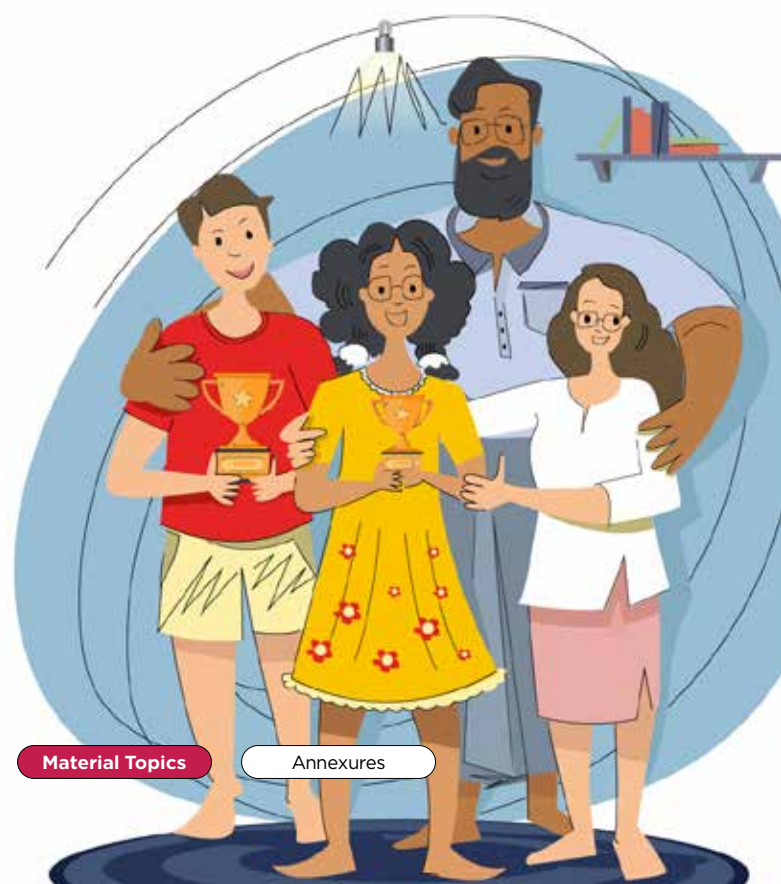
# Anti-Bribery and Anti-Corruption (ABAC)

**GRI** 205-1, 205-2, 205-3

Our dedication to upholding professionalism, fairness, and integrity across all our business activities embodies our every action, as evidenced by the stringent systems and processes we have implemented to counter any instances of bribery and corruption that may arise in the conduct of our operations.

Dialog's principal shareholder, the Axiata Group, operates and invests in technology companies across the South Asian and Southeast Asian regions. Dialog is guided by Axiata's overarching principles, which mandate strict adherence to the core values of UI-EP by all employees of these organisations. All companies that operate under the Group, including Dialog, develop their own unique beliefs and aspirations based on this framework and incorporate its central tenets into the core of their business.

# Our compliance with ABAC regulations

With effective from August 2023, the Anti Corruption Act of Sri Lanka included the Private Sector organizations into the purview. Dialog ABAC Policy is in line to the same.

In addition to the aforementioned points, Dialog adheres to a thorough policy for bidding on government contracts and tenders, which the company follows rigorously. Moreover, Dialog ensures that all projects, including government contracts and awarded tenders, are audited as part of the annual financial audit.

Dialog complies with the provisions of the newly enacted Act 17A by the Malaysian Anti-Corruption Commission (MACC) which came into effect on 1 June 2020, designed to regulate anti-corruption efforts and promote ethical business conduct across all Malaysian companies and their affiliated subsidiaries. Under Act 17A, corporate entities are liable for consequences of corruption incidents instigated by individuals or groups, a notable departure from previous accountability standards where only the individuals involved were held liable. The Act also mandates that corporations

## TRUST

**Tone from the Top**
Highlighting top-level commitment to combatting bribery and corruption

**Undertaking Control Measures**
Introducing comprehensive, stringent controls

**Risk Assessment**
Assessing all parts of the organisation for related risks

**Systematic Review and Monitoring**
Ensuring regular monitoring of all procedures

**Training and Communication**
Providing adequate training and awareness to all stakeholders

must establish stringent controls and appropriate protocols to prevent any occurrences of bribery and corruption, ensuring any such procedures are communicated, implemented, and enforced effectively across the organisation.

In order to remain aligned with the aforesaid requirements, MACC guided Axiata towards the implementation of the "TRUST" model, on which Dialog's anti-corruption programme is built. The programme resulted in a solid foundation of ethics and integrity where regulatory compliance and governance play a crucial role.

We also remain fully compliant with all statutory labour laws including the Shop and Office Act of 1954 and the principles outlined in the ILO Declaration on Fundamental Principles and Rights at Work. Being a signatory to the UN Global Compact on Human Rights, we unequivocally reject all forms of child labour or forced/compulsory labour. Dialog also has in place a highly progressive policy aimed at preventing sexual harassment, with protocols outlined to handle any complains in that regard.

## Our commitment to ABAC

The success of our anti-corruption programme, rooted in the TRUST principles, has been instrumental in allowing the Company, our customers, and our shareholders to appreciate diversity the business value over the past three years. We remain committed to work within the anti-corruption programme framework, integrating it into our core values. This is of special significance due to our proximity to politically exposed persons and reliance on government approvals, which mandates ABAC policies. We are aware of our privileged position in the country's telecommunication industry and intend to influence the country's DNA by being strictly compliant with ABAC policies. Our initiatives and practices under ABAC are focused on advocating for a corruption-free environment within the national.

Dialog's Board of Directors holds the overall responsibility for maintaining the Company's anti-corruption track record, while the responsibility for enforcing anti-corruption practices daily rests with the Company's management. Management representatives are therefore required to ensure that the employees under their purview are aware of the Company's stance on anti-corruption and adhere to the respective standards and policies in place.

## Application of the ABAC policy to our stakeholders

The ABAC Policy governs the Group's employees and third-party practices in conducting business for and on behalf of Dialog Group. The policy is reviewed at least once every two years by the Risk and Compliance Division, with any updates and modifications recommended by the Axiata Group Chief Risk & Compliance Officer (GCRCO) to the BRCC, which in turn recommends them to the Board for approval. All stakeholders are informed of any revisions made to this policy.

The Group's comprehensive ABAC policy can be accessed at https://dlg.dialog.lk/abac-policy

Key guidelines our stakeholders are required to adhere to are as follows:

"Stakeholders" are defined as internal and external parties that have dealings with Dialog Axiata PLC Group, which includes all members of the Board of Directors, heads, senior managers, managers, and individuals at all levels including permanent, temporary and contract employees; and trainees or interns of Dialog Axiata PLC Group. It also includes third parties such as customers, suppliers, contractors, vendors, agents, consultants, representatives, distributors, joint venture partners, and other external stakeholder(s) acting for or on behalf of Dialog Axiata PLC Group.

All stakeholders are required to adhere to this policy established as part of Dialog Axiata PLC Group's ABAC compliance framework and should read the policy in conjunction with the local and other applicable regulations in Sri Lanka, and any other Axiata Group Governance Instruments, and Dialog Axiata PLC Group Governance Instruments.

## ABAC guidelines for third parties

We require our external entities providing goods or services under contract to abide by our anti-corruption programme. We have adopted the following guiding principles – "CODE" – in our Third-Party ABAC Framework to ensure we only enter or establish business relationships with third parties that share the Dialog Group's ethos.

1. Create awareness – Dialog to ensure that any third parties that it is dealing with are aware of Dialog Axiata PLC Group's zero tolerance towards bribery and corruption and other guiding principles as stated in the Dialog Axiata PLC Group ABAC Policy, Supplier Code of Conduct, and other relevant Dialog Axiata PLC Group Instruments.

2. On-going monitoring – Dialog Group monitors third parties with active contractual relationships to identify and assess potential risks, and to determine whether they consistently demonstrate professionalism, provide exceptional performance, and conduct business with integrity and transparency.

3. Due diligence – Before engaging or establishing business relationships with third parties, an appropriate level of due diligence must be performed and documented, proportionate to the associated risks. If "red flags" are detected during the due diligence, the assessor must escalate and resolve the issues with all the relevant functions and personnel before engaging the third party.

4. Expectations – Dialog is responsible for ensuring agreements are duly executed with the third party in accordance with Dialog Axiata PLC Group Instruments and unless guided otherwise by the Legal Department, an agreement should be vetted by the Legal department before the agreement is finalised and signed.

The "CODE" has been prepared as a clear statement of the Dialog Group's (Dialog Axiata PLC and its subsidiaries, collectively referred to as DAP) expectations from suppliers in all procurement dealings, ensuring that internationally recognised procurement ethics are followed. The CODE applies to all suppliers including all prospective suppliers. Further details of the Group's Supplier Code of Conduct can be accessed at https://dlg.dialog.lk/supplier-code-of-conduct.

**Under the Code, suppliers are expected to:**

▸ Develop and maintain all necessary documentation to support compliance with the described standards; such documentation shall be accurate, up-to-date and complete

▸ Where relevant, provide DAP's representatives with access to all relevant records and documentation, upon DAP's request

▸ Allow DAP's representatives to conduct interviews with the supplier's employees and management and other supplier representatives separately

▸ Allow DAP's representatives to conduct announced site visits of supplier and supplier representatives locations where relevant, and

▸ Respond promptly to reasonable inquiries from DAP's representatives in relation to the implementation of this Code.

Suppliers shall have a process in place for timely correction of any deficiencies or violations identified by such an assessment.

## The Board Risk and Compliance Committee (BRCC)

The BRCC aims to reinforce the Company's ABAC control framework and assist the Board in its oversight of the compliance function and the ethics programme.

The Committee is responsible for formulating robust processes for identifying, assessing, and monitoring the following risks:

**1** Key business risks to safeguard shareholders' investments and the Company's assets

**2** Cybersecurity risks and risks relating to data privacy

**3** Risks arising from non-compliant practices and behaviours, particularly relating to ABAC

**4** Environmental, social and governance (ESG) risks, and

**5** Regulatory compliance

## Our ABAC framework

| Group Chief of Risk & Compliance and Head of Sustainability | Director/ Group Chief Executive | Board Risk and Compliance Committee |
|---|---|---|

**Group Chief of Risk and Compliance and Sustainability**

| Cyber Security Governance and Compliance | ABAC Compliance | Privacy Compliance | Enterprise Risk Management | ABAC Investigations (outsources) |
|---|---|---|---|---|

Introduction    Key Messages    Leadership    **Material Topics**    Annexures

The BRCC, comprising four representatives of the Board, ensures the Company's risk register is up-to-date and relevant, advises the Board on the strategic direction of the Company, sets the tone from the top on ABAC, and ensures appropriate training and development is conducted in all areas under its mandate. The Board Committee is supported by the comprehensive and effective internal governance structure outlined in the diagram above. The BRCC also consists of the Group Senior Management Committee (GSMC) and is headed by the GCEO, and the Risk & Compliance Management Committee chaired by the Group Chief of Risk & Compliance. The Group Leadership Committees oversee the effective management of the core functional areas delineated above, headed by the senior management of the respective functional areas.

## Our policies and procedures

We promote a number of policies and procedures that outline the mechanisms to achieve a structured approach toward ABAC, including:

1. ABAC policy addresses, but is not limited to, conflict of interests, facilitation payments, political contributions, etc.

2. Gifts, Donations, and Sponsorships Policy, with Dialog adopting a "No Gift" policy in terms of both offering and receiving

3. ABAC Procedures

4. Gifts, Donations, Sponsorships Procedures

5. Corporate Social Responsibility (CSR) Standard Operating Procedures

6. Whistle-Blower Policy

7. Employee Code of Conduct

8. Supplier Declaration Form to ensure self-declaration from vendors

9. Supplier Code of Conduct, which is inclusive of ABAC clauses

10. ABAC guidelines on Mergers & Acquisitions

11. ABAC clauses included in the contracts

12. ABAC Guidelines for HR & Procurement

13. Corruption Risk Assessment

14. Third-Party Due Diligence Checklist

15. Branding, Advertising, and Marketing Policy

## Training on anti-corruption

**GRI** 205-2

Training is obligatory for all employees including permanent and temporary staff, contract workers, and business associates, and is closely monitored to ensure completion. Confirmation is sought periodically from all relevant personnel on compliance with the ABAC Policy. Training sessions are held annually to keep employees informed of any policy revisions or updates, while informal training sessions are also conducted for key stakeholders within divisions identified as high-risk.

Uniform CSR Standard Operating Procedures are in place to evaluate and assign responsibility for long-term and established CSR projects and their respective transactions. We also routinely update ABAC-related clauses and incorporate them into the Employee Code of Conduct.

Training is central to building, refreshing, or refining essential competencies and capabilities of every staff member at Dialog. With this in mind, both the Axiata Group and Dialog Axiata PLC Group provide ABAC awareness and training to its staff members, as suits their roles and the risks and business scenarios they may encounter. These comprehensive training programme encompasses Board of Directors, heads, senior managers, managers, and individuals at all levels including permanent and contract employees, temporary employees, and trainees or interns of the Dialog Axiata PLC Group.

As per the Board of Directors, are made aware of the Code and its contents upon commencement of their tenure as Directors as part of the induction programme. The Directors are prohibited from giving, soliciting or accepting bribes, facilitation payment, kickbacks, or other improper payment to achieve business or personal advantages for themselves or others or engaging in any transaction that can be construed as having contravened the anti corruption laws. The Group's Board Code of Conduct can be accessed at https://dlg. dialog.lk/our-governance.

## Over 15

ABAC/GDS/Risk assessments training programmes

## 1,600

Mandatory training hours

## 25 hours

of inductions

## The whistle-blower policy

**GRI** 2-25, 2-26

Dialog's whistle-blower policy is designed to foster a conducive work environment that upholds transparency, accountability, and integrity. The Company is committed to protecting, within reason and means, anyone who reports or raises a concern in good faith or participates in or conducts an investigation from retaliation. These include any concerns over alleged improper activity or other actions that conceivably relate to bribery and corruption. The policy serves as a helpful guideline on reporting improper conduct and addressing any allegations without the fear of retaliation.

The Group-wide "Speak Up" platform continued to be in effect throughout the year. Axiata Group is dedicated to protecting individuals who report concerns in good faith and those involved in investigations from any form of reprisal. Investigators will ensure all parties understand this commitment and will promptly report any suspected retaliatory actions related to an investigation. Retaliation against reporters or contributors to investigations is strictly prohibited and must be reported immediately through the Speak Up channel with factual evidence. Those found guilty of retaliation, regardless of their position, will face disciplinary measures. While individuals implicating themselves or aiding investigations will not receive immunity, their cooperation will be considered when determining disciplinary actions.

Managed by a third-party agency, "Speak Up" consolidates all existing channels of the Axiata Group within a single, unified hotline, facilitating the reporting of actual or suspected misconduct and any forms of illegal or unethical behaviour. The platform is available in English and all OpCo local languages, and is accessible to all employees of the Axiata Group, as well as other stakeholders including suppliers, business partners, contractors, customers, et al.

Benefits derived from the system include improved assurance of anonymity and confidentiality, centralised management of reported concerns, and the ability to speak directly to CxOs and the CEOs within a year of the submission of the whistleblowing report.

In line with the Group's policy, stakeholders reporting any concern in good faith will not be exposed to any form of victimisation, retribution, or retaliation from their respective heads or Senior Management. All reports received by the third-party agency are submitted to the Axiata Group Investigations Team (a unit of Axiata Group's Internal Audit), ensuring that concerns are addressed in a professional, confidential, and timely manner. Any report warranting an investigation will be assessed by an investigator from Axiata or an externally appointed source, and any authentic concerns will lead to the offending party facing disciplinary action, as stated in the Code of Conduct. The Group also remains committed to keeping the individual who reported the concern updated on the status and/or progress of the investigation, subject to Axiata Group's policies and procedures.

A defalcation committee exists to ensure the efficiency of all investigations, while a service-level-agreement encourages the completion of such activities within 90 days as stipulated in the whistleblowing procedure manual, provided no extension was requested in the preliminary stages.



## Gifts, Donations, and Sponsorships (GDS) policy

All stakeholders and their family members acting on behalf of the Dialog Group, directly or indirectly, are actively discouraged from offering or accepting gifts, entertainment, or corporate hospitality. Any gifts, entertainment, or corporate hospitality should not be lavish, excessive, outside the norm or exceed the maximum or equivalent threshold stipulated in the GDS Policy or any other Governance instrument. Our stakeholders are also prohibited from directly or indirectly offering, promising, giving, soliciting or accepting, agreeing to accept, or attempting to obtain anything that might be regarded as a facilitation payment in any form. Further, in 2023 the thresholds of the GDS policy were assessed and communicated highlighting the level of Authority of each transaction type.

The Group strictly prohibits any form of political contributions or donations. Stakeholder are prohibited from using the Group's funds or other resources to make contributions or donations to any political campaign, political party, political candidate, or their respective offices/officials or any stakeholder-affiliated organisations.

## Key initiatives/ highlights for 2023

During the year under review, we ensured the continued implementation of ABAC practices, achieving a 100% completion rate of the Corruption Risk Assessment. This assessment covered 48 divisions, including Dialog subsidiaries, with aggregated risks reported to the BRCC on a quarterly basis.

Dialog Group Risk and Compliance organised a "Dialog International Anti-Corruption Day 2023" event from 1 December to 5 December, 2023. The event aimed to emphasise the importance of maintaining uncompromising integrity in combating corruption.

The event commenced with a keynote address from Nicole Elias, the head of the private sector team at Transparency International Sri Lanka, who highlighted the importance of the private sector engaging in robust anti-corruption efforts. She shared insights from her experience in upholding accountability and transparency within an organisation.

An engaging panel discussion followed, moderated by Lead Data Privacy Compliance Anoshan Elalasingham, the cohost of the event. The BRCC Chairman Dr Indrajit Coomaraswamy, Dialog GCEO Supun Weerasinghe and Axiata Group Chief Risk & Compliance Officer Abid Adam and the group of panelists provided valuable perspectives on strategies to mitigate corruption risks and promote ethical business practices.

In order to enhance awareness of the International Anti-Corruption Day, Group Risk and Compliance conducted a Quiz Competition over five consecutive days, starting from 1 December, 2023. The event saw active participation from Dialog Group employees. Winners were announced at the end of the event for their exceptional performance and their dedication in promoting integrity within the organisation was recognised.

The event concluded with a vote of thanks that highlighted the theme of "Being True to Uncompromising Integrity".

## Future outlook

In the coming years, we envision a seamless integration of AI and automation into our compliance and governance frameworks. Real-time monitoring of regulatory changes, coupled with predictive analytics, will enable us to stay ahead of evolving compliance landscapes, safeguarding the interests of our stakeholders. Digital transformation will drive efficiency and transparency across all aspects of our operations. By leveraging new technologies such as data analytics, we will streamline compliance processes, minimise manual intervention, and reduce the likelihood of errors. Transparency will remain a cornerstone of our governance practices. Through the adoption of digital platforms and AI-driven reporting tools, we will provide stakeholders with real-time access to accurate compliance and integrity data. Our Compliance Department is poised to embark on an exciting journey toward a digitally-driven future, harnessing the power of AI, automation, and digital technology.

# Community Investments and Social Stewardship

As the leading telecommunications company in Sri Lanka, we engage with a range of diverse stakeholders. Dialog serves over 50% of the nation's population, and our economic impact constitutes about 1% of Sri Lanka's GDP. Despite the challenges encountered by the country, we continue to provide services that foster connectivity, empower people, create enduring value, and enhance livelihoods. We can be justifiably proud of our contributions to the wellbeing of our people and our nation, particularly in times of crisis.

We persist in leveraging our resources and expertise to deliver value that transcends our corporate confines. Through sustained efforts, we carry out long-term initiatives across three primary focus areas aimed at benefiting communities throughout Sri Lanka.

We remain steadfast in our commitment to making a positive societal impact through our digital inclusion and social innovation-driven products and services.

We have embraced innovative approaches like the "Theory of Change" to envision and execute interventions that not only generate social value in the short term but also ensure sustainability in the long term. Collaborating with partners including industry players, like-minded organisations, international research institutions, government bodies, local authorities, and community groups, who bring top-tier expertise in their respective domains, enables us to achieve impactful outcomes through shared stakeholder ownership.

## Education

### The *Nenasa* ecosystem

Pioneering a vision for the future of education, Dialog embarked on the establishment of a satellite television-based distance education bridge in 2008, with the goal of reaching underserved communities within Sri Lanka's education system. Through ongoing enhancements, timely interventions, and expansions, we have successfully developed a fully integrated ecosystem to foster a future of education that is inclusive, equitable, and centred around the needs of students, particularly in the aftermath of the pandemic and the economic crisis.

Our objective is to bridge the technological gap and ensure that every child has the opportunity to thrive. Our array of services and solutions encompasses *Nenasa* TV channels, *Nenasa* Smart School, *Nenasa* App, *Nenasa* 1916 (formerly *Nenasa* 1377), and Nenasa.lk. Through these resources, we extend support to students throughout Sri Lanka, aiding them in their educational endeavours. These solutions enable students to access tutors, educational materials, assignments, exam papers, and pertinent information online through various platforms.

### *Nenasa* TV

Eight educational television channels are offered, delivering content aligned with the national syllabus overseen by the Ministry of Education. These channels are accessible free-of-charge to over 1.7 million households subscribed to Dialog Television and to millions of Dialog Broadband users via the Dialog ViU (Video Unlimited) app. The *Nenasa* TV channels are also accessible at over 2,700 *Nenasa* Connected schools through a special complimentary *Nenasa* Package. Additionally, these schools are equipped with dedicated *Nenasa* Labs for students to access the channels. Under three phases of funding from Dialog, television sets have been provided to all *Nenasa* connected schools. The special *Nenasa* package includes Discovery Science, Da Vinci Learning, and Guru TV channels alongside the eight *Nenasa* TV channels. Dialog's investment in *Nenasa* TV surpassing 500 million LKR to date has paid dividends, with the channel reaching over 1.9 million students, granting them access to high-quality educational content. During the year under review, the *Nenasa* TV network was expanded by 483 targeting the plantation sector.

## The *Nenasa* smart School initiative

Since its inception in 2017, *Nenasa* Smart School has stood out as a substantial educational endeavour, backed by Dialog's investment of over LKR 60 Mn. to date. This initiative has been rolled out across 153 schools spanning eight districts in Sri Lanka. Over 500 Ambassador Teachers have undergone training as part of this programme, alongside more than 10,000 regular teachers. With a reach extending to over 230,000 students, the initiative enriches their educational journey through the implementation of innovative teaching techniques and the integration of technology. *Nenasa* Smart School underscores Dialog's commitment to enhancing education and nurturing digital literacy among students and educators throughout Sri Lanka.

## The *Nenasa* app

The *Nenasa* Educational App stands as Sri Lanka's premier and sole multi-platform, trilingual, and subscription-free educational application, serving as an aggregator of credible educational, edutainment, and infotainment content. Leveraging mobile technologies, it enhances learning experiences, making them more enriching and accessible. Currently available on Android Mobile, iOS, Windows OS, and Huawei OS devices, the app will soon expand to the Android TV platform. It operates seamlessly with the government's e-Thaksalawa learning content management system, administered by the *Nenasa* Television and e-Learning Unit of the Ministry of Education. With over 35,000 downloads to date, the app's popularity and usefulness are evident, particularly among users seeking educational resources while on the go.

## Merit scholarship



Since its inception in 2003, the Dialog Merit Scholarship programme has been offering financial support to high-achieving students who excel in the General Certificate of Education (G.C.E.) Ordinary Level (O/L) and G.C.E. Advanced Level (A/L) examinations every year. With the primary objective of motivating these students to pursue higher education, the scholarship initiative has aided over 1,000 gifted students. This assistance, amounting to over LKR 130 Mn., underscores the programme's commitment to fostering academic excellence and empowering promising students to reach their educational aspirations.

The Merit scholarship programme marked a pivotal step towards acknowledging and supporting exceptional students who showcase remarkable academic achievements, leadership potential, and a commitment to making positive contributions to society. This endeavour aims to not only incentivise and acknowledge academic excellence but also to offer financial support to deserving candidates, thus minimising any hindrances to their educational pursuits. Beyond monetary assistance, the programme also stands as a testament to Dialog's commitment to nurturing future leaders by offering avenues for personal and professional growth.

In 2023, 81 students and 77 students who excelled in the G.C.E. Advanced Level and Ordinary Level examinations respectively were admitted into this prestigious scheme based on their remarkable performance.

# DeafTawk



In Sri Lanka, 70.93% of persons with disabilities (PwDs) are not engaged in economic activities, largely due to physical accessibility barriers and social and communication challenges. The employment rate for PwDs stands at 41.1%, with a noticeable gap between male (61.6%) and female (24.4%) employment. Despite a 3% quota for PwDs in the public sector, they are often overlooked when filling vacancies. In March 2023, Dialog Axiata PLC took a significant step towards integrating deaf and hearing-impaired individuals into their communities by introducing a trilingual version of the internationally acclaimed sign language interpretation app 'DeafTawk' in Sri Lanka, marking a pioneering initiative in the country.

The launch event for the app took place at the Dialog premises, with both hearing-impaired individuals and sign language interpreters in attendance. This initiative represents Dialog's ongoing dedication to enhancing digital inclusion for persons with disabilities in Sri Lanka, aligning with GSMA's Principles for Driving the Digital Inclusion of Persons with Disabilities. The DeafTawk app offers a real-time sign language solution accessible through users' fingertips, collaborating with a network of over 50 interpreters.

The app offers users a choice of packages including 10 minutes for LKR 100 + tax, 20 minutes for LKR 200 + tax, 25 minutes for LKR 250 + tax, 50 minutes for LKR 500 + tax and 100 minutes for LKR 1,000 + tax. Dialog customers have the option of using the 'add to bill' feature for the packages. The app is available to download on Google Play Store or the Apple App Store. Data charges may apply for non-Dialog customers.

## Key initiatives/ highlights for 2023

▶ Project launched in March 2023
▶ Users increased to over 1,000

# The Dialog Foundation

The Dialog Foundation was founded in 2012 to consolidate Dialog's significant Public-Private-Partnerships and establish a coherent framework to guide the Company's social responsibility endeavours. Our primary areas of focus include enhancing education, supporting individuals with hearing, sight, and speech impairments, promoting disaster preparedness and response, as well as providing healthcare and assistance to marginalised communities across Sri Lanka.

Numerous initiatives were implemented during the year targeting the above focus areas. The key areas of emphasis in education were extending access to quality education to students across the island, enabling individuals to build the necessary skills to thrive in an increasingly digitalised world, and expanding the quality of knowledge and content for students. In the "hearing, sight and speech" segment, we focused on promoting early detection and supporting individuals suffering from hearing, sight, and speech deficiencies. During the year under review, we supported an initiative to screen and provide customised spectacles to school children via the government eye clinic in Narahenpita. Efforts in this area will continue going forward.

The disaster risk reduction and recovery focus areas were protecting citizens through timely awareness to minimise the impact of disasters, developing mechanisms to enhance social resilience to disasters, and empowering post-disaster recovery.

These focus areas stem from our conviction that we operate within a knowledge-driven economy and that education stands as the most powerful tool for effecting enduring change. At the heart of our social stewardship strategy lie three key pillars: innovation tailored to address societal needs, strategic collaborations with partners, and ongoing consultations with stakeholders to ensure long-term sustainability.

As the undisputed leader of Sri Lanka's telecommunications sector, catering to over 50% of the population, we strongly believe that we have a responsibility to contribute towards the welfare of our nation's citizens. With our vast potential to bring about positive change through our various initiatives and indirect investments and our responsible corporate practices within the local socio-economic landscape, we aim to make a significant impact on the development of Sri Lanka. Consequently, we allocate significant resources to our priority focus areas that align with national properties to expedite Sri Lanka's social and economic development while also contributing to the United Nations Sustainable Development Goals (SDGs).

## Rally to Care

The Dialog Foundation launched the "Rally to Care" programme as a response to the devastating events of 21 April =, 2019 (Easter Sunday). Initially, the programme was geared towards providing urgent outpatient aid to individuals grappling with physical disabilities and trauma in the aftermath of the tragedy. However, it has since expanded its scope to offer ongoing educational support to over 500 children affected by the incident. Additionally, the initiative extends psychosocial rehabilitation services to more than 250 families affected by the events.

This holistic endeavour is made possible through collaborative efforts with esteemed partners including World Vision Lanka, the Sarvodaya Shramadana Movement (Sarvodaya), My Doctor, Vision Care, and the Ratmalana Audiology Centre.

Through the "Rally to Care" programme, the Dialog Foundation exemplifies its commitment to standing by communities during times of adversity, offering support, and fostering resilience in the face of adversity.

By 2023, over LKR 25 Mn. has been spent under the Rally for Care initiative to provide scholarships to affected children. This programme will continue until 2038 until the youngest affected child turns 18.

## Diriya.lk

Diriya.lk is a free, trilingual, web-based knowledge portal designed to be a comprehensive resource for Sri Lankan entrepreneurs. It serves as a central hub, offering insights from industry experts, downloadable educational materials, and avenues for networking opportunities.

The knowledge base of Diriya.lk is constructed upon credible and reliable sources, offering individuals the fundamental knowledge necessary for launching and managing a business effectively. It covers critical subject areas of business through a variety of mediums including articles, videos, and downloadable content. The objective is to foster increased business acumen and awareness among entrepreneurs, enabling them to navigate and thrive in the dynamic and rapidly evolving business landscape.

An SME digitisation initiative commenced with Sri Lanka–Singapore Business Council (SLSBC) of the Ceylon Chamber of Commerce.

## Our partners

▸ The Center for Entrepreneurship and Innovation (CeFEnI), University of Sri Jayewardenepura

▸ Sri Lanka-Singapore Business Council (SLSBC)

▸ Advocata Institute

▸ Chrysalis Sri Lanka

▸ StartupXFoundry

▸ Govi Mithuru

▸ Sri Lanka Tourism Alliance

### Future outlook

52% of Sri Lanka's GDP are SMEs strengthening the backbone by workshops and more engagement activities in the year

## Petralex – Shravya



Hearing loss can significantly diminish one's quality of life, with debilitating consequences such as limited access to information, potential social isolation, decreased self-confidence, and an increased risk of dementia, particularly among older individuals. People with hearing impairments often face challenges accessing the technology required for effective communication with their loved ones. The cost and maintenance requirements associated with hearing aids also render them inaccessible to many Sri Lankans.

Recognising the pressing need to address this issue, we collaborated with Petralex, a global leader in the industry, to develop the Petralex app, an affordable smartphone-based solution for hearing enhancement. With this initiative, our goal is to offer low-cost yet sophisticated hearing aids to people suffering from hearing impairment in Sri Lanka, thereby providing them with access to hearing enhancement technology at a fraction of the typical cost.

Petralex represents a groundbreaking and, practical mobile application designed for smartphones and tablets, offering the convenience and all the functionalities of a standard hearing aid. However, it must be noted that the app is not a replacement for professional evaluation and the use of professionally fitted commercial hearing aids. With Petralex, people in need can use their mobile devices alongside standard headsets, either wired or Bluetooth, as a straightforward yet inconspicuous means of enhancing their hearing. This eliminates the necessity for battery replacements or the reliance on specialised hearing devices.

Thanks to the immense processing power of modern smartphones, conducting a hearing assessment and improving auditory capabilities has become remarkably easy, taking only a few minutes. Every smartphone is equipped with a built-in microphone and a headphone or headset jack, which can be used as a base for a sophisticated digital hearing aid. The Petralex application guides users through an initial evaluation to determine if hearing enhancement is necessary. The app then automatically adjusts to enhance hearing by the amounts detected. Reflecting its commitment to making digital services accessible and affordable for all Sri LankansKey initiatives/highlights for 2023.

## 498
Downloads

## 2023: 2,519
Total users by

## 2023: 1,855
Total active users

## 768
Total hearing tests conducted

## Ratmalana Audiology Centre (RAC)

Dialog's longstanding commitment to addressing hearing, speech, and sight impairments is exemplified by its partnership with the RAC, a non-profit social enterprise renowned for its excellence in hearing and speech testing and therapy. Having celebrated its 16th Anniversary in 2023, the RAC stands as a state-of-the-art audiology services provider, jointly operated by Dialog and the CSDB. Established and operated as a social enterprise under a memorandum of understanding (MoU) between the two entities, the RAC is dedicated to serving as a centre of excellence in providing testing and rehabilitation services for people with hearing and speech difficulties.

Acknowledging the "wealth at the bottom of the pyramid," Dialog is committed to cultivating sustainable business models that effectively integrate an inclusive approach to the market, with profitability in mind. Our partners share these values: the centre offers complimentary services to students and staff of the CSDB while providing the community with high-quality services at reasonable rates. This alignment reflects Dialog's 4As philosophy of affordability, availability, applicability, and affinity. While Dialog supports the centre financially when needed, the overarching objective is for the centre to achieve long-term financial self-sustainability.

### Key initiatives/ highlights for 2023

- Over 12,000 individuals served by RAC
- Over 1,500 clients received service free of charge

## Achievements

- In an unprecedented year, the RAC served its clientele even during the most turbulent months with the staff often going the extra-mile.
- Despite the year being arguably the most challenging to date, the RAC ended the year with a positive balance in annual accounts, thus recording profits for the first time in its history.

## Free services provided for the community and the CSDB

| Service provided | Numbers | Value of the service (LKR) |
|---|---|---|
| **CSDB** | | |
| Hearing aids fitted | 20 | 1,200,000 |
| CSDB testing and speech/ special education sessions | 1,352 | 1,666,300 |
| **Community** | | |
| World Hearing Day testing | 10 | 13,100 |
| Free tests for the community | 1,516 | 1,617,400 |
| Neonatal hearing screening | 92 | 156,400 |

## Future outlook

We are committed to ongoing efforts in providing support for the RAC and empowering the hearing impaired community.

## *Neth Suwaya*



Vision stands as the single most important sense for most people, playing as it does an indispensable role in various aspects of daily life. Vision facilitates essential activities and is instrumental in personal advancement and success. However, if left unaddressed or undiagnosed, eye conditions or ailments can escalate to visual impairment or even blindness. Therefore, prompt diagnosis and treatment of such conditions are paramount to preventing visual impairment at its early stages and ultimately enhancing the overall quality of life.

In 2015, Dialog forged a partnership with the Vision 2020 programme, a global initiative established in collaboration with the World Health Organisation (WHO) and the International Agency for the Prevention of Blindness (IAPB) in 1999. The shared objective of this initiative is to eradicate avoidable blindness by the year 2020.

The Ministry of Health spearheaded the programme in Sri Lanka, fostering public-private-partnerships such as the one with Dialog to implement sustainable programmes that enhance and elevate the national healthcare system. Under the Vision 2020 initiaitve, Dialog conducted eye-camps across the country. Dialog's initiative under the Vision 2020 umbrella was rebranded as "*Neth Suwaya*" in 2021 to forge greater connections with the community.

The Ministry of Health spearheaded the Vision 2020 program in Sri Lanka, driving forward public-private partnerships such as the one established with Dialog to impelement sustainable initiatives aimed at improving and strengthening the national healthcare system. As part of the Vision 2020 initiative, Dialog organised eye camps across the country.

In 2023, the *"'Neth Suwaya"* Eye camp, facilitated by the Sustainable Group of Dialog Axiata PLC in partnership with the Ocean University's Regional Centre in Negombo, saw the distribution of complimentary spectacles to individuals within the fishing communities in and around Negombo. This philanthropic initiative aimed to enhance vision accessibility for those in need, with over 750 members of the fishing community benefiting from the provision of free spectacles. A team of qualified ophthalmologists conducted thorough examinations for all recipients to ensure proper fitting and suitability of the spectacles.

Dialog Neth Suwaya has so far distributed over 11,000 custom-made spectacles at 33 eye camps across Sri Lanka providing much needed assistance to our most vulnerable communities. Another 1,000 school children benefitted from a programme launched in collaboration with the Eye Clinic in Narahenpita. This programme will be extended to cover rural schools in 2024.

## PWD enabler programme: MAS Dialog internship



Dialog Axiata PLC and MAS Holdings launched the Dialog MAS Enabler Programme aimed at assisting university students with disabilities in acquiring corporate experience. The initiative welcomed nine students, including undergraduates and recent graduates from the universities of Colombo, Peradeniya, and Sri Jayawardenapura, with visual, hearing, and physical impairments. These students were given the opportunity to spend two weeks at both companies, where they were exposed to various aspects of the businesses, including operations, product development, manufacturing, corporate offices, and customer service centres.

Dialog and MAS collaborated to initiate the Dialog MAS Enabler Programme as a pilot project. Its primary aim was to assist the chosen students in their career growth and to gain insights into how organisations could effectively prepare and equip themselves to create inclusive workplaces for employees with disabilities.

## Key initiatives/ highlights for 2023

▸ Launch of the internship programme between MAS and Dialog for persons with disabilities

▸ Internships for 9 persons with disabilities

## GSMA Assistive Tech programme: principles for driving the digital inclusion of Persons with Disabilities

A worldwide effort is essential to create a substantial transformation in how individuals with disabilities are engaged and included. This shift must encompass the entire value chain of the mobile industry, from the inclusive design of mobile services to fostering innovation specifically tailored to the needs of persons with disabilities, using their valuable input.

In collaboration with mobile operators and experts in disability and accessibility, the GSMA has formulated the Principles for Driving the Digital Inclusion of Persons with Disabilities. These principles provide a framework for industry action, accompanied by a range of potential initiatives that mobile operators can undertake to narrow the disparity in access and usage. Connectivity has emerged as a pivotal factor in fostering inclusivity, helping to bridge the divide between the desired and actual needs of all individuals, including those with different abilities. In line with our core services, we have prioritised areas such as hearing, vision, and speech, making significant strides toward achieving digital inclusivity.

The GSMA assistive technology programme engages three core principles:

▸ Embrace disability inclusion at every level of the organisation

▸ Understand how to reach and better serve PWDs

▸ Deliver inclusive products and services that meet the diverse requirements of PWDs.

## Future outlook

▸ Making the MyDialog app accessible for PWDs

▸ Continuing the MAS Dialog Enabler programme

▸ Creating more employment opportunities for persons with disabilities

▸ Making physical customer touch points accessible to the deaf community

## Key initiatives/ highlights for 2023

▸ Launch of assistive technologies: Deaftawk, an app to help bridge the communication gap between the society and the deaf community

▸ Dialog.lk web accessibility launch

▸ Launch of an internship programme for persons with disabilities

## Dialog.lk inclusive website launch

Our official website dialog.lk was upgraded in 2023 redesigning it to be more accessible and user-friendly for Persons with Disabilities (PWDs), underscoring the Company's unwavering commitment to inclusivity.

With a strong emphasis on accessibility and inclusion, the upgraded dialog.lk website now incorporates several features to ensure usability for all individuals. These include compatibility with screen readers, colour schemes optimised for those with colour blindness, alternative text for images and multimedia, responsive design for various devices, clear and straightforward language, intuitive navigation, and support for assistive technologies. These enhancements allow the website to accommodate the diverse needs of persons with disabilities, including those with vision impairments, physical impairments, cognitive and developmental challenges, Attention Deficit Hyperactivity Disorder (ADHD), and epilepsy.

# Disaster risk reduction and recovery

In the face of unprecedented challenges posed by the COVID-19 pandemic followed by the macroeconomic crisis triggered in 2022, we have remained resolutely committed to our country and its citizens. Swiftly adapting to the circumstances that arose in the wake of the crises, we provided solutions and relief to our customers, communities, and the nation at large. Our initiatives encompassed projects such as the National Fuel Pass (NFP), Karuna.lk, Manudam Mehevera, and the Readiness in Emergencies and Disasters (RED) framework.

We continued to offer an uninterrupted network coverage, deliver a consistent customer service, and maintain the well-being of our employees. We also focused on continuing the existing projects, including the e-Connect, e-Learn, e-Health, e-Tainment, e-Care and e-Work solutions.

Our support was extended to the healthcare sector and the general public through the provision of donations and solutions for the healthcare staff, and offering data at concessionary rates or zero cost.

## Our partners

▸ Deaftawk Interpretation Services (Private) Limited
▸ Third party interpretation service centre (ADSign)

## Humanitarian assistance through *Manudam Mehewara*

In 2022, during an unprecedented economic crisis, Dialog played a leading role in community service and humanitarian aid efforts, collaborating with reputed corporate entities to extend emergency relief and support to those affected by the crisis. The debilitating economic challenges confronting the most vulnerable segments of our population prompted business organisations to step forward, offering financial support, resources, and specialised expertise. Titled "*Manudam Mehewara*", this collaborative effort involving Dialog Axiata PLC, MAS Holdings, Hemas Holdings PLC, Sarvodaya Shramadana Movement, and PwC Sri Lanka, has seen the distribution of emergency relief to families and communities most adversely affected by the ongoing economic crisis in the country well into 2023.

The programme aimed to assist over 115,000 vulnerable families across the 25 districts of Sri Lanka, and the assistance is ongoing. The project sources and distributes emergency relief to families identified to be in need of assistance, and relief operations will continue until a sustainable national benefit transfer system is launched. *Manudam Mehewara* also offers long-term sustainable solutions including home gardening to counteract rising food insecurities in the country.

A total of LKR 324,528,305.60 was raised in funds as of August 2023, which helped us provide much needed assistance to 120,809 families.

Although the programme is led by corporates, individuals too can contribute by donating via credit/debit card on the website https://dlg.lk/donate/ or a bank transfer, Star Points transfer, eZ Cash, genie, or even a mobile top-up to 077 642 1421. Donors can conveniently donate through a range of payment options via www.karuna.lk as well.

# Staff volunteer initiatives
## *Nenaparithyaga*

The ongoing economic crisis in the country has spurred Dialog Marketing to seize a significant opportunity for a corporate social responsibility (CSR) project, focusing on addressing students' learning essentials. Embracing the belief that every child, regardless of location or financial status, deserves access to education, Dialog Axiata, as a member of the United Nations Global Compact Network, prioritises various CSR initiatives. With a focus on the 17 Sustainable Development Goals, particularly "Quality Education" (Goal 4), the Dialog sustainability team conducted a study on primary education, identifying the need for support in rural areas where students lack essential supplies for academic success.

## Dalupotha Primary School, Kuliyapitiya



In light of their findings, Dialog allocated a budget of Rs 200,000 and above for a CSR project targeting Dalupotha Primary School in Kuliyapitiya, a rural area within the Giriulla educational division. The school, home to 37 students in grades 1-5, is identified as being in high need of school supplies. The planned distribution includes items such as cupboards for the library, toothpaste and brushes, a TV for educational programmes, cleaning equipment, storybooks in English and Sinhala, lunch boxes, stationeries, water bottles, uniform materials, toys, track bottoms, a first aid box, and casual clothes.

The objective of the project is to ensure that these students receive the education they deserve by equipping them with essential tools to succeed academically. Dialog believes that providing these supplies will not only aid the students in achieving their full potential but also contribute to creating a brighter future for themselves and their communities.

## Pre-school in Mahananneriya, Galgamuwa



This project aimed to support a pre-school in Mahananneriya, Galgamuwa, catering to over 130 underprivileged children. The school was chosen due to an ongoing fundraising effort led by Viranga Seneviratne through karuna.lk. The school offers free daily meals to children, recognising that many parents are unable to provide nutritious meals, which impacts the children's development, learning, and attendance.

The objectives of the project included donating over LKR 1,000,000, with LKR 520,000 already collected through karuna.lk and an additional pledge of LKR 500,000 from Dialog for school meals. Funds will also be raised with the support of over 70 staff members to renovate the premises, classrooms, and provide school equipment. The project aims to involve these staff members in visiting the school to conduct renovation work as a community effort and to encourage ongoing sustainability-related initiatives within the team.

In terms of project outline and details, the initial donation of LKR 1 Mn. was allocated for daily meals through karuna.lk, with further funds of LKR 233,000 collected for renovating two washrooms and providing school equipment. The renovation work commenced on 8 August and was completed by 2 December, including the refurbishment of washrooms and provision of new sanitary facilities and fixtures. Additionally, from the remaining funds, over 75 school bags were provided to children starting primary education for the new school year.

## Gemunu Maha Vidyalaya, Kotmale

Dialog supported the Gamunu Maha Vidyalaya in Maaswela (Kotmale) by donating various school supplies and essentials through the karuna.lk platform. Items donated include school stationery items, school bags, school shoes, school uniforms, clothes, dry rations, storybooks, toys, footwear, daily essentials, and morning snacks for the school children. A total of LKR 607,307.17 was raised for this initiative.

## Pitigoda primary school



This initiative sought to provide essential support to students at Pitigoda Primary School through the karuna.lk platform. Situated in the rural village of Hunnasgiriya within the Central Province, the school serves 13 students whose families primarily rely on agriculture for income. Given the economic challenges faced by these families, purchasing stationery items and essential nutrients for their children had become a significant struggle. In collaboration with donors and funding from karuna.lk, Group Technology endeavoured to bring joy and fulfilment to these children by addressing their educational and nutritional needs.

The primary objective of the project was to enrich the lives of students attending Pitigoda Primary School. All students enrolled at the school were targeted beneficiaries of the project. Donations included stationary items, essential nutrients, gift vouchers for teachers, and gift packs for students containing sweets and fruits. With a total funding of LKR 428,000, sourced equally from donors and the karuna.lk platform, the project was successfully completed on 13 May 2023, ensuring timely support for the school and its students.

## Freecycle

In a bid to champion sustainability and bolster community engagement, emerged the proposal for "Freecycle": a compact application seamlessly embedded within the WoW™ Super App. This innovative platform aims to empower users to either donate or sell excess goods at no cost or reduced prices, nurturing a culture of reuse and recycling. By fostering such practices, Freecycle endeavours to combat waste accumulation, promoting eco-conscious lifestyles while inculcating a sense of solidarity within local communities.

Freecycle's overarching objectives centre on waste reduction, community cohesion, and financial inclusivity. Through its interface, users can effortlessly list surplus items, peruse available goods, and engage in secure

communication channels to coordinate exchanges. Commenced on 13 October 2023, the project envisions a comprehensive budget covering development, marketing, and sustained maintenance. The integration of Freecycle within the WoW™ Super App promises to catalyse a greener, more interconnected community, a testament to the power of collective action towards a sustainable future.

## "Dialog Enterprise – අපේ යුතුකම"



The "Dialog Enterprise – අපේ යුතුකම" initiative represents a collective effort aimed at uplifting underprivileged communities, with a focus on executing meaningful projects within the Dialog Enterprise (DE) Portfolio. The inaugural project launched during the year under review targeted a primary school in the Maharagama region, comprising 71 students aged 6 to 10, where authorities have highlighted the pressing issue of a lack of undergarment clothing due to economic constraints. This deficiency not only poses hygiene risks but also impedes school attendance among the children. The primary goal of the project was to educate the next generation on hygiene importance and alleviate barriers to school attendance by providing essential undergarments and clothing such as pants, vests, and socks.

To finance this endeavour, we estimated a budget of LKR 150,000, which was raised through a series of fundraising events. The first was an auction featuring various donated items within the portfolio, followed by the setup of food and drink stalls at a divisional cricket tournament. Through these fundraising initiatives, we aimed to not only provide access to fundamental necessities but also raise awareness about personal hygiene's critical role. With projects of this nature, we aspire to make a transformative impact on the lives of young Sri Lankans, fostering a brighter and healthier future for them.

## Beach cleanup

A timely beach cleanup project was organised Our staff and local volunteers collected numerous discarded materials, ranging from plastic bottles and polythene to coastal debris and wrappers. This initiative not only aligned with our sustainability objectives but also bolstered team cohesion. With the entire team actively involved and enthusiastic participation, the cleanup evolved into a rewarding and enjoyable experience. The project underscored our dedication to fostering a cleaner environment and serves as a testament to the positive outcomes achievable through collective teamwork.

## 2008

The *Nenasa* TV distance education bridge commenced

## 2009

Phase 1 TV installation - 1,000 *Nenasa*-connected schools onboarded

1 channel *Nenasa* 10

Televisions and DTV connections are provided free of charge to rural schools, distributed equitably island-wide. (Educational content produced by the National Institute of Education)

## 2013

Phase 2

TV installation 2,000

*Nenasa*-connected schools onboarded

2 channels *Nenasa* 10
*Nenasa* 11

## 2017

*Nenasa* MoU with the Ministry of Education extended for 5 years

Discovery Science and Da Vinci Learning channels made available free of charge to *Nenasa* connected schools

The *Nenasa* Smart Schools initiative commenced, funded by the Dialog Foundation

100 schools onboarded from 2 provinces

Train-the-trainer programmes conducted for 300+ nominated Ambassador Teachers

## 2018

Expansion of the *Nenasa* ecosystem started with the development of the *Nenasa* App

Sourcing of edutainment content from reliable third parties

249 trained Ambassador Teachers tasked with digital upskilling

8,000+ teachers

184,000+ students

*Nenasa* TV

*Nenasa* Smart School

*Nenasa* App

Nenasa.lk

*Nenasa* 1377
Rebranded to *Nenasa* 1916

Introduction | Key Messages | Leadership | **Material Topics** | Annexures

| 2019 | 2020 | 2021 | 2022 | 2023 |
|------|------|------|------|------|

*Nenasa* TV content strategy revisited with long-term plans to make *Nenasa* channels fully-fledged educational and edutainment channels

Our post-pandemic journey

53 schools onboarded from 2 provinces

Train-the-trainer programmes conducted for 200+ nominated Ambassador Teachers

Handholding continued for the initial 100 Schools

11,000+ teachers and 230,000+ students from 153 schools in 4 provinces

450+ personalised training sessions conducted for 2,000+ teachers

15,000+ online sessions conducted on platforms monitored by the project with the attendance of 40,000+ students

300+ teacher-driven webinars

Monitored and supported schools with content, learning material, and special programmes

The first phase completed

153 schools

8 districts

A survey conducted to understand the effectiveness of the programme in helping teachers adapt to the new normal

The proposed Island-wide scale-up of the programme was stalled due to the volatile socio-economic and political contexts

Stronger integration with the *Nenasa* – *e-Thaksalawa* ecosystem

Zonal-level implementation of structured teacher upskilling programmes

Commenced development of the *Nenasa* app

*Nenasa* app launched.

30,804 downloads

14,134 registered users

16,256+ content pieces

Available on: Android Mobile

70,000+ downloads

31,821 active user registrations

5,000+ content material added

15,000+ educational content material added from *e-Thaksalawa*

6,000 lessons

Social-Emotional Learning material added

Available on: Android Mobile, iOS, Huawei OS, Windows 10/11

Trialled on Android TV

Linked with the Nenasa.lk portal under the purview of the Ministry of Education (MoE)

The MoE and Dialog agreed in principle to collectively create and manage an "*e-Thaksalawa-Nenasa*" ecosystem comprising the e-Thaksalawa LCMS, the *Nenasa* TV channels, the *Nenasa* App, the *Nenasa*.lk portal and the *Nenasa* Smart School programme

35,000+ users and 250,000+ learning minutes recorded as at end 2022

Official launch on the Android TV platform

Development of interactive educational and edutainment content

Synergising the *Nenasa* Smart School and *Nenasa* App initiatives to create value-added digital material for the App

Invested LKR 156,000

Nenasa.lk Launched

Operationalising the web portal under the *Nenasa* MoU scope expansion, where the portal will work in tandem with the *Nenasa* App and *e-Thaksalawa*

The *Nenasa* 1377 student distance learning helpline and the school conference solution launched

166,968 calls made

92,080 calls made

Measures taken to relaunch the distance learning helpline under the ministerial short code 1916 with an expanded scope

*Nenasa* 1916 O/L and A/L helpline developed

Deployment of a fully-fledged helpline for Distance Learning

**MATERIAL**

**TOPIC 03**

# Customer Satisfaction and Relationships

**4 QUALITY EDUCATION**

**5 GENDER EQUALITY**

## WHY CUSTOMER EXPERIENCE IS MATERIAL TO US

As the preferred telecommunications provider for millions of Sri Lankans, we recognise that customer experience is vital to our success. Our commitment to providing outstanding customer service is rooted in the time-tested notion that positive experiences and interactions lead to customer loyalty and advocacy. We persistently strive to enhance our customer experience by leveraging digital technology and infusing our digital care with a touch of humanity.

We understand on a fundamental level that improved customer satisfaction correlates with boosted employee morale and leads to business growth and increased shareholder value. In 2023, we remained focused on exceeding customer expectations, and we intend to continue on this path going forward.

Our objective is to transform the customer journey through tailored, ubiquitous and life-enriching experiences that cater to individual needs. To this end, we aim to create value for consumers by providing an immersive experience that combines exploration, self-expression, consumption, and emotional engagement. Our approach is grounded in a commitment to transparency, and we are dedicated to delivering an experience that is built on trust, empathy, and authenticity.

## Natural Beauty

Many locations in the environs of the Mahaweli are endowed with great natural beauty. The Peradeniya Botanical Gardens and its surroundings are a prime example. The Peradeniya University is one of the most beautiful campuses in the world, thanks to being sited in this unique location. Many areas of the Mahaweli river also have great potential for adventure sports such as white water rafting, kayaking, and wilderness exploration. Facilities needed to be developed to enable enthusiasts enjoy the potential, and their needs and tastes have to be understood.

As a company serving millions of customers in a highly competitive industry, playing a crucial role in the day-to-day lives of people, we understand the importance of customer satisfaction. Dialog serves almost the entire population of Sri Lanka Customers need to continually be exposed to positive experiences which enrich their lives through using our products and services. When designing our products and services we have to understand the customer his needs, tastes, and aspirations.

**Focus area 1**

#1 in Digital Customer Experience: To achieve the number one position in the Digital Customer Experience in the service industry, while continuously enhancing digital capabilities and reach through simplification and digitisation

**Focus area 2**

Service Leadership: Remain the undisputed leader in innovative best-in-class service delivery to build customer trust and happiness through consistent experiences

**Focus area 3**

Operational Excellence: Create value for the Organisation through revenue generation, Lean Six Sigma-focused cost rescaling, UX/UI, and journey orchestration

**SMART kiosk**

24/7, 365-day device dispensing and SIM replacements

**Instagram**

Gen Z social space

**Viber**

Enabling instant messaging app path for self-service capability

Introduction    Key Messages    Leadership    **Material Topics**    Annexures
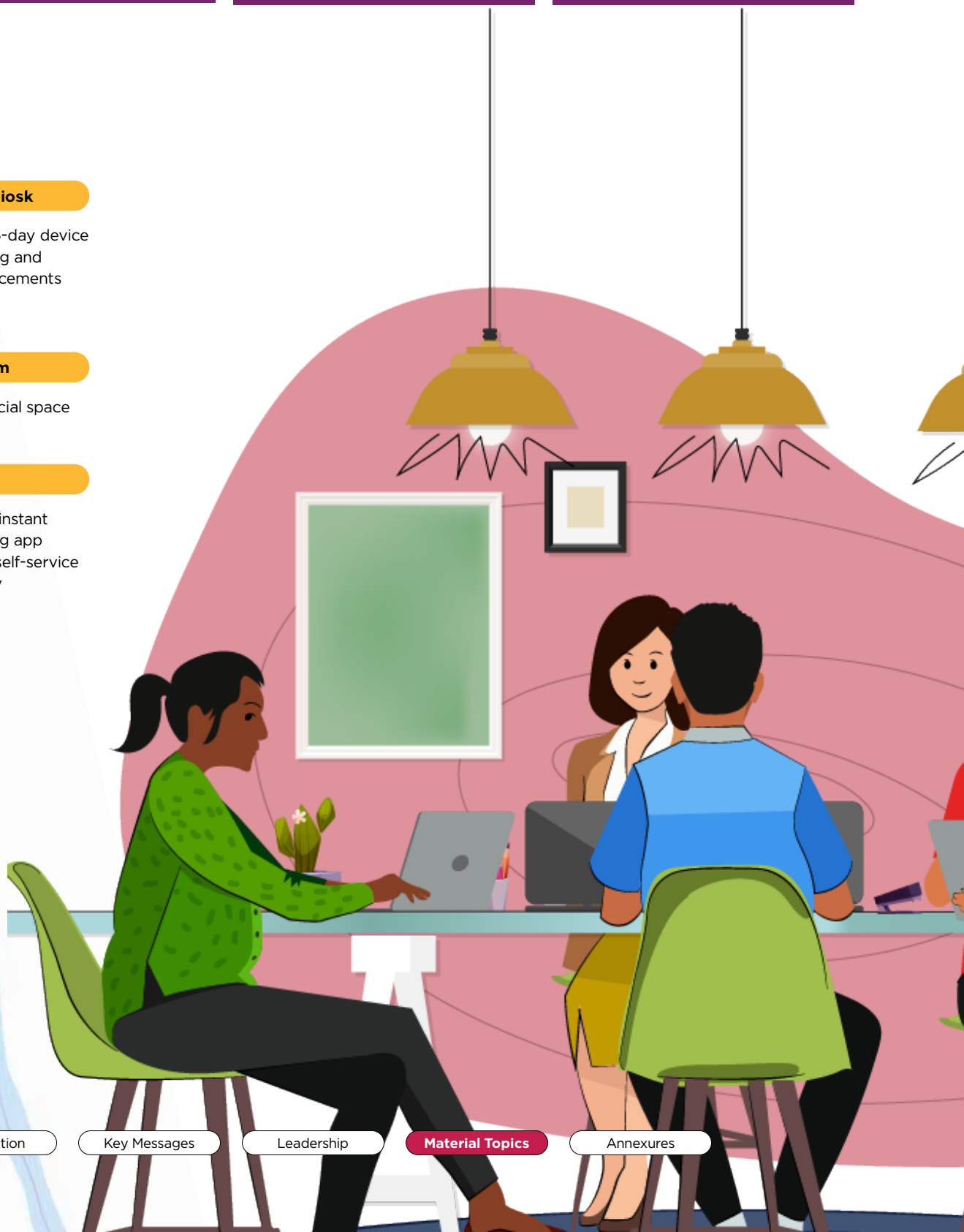
## Digital customer care

In the third decade of the 21st century, digital care has become a vital aspect of life, particularly in the wake of the pandemic which dramatically increased its value and growth. Usage grew by 88% since 2015 and 20% YoY in the post-pandemic era, in contrast to comparatively lower levels of human-assisted and traditional customer care. With the evolving landscape of customer needs, our core systems have undergone a shift in further alignment with the Group's long-standing journey from a traditional telecommunications provider to a digital one. Consequently, we invested more in enhancing customer accessibility and enriching their overall experience, while deepening our understanding of their ever-evolving needs through intelligent, responsive measurement capabilities, and a comprehensive understanding of our customers' perspectives.

## Accessibility innovations

During the year under review, we enhanced our existing customer touchpoints to maximise our reach and ensure seamless connectivity. Our channel base as of March 2024 is as follows:

| Traditional Channels | Digital Channels |
|---|---|
| CIC | DIA Intelligent Assistant |
| Tech Support | MyDialog App |
| National Sales | SMART KIOSK |
| Retail | Subsidiary Apps: |
| Outbound | eZ Cash  Star Points |
| Device Sales | Doc990  Genie |
| IVR | Non–Voice Agent |
| Complaint Management Unit | |
| Field Teams | |
| Billing Counter | |

# Enriching customer experience

We strive to create an unparalleled 360° experience to elevate and enhance our customer service levels across multiple channels.

## Embedding digital capabilities into our retail experience centre

We have optimised our in-store services and processes to deliver a seamless and streamlined experience that emphasises overall excellence. This has been accomplished through the integration of automated systems and interactive platforms that enable a superior customer experience. These include smart queue management, store performance management, staff productivity measurement, automated workforce management, automated campaign management, smart store administration, retail instore gamification, and contactless digital stores at the Shangri-La Colombo. We have also introduced customer birthday celebrations based on CRM pop-ups to boost customer engagement by raising awareness on key milestones and promoting spontaneous celebrations at the retail level.

## Elevating our service levels

We remain committed to addressing the concerns of our valued customers through a personalised service offered to a broader segment of customers, all the while enhancing our processes targeting improved outcomes.

## Enhanced service levels

During the pandemic, a large number of on-site staff remained inactive with a significant shift towards virtual or digital channels, prompting us to multi-skill over 250 staff members, which enabled them to serve customers more flexibly and respond to their needs and concerns effectively. Four years since the pandemic, our workforce remains positioned to work from home, with enhanced digital support, whenever the need arises.

## Dedicated relationship management service

Dedicated relationship management, a service previously available to Club Vision Platinum Members, was assigned to Gold Members in 2022, thus growing our personalised service base to 8,000+ Customers. This was sustained during the reporting period.

## DBS carve out

During the year under review, a management initiative to deliver end-to-end customer service at optimal cost and to provide development opportunities across the service value chain and all customer-facing operations were unified under the Dialog Business Services (DBS) umbrella. DBS is the largest subsidiary at Dialog with 1300+ employees and a very vibrant partner eco system comprising a 2,500-strong workforce that includes franchisees, freelancers, and contractors. DBS is supported by the Group Service Delivery management team.

## Close looping process for complaint closure

Initiated by the Incident Resolution & Prevention (IRP) Governance team, a close-looping process was introduced in 2023 within Group Service Delivery (GSD) to improve complaint-resolution, where customer consent was obtained prior to complaint closure. With this initiative, a new customer experience metric as Complaint Resolution Rate (CRR) was introduced to measure the effectiveness of complaint closure. Despite receiving a significant volume of complaints and feedback annually, our dedication to resolving customer issues remains unwavering. With the introduction of the Complaint Resolution Rate (CRR), we measure customer experience related to the solutions provided for complaints, consistently achieving a CRR level of 98%. Through continuous analysis, actionable insights, and a relentless focus on customer satisfaction, we strive to exceed expectations and deliver unparalleled service excellence.

## Enhancing DIA

Our AI-powered Virtual Digital Assistant (DIA) is an autonomous, trilingual, virtual digital assistant with first-contact resolution and intelligent ticket classification capabilities. The four touchpoints integrated within a single unified chatbot provide 24/7 availability, improve efficiency, and offer cost-effective support to customers. The assistant can tailor support based on customer data, build customer loyalty, and provide valuable insights to inform business decisions.

Continuing a trend from the previous year, we encountered several challenges in developing and implementing DIA in 2023. These included establishing a leadership team, creating an action plan for chatbot integration, communicating with all stakeholders, allocating resources, setting short-term goals, adopting agile practices as opposed to the waterfall method for development and multiple interactions, encouraging the use of the chatbot as a standard operation procedure, internalising the positives of digitisation, automation, and negative impact of forgoing digital adoption, the introduction of skills (new role related to Robotic Process Automation (RPA) and internal mobility), and Training Need Analysis (TNA) to identify gaps. Employees were upskilled from a single skill to multi-skills. Furthermore, a Digital Skills Inventory was implemented and online training and knowledge-sharing sessions were enabled in addition to SME support-enabled reskilling of the workforce. Moreover, announcements were made about the new roles for skilled work on RPA and created an opportunity for internal mobility.

We completed the system integration process, employee training on the DIA chatbot, and employee reskilling, upskilling and reallocation.

A total of 300,000 users per month were served and we resolved 94% of customer queries through bot resolution. A 2.5-time reduction was achieved in opting for associate support.

## Personalised and predictive Interactive Voice Response (IVR)

Our Personalized and Predictive Interactive Voice Response (IVR) system delivers rapid, personalised assistance utilising customer data anticipating customer needs and offering pertinent information proactively. This approach enhances customer satisfaction and loyalty while simultaneously lowering support expenses.

## Near-real-time call classification at customer interaction centre

Near-real-time contact centre interaction classification quickly categorises customer interactions based on content and sentiment, enabling more efficient and personalised support. The insights garnered from this and the resultant drop in response time helps improve customer satisfaction and support strategies. At initiation, our main challenges were capturing and interpreting data from native language conversations and allocating resources for the automation project while managing business as usual. In 2022, we successfully established a real-time feed to spot major factors causing customer dissatisfaction, developed modules for easy access to information and filtering, identified frequent violators of quality parameters and removed such from the live customer queue for retraining, and identified conversation patterns for training improvement. This module continued to be used in 2023 to enhance customer experience and drive volume reduction.

## Net promoter 3.0 measurement

This measurement is for the Company to understand how customers feel about the brand, linking up Net Promoter Score (NPS) with repeat purchases and revenue from referrals looking at year-end growth. The first phase of this endeavour was focused on revolutionising how we handle net revenue retention, and dashboards were published to evaluate the impact of episodic NPS on customers' earned revenue and to identify the episodic NPS impact on earned revenue of existing customers and to identify earned revenue of net new earned.

## Handling customer complaints

Dialog boasts a seamless, omnichannel experience that sees all customer complaints addressed promptly and satisfactorily. Any complaint received via our multiple touchpoints is recorded within a centralised system, and a built-in first-contact resolution exists for all channels/touchpoints. In the event a complaint is not resolved at the initial stage, it is flagged for further attention and is escalated to the relevant channels or parties. The complaint ticket can be viewed on the MyDialog App and customers can track the progress of their complaint's resolution. Upon resolution, customer satisfaction levels are measured to pinpoint any gaps for improvement.
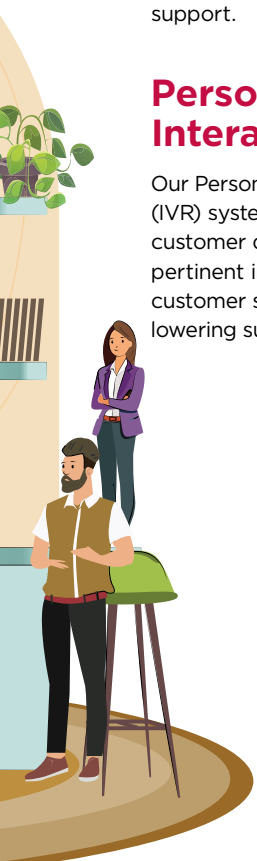
## Centralised monitoring

Centralised tracking and monitoring of complaints extend across all Dialog subsidiaries and business units, facilitating swift escalation to higher management levels where necessary. Our web escalation process seamlessly incorporates critical business functions, enabling swift action to address customer grievances. The introduction of the closing looping process allows us to monitor customer effort scores for complaint resolution, with quarterly Net Promoter Score (NPS) surveys providing insights into the end-to-end customer experience.

To ensure continuous improvement, we closely monitor customer experience metrics across 18 digital, social, and traditional channels. Parameters such as rNPS, tNPS, Customer Happiness, and First Contact Resolution (FCR) are meticulously tracked and analysed. Additionally, employee experience parameters such as Employee Experience Score (EES) and eNPS are monitored to ensure a holistic approach to customer service excellence.

## Beyond the numbers

Our commitment to customer-centricity extends beyond mere metrics. Through a centralised Customer Insight and feedback platform, we gather valuable insights from customer feedback across various touchpoints, including SMS surveys, e-mail surveys, and in-app surveys. A qualitative survey conducted to explore customer needs in the digital era provides invaluable insights, shaping our service offerings to align with modern-day customer expectations.

## FCR

The focus on First Contact Resolution (FCR) has been enhanced through a strategic approach centred on staff empowerment within the Customer Interaction Centre (CIC). Empowering frontline staff with access to resources and support has enabled them to address customer issues and disputes related to network and coverage promptly. This initiative has yielded tangible results, with a notable 30% reduction in complaint Service Requests (SRs) concerning network and coverage lodged through the CIC.

In line with the digital transformation journey, there has been a remarkable increase in digital adoption metrics. Transactions through the MyDialogApp witnessed an 11% surge in 2023, demonstrating a growing preference for digital channels among customers. Additionally, there was a notable 22% increase in community connect conversations, highlighting the growing engagement and interaction within digital communities.

## Customer relationship strategy

The Customer Relationship Strategy (CRS) target was successfully achieved through the implementation of 63 Lean Six Sigma initiatives and 13 CRS initiatives during the year under review. These concerted efforts resulted in a significant achievement of USD 8.3 Mn. underscoring the effectiveness of strategic initiatives in driving business outcomes and enhancing customer satisfaction.

## Service from the heart

The Service From the Heart (SFH) programme has left a lasting impression, generating over 200,000 impressions across more than 20 initiatives. This programme has been instrumental in fostering a customer-centric culture within Dialog, emphasising empathy, care, and personalised service delivery. As a result, customers have experienced heightened satisfaction and loyalty, further solidifying Dialog's position as a leader in customer service excellence.

## Understanding customer needs

We gauge and evaluate customer sentiments to maintain the highest level of customer satisfaction, anticipate their needs, and determine areas for improvement. We also aggregate and collate all data and insights gathered from touchpoints across all products and services, including via SMS surveys, e-mail surveys, and in-app surveys. Customer Social Profiling, Customer Social Analytics, and Customer Effort Score (CES) are employed to identify evolving and emerging customer needs.

With Customer Social Profiling, we use social network graph analytics and sentiment analytics capabilities combined with social CRM to track and understand customer sentiment. Real-time tracking of sentiment at a personal level and automatic profiling for different types of sentiments and auto-recommendation of corrective action for users are also key components of this mechanism.

In Customer Social Analytics, various platforms are onboarded to perform AI-based social research analysis to garner insights into purchasing behaviour, response to products and services, brand perception, and tailored engagement. The Customer Effort Score, introduced in 2021, evaluates the ease and simplicity of executing any given task from a customer perspective.

Customer experience based on all customer feedback and analytics are measured according to the following parameters:

| Index | CE Measure |
|---|---|
| **rNPS** | **Market NPS** |
| | Independent external survey conducted through corporate planning |
| **tNPS** | **Touchpoint NPS** |
| | NPS sentiments and voice of customer feedback and action loop |
| **tNES** | **Net Easy Score** |
| | NES based on touchpoint CES |
| **NTS** | **Net Trust Score** |
| | Touchpoint sentiment analysis on trust and transparency |
| **Customer happiness** | **ML Model** |
| | Derived based on touchpoint CSAT/NPS/CES responses for responded and not responded |
| **FCR** | **Transaction FCR** |
| | Touchpoint Voc on requirement fulfilment |
| **EES** | **Employee Effort Score** |
| | Measurement of employee effort on systems and processes |
| **eNPS** | **Employee NPS** |
| | Bi–Annual Survey conducted via Group HR & Corporate Planning |

*Customer experience* applies to rows rNPS through FCR; *Employee experience* applies to EES and eNPS.

### Net Trust Index

Measures the level of trust customers place in the brand, through the use of certain keywords and direct survey responses.

### Net Promoter Score

Measures the likelihood of customers promoting the products to other individuals, and determines customer loyalty levels.

### Net Easy Score

Derived from the customer effort score to measure overall simplicity and ease of accessing the Company's services, and attached to Organisational CXO-level KPIs.

### Happiness Index

Combines all parameters to arrive at a single score to determine customer satisfaction at a holistic level.

## Our achievements

We measure our achievements through the awards and accolades we receive from customers, peers, and reputed industry leaders. We are proud to note the following awards garnered in 2023:

## Customer-obsessed enterprise award – APAC region 2023

Forester, a globally renowned research and advisory firm, awarded Dialog Axiata PLC with the Customer-Obsessed Inaugural Enterprise Award for the Asia Pacific Region in 2023. Recognising the Company's commitment to customer-centricity, this award highlights Dialog Axiata's strategic use of digital business initiatives in driving growth, customer retention, and employee engagement.

Dialog was declared winner amongst a prestigious shortlist comprising leading global organisations such as DBS Bank Singapore and NRMA Australia.

## Dialog Business Services (DBS) certified "Great Place to Work®"

DBS was certified as a "Great Place to Work®" for the fourth consecutive year in 2023 and ranked 7th on the list. We are also proud to be among the best places for women to work, for the third consecutive year, moving up to the 7th position in 2024.

## Future outlook

We are actively exploring the use of generative AI, focusing on future enhancement of customer interactions and improving customer experience with digital channels. By enabling and empowering frontline staff through the opportunities created by Gen AI, we also anticipate a transformative advancement in customer engagement. This is intended to provide unparalleled service excellence.

## MATERIAL TOPIC 04

# Economic Performance

**4** QUALITY EDUCATION

**5** GENDER EQUALITY

### WHY ECONOMIC PERFORMANCE IS MATERIAL TO US

Our success as Sri Lanka's premier telecommunications service provider hinges on our economic performance, which reflects the tangible value we create and share with our diverse stakeholders. Our financial accomplishments play a crucial role in ensuring the Company's long-term sustainability, enabling us to operate responsibly and also drive economic growth. In 2023, our primary focus was on fortifying the resilience and overall stability of the Organisation in a macroeconomic environment that was still recovering from a debilitating crisis the previous year. We are proud to note that we contributed significantly to the nation's recovery through a number of digital innovations and by maintaining connectivity across the country.

### OUR APPROACH TO ECONOMIC PERFORMANCE IN 2023

On 2 May 2023, Dialog announced that Dialog Axiata PLC ("Dialog"), Axiata Group Berhad ("Axiata") and Bharti Airtel Limited ("Airtel") (collectively "the Parties"), have entered into a binding term sheet to combine operations of Bharti Airtel Lanka (Private) Limited, Airtel's wholly-owned subsidiary with Dialog, a subsidiary of Axiata Group Berhad barring unforeseen circumstances, the proposed merger is expected to receive the required regulatory approvals in second quarter of 2024 contributing to better economic performance and improved service delivery to the nation comprising to our promise.

## Contribution to GDP

The Mahaweli is at the heart of Sri Lanka's economy. Prior to the commencement of the Mahaweli project in 1977, the country was importing almost 40% of its staple food, rice. The project contributed a great deal to achieving self-sufficiency in rice. The Mahaweli also contributes to 40% of the country's power needs, being a major driver of industrial power. It also enabled power supply to hundreds of thousands of rural households which hitherto lacked electricity.

Dialog contributes to Sri Lankan GDP, while empowering enriching Sri Lankan lives of which Dialog contributes 1% to the GDP. Dialog contributes to the economy by meeting the steadily increasing demand from both retail and corporate sectors. Advanced telecommunications are a hallmark of the degree of modernisation of an economy. Post- COVID 19 Dialog played a vital role in revitalising the economy through enhancing connectivity.

# Direct economic value generated (Group)

| | YTD 2023 (LKR '000) | YTD 2022 (LKR '000) |
|---|---|---|
| (a) Revenue from financial investments and sales of assets | 187,813,228 | 178,130,762 |
| Economic value distributed (Group) | 139,182,529 | 149,147,152 |
| (b) Operating costs (Payments to suppliers, non-strategic investments, royalties, and facilitation payments) | 109,543,399 | 111,392,714 |
| (c) Employee wages and benefits (Total monetary outflows for employees: current payments, not future commitments) | 13,054,076 | 15,186,006 |
| (d) Payments to providers of capital (All financial payments made to the providers of the Organisation's capital) | 9,995,038 | 14,860,051 |
| (e) Payments to Government (Gross taxes) | 6,500,100 | 7,563,424 |
| (f) Community investments (Voluntary contributions and investment of funds in the broader community, includes donations) | 89,916 | 144,956,407 |
| Economic value retained (Calculated as economic value generated less economic value distributed) – Investments, equity release, etc. | 51,227,812 | 31,817,854,199 |

# Group value added statement

| For the year ended 31 December | 2023 LKR '000 | 2022 LKR '000 |
|---|---|---|
| **Value added** | | |
| Revenue | 187,813,228 | 178,130,762 |
| Other operating income | 617,525 | 438,230 |
| Interest income | 1,979,588 | 2,396,014 |
| | 190,410,341 | 180,965,006 |
| Cost of materials and services bought in | 109,543,399 | 111,392,714 |
| **Value creation** | 80,866,942 | 69,572,292 |
| **Distribution of value added to employees** | | |
| Salaries and other benefits | 13,054,076 | 15,186,006 |
| **To government** | | |
| Taxes, fees and levies (Note 1) | 6,500,100 | 7,563,424 |
| **To lenders of capital** | | |
| Interest on borrowings | 9,995,038 | 4,691,298 |
| **To shareholders as dividends** | | |
| Dividend to shareholders | – | 10,168,753 |
| **Retained in the business** | | |
| Profit retained | 10,059,877 | (12,601,729) |
| Depreciation and amortisation | 41,257,851 | 44,564,540 |
| | 51,317,728 | 31,962,811 |
| **Total value added** | 80,866,942 | 69,572,292 |

### Distribution of value added



**2022**
- 16% To employees
- 8% To government
- 12% To lenders of capital
- 0% To shareholders as dividends
- 64% Retained in the business

**2023**
- 45% Retained in the business
- 22% To employees
- 11% To government
- 7% To lenders of capital
- 15% To shareholders as dividends
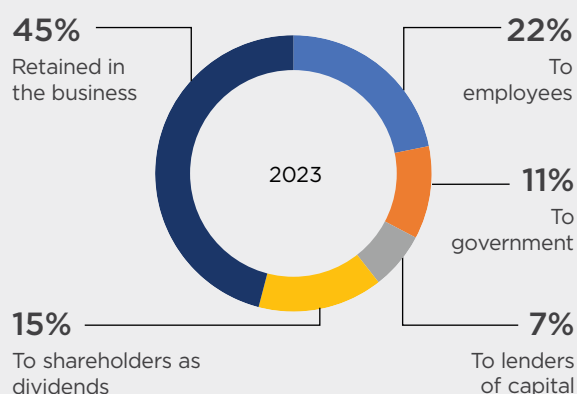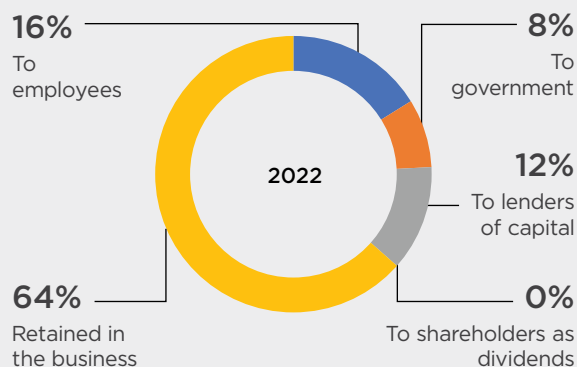
# Value Added Services (VAS) performance

| Direct economic value generated (Group) | YTD 2023 | YTD 2022 | YTD 2021 | YTD 2020 |
|---|---|---|---|---|
| (a) Revenues (Net sales plus revenues from financial investments and sales of assets) | 190,410,341,285 | 180,965,006,000 | 141,914,839,000 | 120,833,104,000 |
| (b) Economic value distributed (Group) | 139,182,529,483 | 149,147,151,801 | 93,046,077,889 | 77,592,746,285 |
| (C) Operating costs (Payments to suppliers, non-strategic investments, royalties, and facilitation payments) | 109,543,399,000 | 111,392,714,150 | 66,444,351,149 | 55,412,314,222 |
| (d) Employee wages and benefits (Total monetary outflows for employees (current payments, not future commitments) | 13,054,076,000 | 15,186,006,000 | 10,014,225,488 | 9,350,677,000 |
| (e) Payments to providers of capital (All financial payments made to the providers of the Organisation's capital.) | 9,995,038,000 | 14,860,051,000 | 8,085,875,000 | 6,576,781,555 |
| (f) Payments to Government (Gross taxes) | 6,500,100,346 | 7,563,424,244 | 8,423,491,339 | 5,969,535,748 |
| (g) Community investments (Voluntary contributions and investment of funds in the broader community includes donations) | 89,916,137 | 144,956,407 | 78,134,913 | 283,437,760 |
| (h) Economic value retained (calculated as economic value generated less economic value distributed) – Investments, equity release, etc. | 51,227,811,802 | 31,817,854,199 | 48,868,761,111 | 43,240,357,715 |

# Future outlook

In 2024, we aim to consolidate on our strengths, foster collaboration, and create a robust market presence upon obtaining regulatory and other necessary approvals. As part of the merger, Airtel is set to be granted a stake in Dialog, corresponding to the fair value of Airtel Lanka. Upon completion of the transaction, new shares in Dialog will be issued to Airtel, solidifying the partnership and further aligning the interests of all stakeholders.

**Benefits to Industry**

- Network Integration and Optimisation: Consolidation of >1,000 duplicated towers, redeployment of excess assets/resources and optimisation of spectral efficiency.

- Higher Future Investment Capacity: Economies of scale and improved returns profile with better resource utilisation – more headroom to invest for future growth.

- Accelerated Ecosystem Uplift: Stronger capacity to bring next generation innovations to advance industry ecosystem.

**Benefits to Nation**

- Advancing GoSL's Digital Agenda

- Drive GDP Growth and Job Creation: Higher broadband penetration to lift digital infrastructure and digital economy.

- Lower Forex Outflow: Avoidance of duplicated imports due to overlapping network investments.

- Lower Carbon Footprint.

- Higher Tax Revenues: Revenue – and earnings-based taxation.

MATERIAL

TOPIC 05

# Environmental Performance and Climate Action

**13 CLIMATE ACTION**

## WHY ENVIRONMENTAL PERFORMANCE AND CLIMATE ACTION ARE MATERIAL TO US

Owing to our extensive coverage spanning the entire island, our daily activities demand substantial levels of energy to power our network operations, service centres, and back-office facilities. With the effects of climate change already felt across the globe, we as an environmentally-conscious company believe in minimising any adverse impact of our operations, and we consider it of the utmost importance to seek new ways to sustain and preserve resources for the future. Whilst our "Environment Management Policy" guides the overall environmental management aspects of the Company, we have additional policies in place for waste and chemical management as part of our efforts to minimise harm.

## OUR APPROACH TO ENVIRONMENTAL PERFORMANCE AND CLIMATE ACTION

Our environmental scope primarily targets resource and waste management, energy consumption, and carbon emissions, guided by the Precautionary Principle. To this end, as stipulated in our Vendor Code of Conduct, suppliers must adopt a precautionary approach to environmental matters and undertake initiatives to promote greater environmental responsibility.

We constantly monitor our impact on the environment we operate in and deploy technology-driven initiatives to enhance resource efficiency wherever possible. Our ambitious promise of a net-zero future, to be fully realised as early as 2050, is in complete alignment with the Axiata Group's overarching objectives that encourage the adoption of natural, sustainable solutions to combat the global climate crisis. Axiata's Net-Zero Carbon Roadmap comprises three objectives, formalising our focus on decarbonising our operations, transforming our value chain, and delivering an inclusive climate agenda to energise societal action.

With these commitments in mind, we adopted the ISO 14001 Environmental Management System (EMS) across our Organisation in 2021. We also opted for recertification of its ISO 14001 Environmental Management System (EMS) and successfully obtained it in March 2024. Every year, we also conduct an annual company-wide training session on ISO 14001.

Introduction   Key Messages   Leadership   **Material Topics**   Annexures

The Mahaweli River serves as a critical ecological artery for Sri Lanka, providing essential resources and maintaining the delicate balance of the environment. Its diverse ecosystems offer sanctuary to a wide array of indigenous species, ensuring biodiversity thrives throughout the region. Moreover, the river's natural ability to regulate water flow safeguards communities against the devastating effects of floods while simultaneously ensuring sustainable groundwater levels for both human and ecological needs. This invaluable resource plays an essential role in enhancing the overall environmental well-being and prosperity of Sri Lanka's communities.

As a leading telecommunications provider with a nationwide presence in Sri Lanka, Dialog Axiata recognises its environmental responsibility. We are committed to sustainable practices, as evidenced by our ISO 14001 certification and ongoing carbon reduction programs. By striving for net zero emissions by 2050, Dialog Axiata contributes to a greener future for our nation.

**Cascading nature of water**

# Report on climate-related risks and opportunities

**GRI** 201-2

With climate change accelerating, we recognise that greenhouse gas emissions continue to be a primary driver of global warming. We remain committed to reducing our carbon footprint - in support of Sri Lanka's journey toward climate resilience and achieving Net Zero status by 2050 - through sound investments in energy efficiency measures, renewable energy, and new technologies.

Sustainability, particularly regarding minimising our contribution to climate change, is integral to our long-term business objectives and is never divorced from our strategic thinking as a profit-seeking enterprise. Recognising this, Dialog has reviewed the Company's material impacts and dependencies on environmental, social and other natural resources and identified Climate-Related Risks and Opportunities (CRROs) in alignment with SLFRS S2 reporting requirements. Accordingly, we have opted to disclose fully or partially climate-related developments during the reporting period across the four core content pillars of S2 governance, strategy, and risk management, and metrics and targets.

## Governance

### Board oversight role

The Board Risk and Compliance Committee (BRCC) has primary responsibility for determining that there are robust processes in place for identifying, assessing, and monitoring CRROs, reporting to the Board of Directors on a quarterly basis. In this role, the BRCC are supported by the Risk and Compliance Management Committee (RCMC).

The identified climate-related risks are highlighted at the RCMC, headed by the RCMC chairman, before it is carried forward to the BRCC at which major changes are incorporated into the strategy of the organisation. The governance body takes into account climate-related risks and opportunities when overseeing strategy, its decisions on major transactions, and its risk management policies. A key

example is the implementation of the solarisation project, which was the result of the Board being persuaded on the importance of addressing climate change concerns. The RCMC and BRCC also consider the trade-offs associated with CRROs, and an officer in charge decides whether any changes ought to be made. As discussed in the 'Board and committee selection process' subsection in the Corporate Governance chapter (pages 44 to 59), the governance body is equipped with the skills and competencies necessary to manage CRROs.

The Board has also committed to external bodies when setting targets like the United Nations' Science-Based Targets initiative (SBTi). Targets pertaining to carbon emission and reduction are set internally on an annual and quarterly basis which is in line with the organisation's overall Net Zero roadmap. These targets are monitored comparing them to actuals on a quarterly basis by the overall energy performance and renewable energy used.

## Management role

The management role is primarily driven by the Group Risk and Compliance and Group Sustainability teams. Risk policies and controls are in place for each portfolio (where risks are rated within a risk matrix). Actionable items are reflected on and delegated to relevant divisions based on the directions issued by the BRCC. The Chief Officer (CxO) of the sustainability division is responsible for the target-setting based on the organisation's performance, and targets are set for each quarter. These action items and targets are communicated to the respective divisional CxOs tasked with meeting these targets and executing the strategies designed to respond to climate-related risks and opportunities. The CxOs report to the GCEO directly.

For further information about the BRCC and RCMC, along with further details of the overall governance of Dialog's environmental, social, and economic impacts, please see page 46.

# Strategy

| CRRO | Description | Time horizon (Short/ Medium/ Long-term)* | Impacts on Dialog's business model and value chain and Company Prospects | Effects on strategy and decision making | Current financial impacts | Anticipated financial impacts (Short/ Medium/ Long-term)* |
|---|---|---|---|---|---|---|
| **Physical Risks: Acute Risk** | | | | | | |
| Extreme weather events | The most common and destructive weather events are floods and storms. These can damage physical infrastructure such as cell towers, cables, and power systems, leading to service disruptions. | Medium | ▶ **Infrastructure Damage:** Severe weather, such as floods, and storms, can damage physical infrastructure, including cell towers, cables, and data centres. This can lead to service disruptions and costly repairs. <br><br> ▶ **Service Disruptions:** Power outages and damage to infrastructure can result in prolonged service interruptions, affecting customers' ability to communicate and access the internet. <br><br> ▶ **Impact on Customer and Brand value:** Service disruptions can lead to customer dissatisfaction and the potential loss of subscribers. Ensuring reliable communication during emergencies is crucial for maintaining customer trust. Hazards at tower sites and signal dropping, towers malfunction can impact on brand image. <br><br> ▶ **Increased Operational Costs:** The need for emergency repairs, backup power solutions, and enhanced infrastructure resilience can increase operational costs. Cost of infrastructure damaged, disposal of damaged infrastructure. <br><br> ▶ Loss of utilities due to disasters <br><br> ▶ Transportation-related issues on providing continuous energy requirements. <br><br> ▶ **Regulatory and Compliance Risks:** Telecommunications companies may face regulatory scrutiny and the need to comply with disaster preparedness and response regulations. | ▶ Financial losses due to extreme weather conditions calls for re-strategising on budget allocations <br><br> ▶ Business disruption which affects customer satisfaction, which requires business recovery plans to be aligned accordingly <br><br> ▶ Impact on key decisions on proposed investments <br><br> ▶ Repair and maintenance on infrastructure, resource allocation and work management has to be streamlined along with disaster recovery plans | Impact on the three asset categories mentioned below <br><br> Asset Impacted – Towers, Data Centres, Underwater cables | Long |

| CRRO | Description | Time horizon (Short/ Medium/ Long-term)* | Impacts on Dialog's business model and value chain and Company Prospects | Effects on strategy and decision making | Current financial impacts | Anticipated financial impacts (Short/ Medium/ Long-term)* |
|---|---|---|---|---|---|---|
| **Physical Risks: Chronic Risk** | | | | | | |
| Sea-level rise | The rise in sea level is a gradual but persistent change that poses various challenges for coastal regions around the world including Indian ocean. This is largely the result of increased greenhouse gas emissions from human activities, such as burning fossil fuels, deforestation, and industrial processes. | Medium | ▶ Infrastructure such as cell towers and data centres located in coastal areas are vulnerable to sea-level rise and Coastal areas may experience more frequent and severe flooding, which can damage infrastructure, homes, and businesses.<br>▶ Economic Impact: The damage to infrastructure and loss of land can have significant economic consequences.<br>▶ Displacement of Communities: Rising sea levels can force communities to relocate, leading to social and economic challenges. | ▶ Future investments and budget allocations for reinforcement, repairs and other alternative options | Impact on the three asset categories mentioned below<br><br>Asset Impacted – Underwater cables | Long |
| Rise in temperature | Rising temperatures, often referred to as global warming, are primarily caused by the increase in greenhouse gases such as carbon dioxide, methane, and nitrous oxide in the atmosphere. | Long | The combined effects of health issues and reduced productivity can have significant economic consequences, including increased healthcare costs and lost labour hours leading to Power outages, wire shortage, increase in energy consumption | Increased investment and need of renewable energy | Asset Impacted – Towers | Long |
| Spread of contagious diseases | Rising contagious diseases refer to the increasing occurrence and spread of infectious diseases caused by viruses, bacteria, fungi, or parasites. These diseases can spread rapidly among populations, especially in densely populated areas such as Sri Lanka or regions with inadequate healthcare infrastructure. | Short | ▶ New governance regulations and policies, employee wellbeing and health protocols to adhere.<br>▶ **Social Disruption:** Contagious diseases can lead to social distancing measures, quarantine, and travel restrictions, which can disrupt daily life and social interactions.<br>▶ The combined effects of health issues and reduced productivity can have significant economic consequences, including increased healthcare costs and lost working hours. | ▶ Business interruption which calls for activation of business continuity and disaster recovery programmes, financial impact<br>▶ Operational strategy on stakeholder management | Asset Impacted – Towers, Data Centres (Maintenance) | Long |

| CRRO | Description | Time horizon (Short/ Medium/ Long-term)* | Impacts on Dialog's business model and value chain and Company Prospects | Effects on strategy and decision making | Current financial impacts | Anticipated financial impacts (Short/ Medium/ Long-term)* |
|---|---|---|---|---|---|---|

**Transition Risks: Policy and Legal Risk**

| Non-availability of carbon pricing policies at present | The non-availability of carbon pricing policies means there are no mechanisms like carbon taxes or cap-and-trade systems to charge emitters for their greenhouse gas emissions. This can lead to unchecked emissions, as there is no financial incentive to reduce carbon output. | Medium | ▶ **Missed Innovation Opportunities:** Carbon pricing can drive innovation by encouraging the development of low-carbon technologies and practices. Without it, there may be less investment in sustainable solutions. <br><br> ▶ **Climate Change Acceleration:** The lack of carbon pricing can slow down efforts to mitigate climate change, resulting in more severe weather events, rising sea levels, and other environmental impacts. <br><br> ▶ **International Competitiveness:** Countries with carbon pricing policies may gain a competitive edge in the global market by being more sustainable. Those without such policies might fall behind in adopting green technologies and practices. | ▶ In alignment with the Net Zero roadmap, consider implementing a policy within the next five years | Impact on the three asset categories mentioned below <br><br> Asset Impacted – Towers (Energy Consumption and decreased efficiency overtime) | Long |

**Transition Risks: Technology Risk**

| Limited access to clean technologies | Clean technologies refer to products, services, and processes that use renewable materials and energy sources, reduce emissions and waste, and have a minimal impact on the environment. These technologies include renewable energy sources like solar and wind power, energy-efficient appliances, electric vehicles, and advanced recycling methods. | Medium | ▶ **Countries or regions without access to clean** technologies may face higher energy costs and miss out on economic opportunities associated with the green economy, such as job creation in renewable energy sectors. <br><br> ▶ Net-Zero often relies on the adoption of clean technologies like renewable energy components at Dialog. Import restrictions on these goods can create artificial scarcity and drive-up prices, which can limit our ability to implement these technologies and hinder our progress towards our Net-Zero goals. <br><br> ▶ Additionally, a USD liquidity deficit due to the country's macroeconomic situation can further hinder our access to technologies. <br><br> ▶ **Technological Lag:** Regions without access to clean technologies may fall behind in technological advancements, making it harder to compete globally and transition to a sustainable future. | ▶ Financial benefits can increase in the long run by achieving Net-Zero goals <br><br> ▶ To monitor the macroeconomic situation of the country along with currency impact and to align the strategic plan accordingly | Impact on the three asset categories mentioned below <br><br> Asset Impacted – N/A | Long |

| CRRO | Description | Time horizon (Short/Medium/Long-term)* | Impacts on Dialog's business model and value chain and Company Prospects | Effects on strategy and decision making | Current financial impacts | Anticipated financial impacts (Short/Medium/Long-term)* |
|---|---|---|---|---|---|---|
| **Transition Risks: Market Risk** | | | | | | |
| Impact on market share | The impact on market share reflects a company's ability to attract and retain customers compared to its competitors. Market share is a critical indicator of a company's competitive position and overall health in the industry. | | ▸ **Supply Chain Disruptions:** Climate change can disrupt both local and global supply chains, affecting the availability of essential components for telecommunications infrastructure. This can delay service improvements and expansions, impacting market share.<br><br>**Market Shifts:** Consumer preferences are increasingly shifting towards environmentally friendly and sustainable products. Companies that do not adapt to these changes may lose market share to more agile competitors. | ▸ To formulate the strategy in alignment with the disaster recovery plan | Impact on the three asset categories mentioned below<br><br>Asset Impacted – Towers | Medium |
| **Transition Risks: Reputational** | | | | | | |
| Impact on brand value | Brand value refers to the worth of a brand in the eyes of consumers, stakeholders, and the market. It encompasses the overall perception and reputation of the brand, which can influence customer loyalty, market share, and financial performance. | | ▸ **Brand Equity Loss:** Failure to innovate and adapt to new environmental standards can lead to a decline in brand equity. Brands that are seen as outdated or non-responsive to global challenges may lose their competitive edge.<br>▸ **Investor Confidence:** Investors are increasingly considering environmental, social, and governance (ESG) factors. Companies that do not address these risks may find it harder to attract investment.<br>▸ **Reputation and Consumer Preferences:** Consumers are increasingly favouring companies with strong environmental credentials. If Dialog is perceived as not taking sufficient action on climate change, it could lose customers to more environmentally responsible competitors. Further, effects on brand reputation, customer dissatisfaction due to signal attenuation | ▸ Preplanned remedial actions on recovery and scenario planning with required financial support and technical assistance | Impact on the three asset categories mentioned below<br><br>Asset Impacted – N/A | Short |

| CRRO | Description | Time horizon (Short/ Medium/ Long-term)* | Impacts on Dialog's business model and value chain and Company Prospects | Effects on strategy and decision making | Current financial impacts | Anticipated financial impacts (Short/ Medium/ Long-term)* |
|---|---|---|---|---|---|---|
| **Opportunities** | | | | | | |
| Energy efficiency/ resource optimisation | Energy efficiency and resource optimization are crucial for a telecomm-unications company like Dialog Axiata PLC. These concepts involve using less energy to perform the same tasks and making the best use of available resources to minimize waste and environmental impact. | | ▸ Reducing energy use and optimizing resources can significantly decrease greenhouse gas emissions and other pollutants, contributing to a cleaner environment and helping to meet sustainability goals.<br>▸ Power saving through network modernisation, legacy shutdown, and efficiency improvement<br>▸ Energy efficiency through fiberisation (conversion of microwave to fibre)<br>▸ Power saving through data centre consolidation project<br>▸ Power usage effectiveness (PUE) optimisation project | ▸ Future investments and budget allocation for network modernisation and other alternative options<br>▸ Exploration of the possibility of international grants | Impact on the three asset categories mentioned below<br><br>Asset Impacted – Towers, Data Centres | Long |
| Renewable energy/ energy transition | Renewable energy and the energy transition are crucial for a telecomm-unications company like Dialog Axiata PLC. This transition involves shifting from traditional fossil fuels to renewable energy sources such as solar, wind, and hydropower, which are more sustainable and environmentally friendly | | ▸ Solar Implementations at tower sites and data centre sites<br>▸ Renewable energy supports sustainable development goals by providing clean, affordable, and reliable energy, particularly in underserved regions. | ▸ Continuation of Solarization for the prioritized location in align with the strategy plan<br>▸ To explore on the strategy of Power wheeling with country level policy implementation | Impact on the three asset categories mentioned below<br><br>Asset Impacted – Towers, Data Centres | Long |

*Dialog defines time horizons as follows: short (1-2 years); medium (3-5 years); and long (5+ years).*

For 2023, Dialog has assessed that the following amount and percentage of assets are vulnerable to combined climate-related transition risks and physical risks – and also aligned with climate opportunities (since Dialog is a service-providing organisation, the assets pertain to the combined impact of all CRROs).

| Dialog Axiata PLC (DAP) | | |
|---|---|---|
| Asset category | Amount | Percentage of total assets |
| 1. Towers | 10,799,162,603.57 | 4.12% |
| 2. Data Centres | 585,101,921.53 | 0.22% |
| 3. Underwater cables | 5,087,546,768.84 | 1.94% |

| Dialog Broadband Networks (Private) Limited (DBN) | | |
|---|---|---|
| Asset category | Amount | Percentage of total assets |
| 1. Towers | 987,171,081.62 | 0.90% |
| 2. Data Centres | 2,586,238,301.66 | 2.37% |
| 3. Underwater cables | - | - |

| Total | | |
|---|---|---|
| Asset category | Amount | Percentage of total assets |
| 1. Towers | 11,786,333,685.19 | 5.02% |
| 2. Data Centres | 3,171,340,223.19 | 2.59% |
| 3. Underwater cables | 5,087,546,768.84 | 1.94% |

As of the end of 2023, as part of Dialog's Net Zero Roadmap, we have solarised 1,067 out of 5,054 towers, amounting to 21.28% (LKR 2.78 Bn), with a total capital expenditure of LKR 3.66 Bn in this project. Indoor-outdoor conversion initiatives resulted in energy savings in 502 of 615 Dialog sites (81.8%), yielding LKR 80 Mn in savings. Other energy savings activities included green building initiatives and network optimisation, which allowed Dialog to both reduce GHG emissions as well as costs.

## Climate resilience

Dialog conducted a high-level climate-related scenario analysis in 2023, with results presented below. Dialog plans to deepen this analysis with respect to each identified risk in 2024.

| | Meaning | Impact |
|---|---|---|
| **Scenario 1**<br><br>**Early policy action: Gradual adaption** | ▶ Early decisive action by society to reduce global emissions<br>▶ Coordinated policy action towards low-carbon economy<br>▶ Actions sufficient to limit global warming well below 2°C (temperature level to be defined) | ▶ High level of transition risks compared to business-as-usual scenario<br>▶ Physical risks are limited compared to business as usual scenario |
| **Scenario 2**<br><br>**Late policy action: Disruptive adaption** | ▶ Delay in the policy response needed to reduce global emissions<br>▶ Severe policy changes required to compensate late start<br>▶ Ultimately, global warming is limited to 2°C (temperature level to be defined)<br>▶ Late, sudden action means that risk velocity is greater | ▶ Highest level of transition risks compared to other scenarios<br>▶ Physical risks are limited compared to business as usual scenario |
| **Scenario 3**<br><br>**No policy action: Fully adapted to Business** | ▶ Governments fail to introduce further policies to address climate change, beyond those already known and in place<br>▶ Global temperatures increase above 3°C (temperature level to be defined) | ▶ Limited transition risks compared to other scenarios<br>▶ Physical risks are highest under this scenario |

# Risk Management

Dialog's management of CRROs is integrated into its overall risk management process detailed on pages 50 to 54. Within Dialog's risk universe, comprising ten risk categories, management of CRROs falls under the broader category of governance risk, which encompasses all ESG risks, and therefore all SRROs. However, given the urgency and significance of climate change, CRROs are given focused attention at Board and Management level.

Regular desk assessments are conducted on climate-related risks our teams can potentially face, with proactive measures that can be taken to mitigate such risks also deliberated. Sources of guidance in identifying climate-related risks and opportunities include SASB Standards, GRI Standards, the TCFD Recommendations, and the GSMA Framework.

We also evaluate both our business' and our customers' exposure to climate risk, but we do not extend this evaluation to supply chain operations (suppliers, vendors, contractors) or finance providers (shareholders/investors, bank lenders). Our exposure in relation to customers is assessed by developing tools to protect our customers and other citizens from potential disasters by raising awareness about climate change and its impact using our platforms.

# Metrics and targets

The following is an overview of our approach to disclosing material information on emissions, industry and cross-industry metrics, company-specific metrics, and climate-related targets.

## Climate-related metrics

## GHG emissions

| GRI | 305-1, 305-2, 305-3, 305-4, 305-5, 305-6, 305-7 | GSMA | ENV-01, ENV-02 |

### Scope  ①②③

**Total Emissions
2023**

**139,526.11 MTCO$_2$e**

### Scope  ①

**2023**

**7,877.3310 MTCO$_2$e**

| | |
|---|---|
| 2022 | 8,348.87708 MTCO$_2$e |
| 2021 | 5,999.26562 MTCO$_2$e |
| 2020 | 5,275.25882 MTCO$_2$e |
| YoY (2022 – 2023) | -5.65% |

### Energy

**3,107.3791 MTCO$_2$e**

| | |
|---|---|
| Generators – Diesel | **3,107.3791 MTCO$_2$e** |

### Fugitive emissions
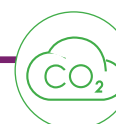
**4,767.3315 MTCO$_2$e**

| | |
|---|---|
| R22 | **2,110.8944 MTCO$_2$e** |
| R410A | **2,656.4371 MTCO$_2$e** |

### Fire extinguishers

**0.1030 MTCO$_2$e**

| | |
|---|---|
| CO$_2$ | **0.1030 MTCO$_2$e** |

### Company-owned vehicles

**2.5174 MTCO$_2$e**

| | |
|---|---|
| Diesel | |
| Petrol | **2.5174 MTCO$_2$e** |
| Subtotal | **7,877.3310 MTCO$_2$e** |

## Scope 2

### 2023

**114,016.7289 MTCO$_2$e**

| | |
|---|---|
| 2022 | 139,108.08357 MTCO$_2$e |
| 2021 | 140,934.27596 MTCO$_2$e |
| 2020 | 126,009.21102 MTCO$_2$e |
| YoY (2022 – 2023) | 18.04% |

### Electricity

**114,016.7289 MTCO$_2$e**

## Scope 3

### 2023

**17,632.05 MTCO$_2$e**

| | |
|---|---|
| 2022 | 19,121.87207 MTCO$_2$e |
| 2021 | 18,237.14315 MTCO$_2$e |
| 2020 | 16,318.57937 MTCO$_2$e |
| YoY (2022 – 2023) | 7.77% |

### Electricity

| | |
|---|---|
| Electricity – Transmission & Distribution losses | 11,401.6729 MTCO$_2$e |

### Hired vehicles

**1,050.4838 MTCO$_2$e**

| | |
|---|---|
| Diesel | 916.3040 MTCO$_2$e |
| Petrol | 134.1798 MTCO$_2$e |

### Air travel

**47.18 MTCO$_2$e**

| | |
|---|---|
| Economy class | 17.82 MTCO$_2$e |
| Business class | 29.35 MTCO$_2$e |

### Employee commuting

**5,041.1499 MTCO$_2$e**

| | |
|---|---|
| Petrol | 3,699.5817 MTCO$_2$e |
| Diesel | 313.2601 MTCO$_2$e |
| Taxi service | 1,028.3081 MTCO$_2$e |

### Waste

**91.5660 MTCO$_2$e**

| | |
|---|---|
| Paper and cardboard | 24.3906 MTCO$_2$e |
| Plastic and polythene | 0.0702 MTCO$_2$e |
| Rigifoam | 0.0004 MTCO$_2$e |
| E-waste | 42.5017 MTCO$_2$e |
| Food waste | 24.6030 MTCO$_2$e |

# Emissions intensity

## Emissions per customer

| YoY (2022 – 2023) | ▲16.17% |
|---|---|
| 2023 | 0.008083 MTCO$_2$e |
| 2022 | 0.00965 MTCO$_2$e |
| 2021 | 0.00938 MTCO$_2$e |
| 2020 | 0.00911 MTCO$_2$e |

## Emissions per employee

| YoY (2022 – 2023) | ▲12.99% |
|---|---|
| 2023 | 35.570903 MTCO$_2$e |
| 2022 | 42.46661 MTCO$_2$e |
| 2021 | 42.65772 MTCO$_2$e |
| 2020 | 37.65384 MTCO$_2$e |

## Emissions per unit of revenue

| YoY (2022 – 2023) | ▼8.81% |
|---|---|
| 2023 | 0.783300 MTCO$_2$e |
| 2022 | 0.93515 MTCO$_2$e |
| 2021 | 1.16387 MTCO$_2$e |
| 2020 | 1.22858 MTCO$_2$e |

## Emissions per technical site

| YoY (2022 – 2023) | ▼5.61% |
|---|---|
| 2023 | 27.584151 MTCO$_2$e |
| 2022 | 32.93156 MTCO$_2$e |
| 2021 | 35.39119 MTCO$_2$e |
| 2020 | 38.20944 MTCO$_2$e |

## Emissions per GB of data

| YoY (2022 – 2023) | ▼0.39% |
|---|---|
| 2023 | 0.000094 MTCO$_2$e |
| 2022 | 0.00011 MTCO$_2$e |
| 2021 | 0.00013 MTCO$_2$e |
| 2020 | 0.00019 MTCO$_2$e |

In line with Axiata's Science Based Targets initiative (SBTi) commitments, Dialog measures its greenhouse gas (GHG) emissions in accordance with the Greenhouse Gas Protocol which covers the accounting and reporting of seven greenhouse gases as specified by the Kyoto Protocol. In addition to Scope 1 and Scope 2 emissions (direct emissions and indirect emissions generated by purchased electricity, respectively), we also cover all feasibly traceable Scope 3 emissions which are generated by assets not directly owned or controlled by the company. The Scope 3 categories reported, which we have been reporting on for the past five years, were selected based on their significance to the company's operations and data availability. The Scope 3 emissions categories will be reviewed and realigned as per the SBTi requirements taking into account their significance in contributing to the company's carbon footprint from the next reporting cycle onwards. Dialog has submitted data related to its Scope 3 emissions for baseline and target setting and is awaiting SBTi validation.

Absolute Scope 1, 2 and 3 GHG emissions generated during the reporting period are disclosed in this chapter, expressed as metric tonnes of CO2 equivalent. These include gases like carbon dioxide (CO2), methane (CH4), nitrous oxide (N2O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), sulphur hexafluoride (SF6), and nitrogen trifluoride (NF3). To capture the combined impact of the different GHGs, emission levels are converted into CO2 equivalents.

Emissions are calculated using data on activities that generate emissions (e.g., fuel consumption, electricity use, etc) combined with emission factors that quantify the emissions per unit of activity.

Our activity data is collected from fuel consumption records, electricity bills, and travel logs generated via systems. Our data collection methods include direct measurement for generator fuel consumption and electricity usage in the Energy Data Sheet (EDS template) and estimates for business travel based on kilometres on average.

The emissions factors used to calculate emissions for our Sustainability Report 2023 were sourced from databases relevant to 2022, as we are aligning our emissions with our parent company Axiata. Examples include DEFRA 2022, IPCC Conversion 2022, and IEA 2022. Location-based emission data sourced from the IEA 2022 database is used for Scope 2 emissions reporting.

It must be noted that we only report emissions relevant to the consolidated accounting group which includes all entities/operational facilities in the reporting boundary (refer Annual Report 2023 for further information). The entities under Dialog's operational control have been selected based on both Immediate Shareholding and Group Revenue Contribution and depending on whether it is part of the core business or not. The entities which have been excluded are mostly holding companies and are not generating revenue. The company accounts for 100% of the GHG emissions from

operations within the selected entities, over which it has authority to direct the financial and operating policies. The disclosures in this report are for the calendar year 2023.

▶ **Assumptions:** Average vehicle fuel efficiency is assumed to be 12.5km per litre for business travel and employee commuting, Air travel distance per passenger is calculated by using relevant air ticket details as per the Air Miles Calculator (https://www.airmilescalculator.com/).

▶ **Uncertainty and limitations:** Emissions relevant to business travel and employee commuting are estimated based on average vehicle fuel efficiency as mentioned above and may vary based on actual travel patterns. It must also be noted that employee commuting-related emissions only capture staff eligible for a fuel allowance, which is allocated only to employees above a certain category. Employees below it are not captured, though there may be exceptions.

## Calculation Methods

| | Category/description | Formula | Emission factor reference | Source of GWP values |
|---|---|---|---|---|
| **Scope 1 emissions** | Generator fuel Consumption | Fuel consumption (litres) × emission factor (kg $CO_2$e/L)/1,000 | IPCC Conversion – 2022 | IPCC AR6 |
| | Fugitive emissions | Refrigerant usage (kg) × emission factor (kg $CO_2$e/kg)/1000 | DEFRA 2022 – Refrigerant & Other | IPCC AR4 |
| | Company-owned vehicles | Fuel consumption (litres) × emission factor (kg $CO_2$e/L)/1,000 | IPCC Conversion – 2022 | IPCC AR6 |
| **Scope 2 emissions** | Grid electricity consumption | Electricity consumption (kWh) × grid emission factor (kg$CO_2$e /kWh)/1,000 | IEA 2022 Emission Factor (location-based emission factor) | IPCC AR4 |
| **Scope 3 emissions** | Category 3: Fuel and energy-related activities, electricity transmission and distribution losses | Electricity consumption (kWh) × electricity loss % × grid emission factor (kg$CO_2$e/kWh)/1,000 | IEA 2022 Emission Factor (location-based emission factor) | IPCC AR4 |
| | Category 6: Business travel: hired vehicles and air travel | Fuel consumption (litres) × average vehicle fuel efficiency (km/litre) × emission factor (kg $CO_2$e/km)/1,000<br><br>Air travel distance (passenger km) × emission factor (kg$CO_2$e/p.km)/1,000 | DEFRA 2022 – Business travel: land<br><br>DEFRA 2022 – Business travel: air | IPCC AR4 |
| | Category 7: Employee commuting | Fuel consumption (litres) × average vehicle fuel efficiency (km/litre) × emission factor (kg $CO_2$e/km)/1,000 | DEFRA 2022 – Business travel: land | IPCC AR4 |
| | Category 5: Waste | Quantity of waste generated (tonnes) × emission factor (kg $CO_2$e/tonnes)/1,000 | DEFRA 2022 – Waste disposal | IPCC AR4 |

All measures disclosed in this report are absolute measures. All calculations are done by the respective business units and in most cases the data shown under each metric are direct.

Our energy consumption and GHG emissions data have been independently verified by PwC Verification Services for Axiata's annual Sustainability & National Contribution Report (SNCR) 2023 to ensure accuracy and compliance with reporting standards.

## Industry metrics

With regard to industry-based metrics, we use Sustainability Accounting Standards Board (SASB) and GSM Association (GSMA) (please see page 224 for index).

## Climate-related targets

We work on setting annual carbon emissions reduction targets and monitoring progress on a quarterly basis in line with Axiata's Net-Zero Carbon Roadmap and our commitment to the United Nation's Science-Based Targets initiative (SBTi). In accordance with the goals of the Paris Agreement, our climate-related targets and the pathways being pursued are aligned with the effort towards limiting temperature rise to below 1.5°C.

Through our Net-Zero Roadmap, which was launched in May 2022 together with Axiata, we have set a clear direction for the achievement of our climate ambition, with the goal of becoming a net-zero carbon company by 2050.

We have set out to reduce operational network emissions (Scope 1 and 2) by 45% from a 2020 baseline by 2030, while Scope 3 baseline and target setting was pending SBTi validation. All GHG emission targets are gross targets. Currently, we do not consider carbon credits in achieving our net zero targets but may do so in in the future.

The roadmap comprises three objectives:

1. Accelerate the decarbonisation of our network operations (Timeline: from 2020)
2. Accelerate the transformation of our value chain (Timeline: from 2023)
3. Deliver an inclusive climate agenda (Timeline: from 2020)

The Net-Zero project has made significant strides in reducing carbon emissions and fostering a greener operational footprint. Our target for 2023 was to reduce emissions to 3,309.01 $tCO_2e$. As mentioned elsewhere, the actual reduction amounted to 8,255.13 $tCO_2e$, surpassing expectations by 249%. Meanwhile, total Scope 1 & 2 emissions during the year amounted to 121,894.06 $tCO_2e$.

Currently, Dialog does not consider internal carbon pricing targets or metrics, and climate-related considerations are not factored into employee remuneration.

## Our progress on climate-related opportunities

### Solarisation

As part of our relentless commitment to conserve energy through the adoption of renewable energy sources across our operations, in August 2021, we collaborated with Huawei to successfully launch Sri Lanka's first "full solar" telecommunications tower site in Chavakachcheri where grid electricity supply is often unreliable. The site was developed to meet the total energy demand via a solar and Lithium-ion battery storage solution, circumventing the need for a diesel generator at the site. The location is ideal as it is positioned in the dry zone and is exposed to year-round sunlight. Powering the tower totally with solar energy helped to avert fuel consumption and environmental pollution. Furthermore, we have engaged in a range of energy efficiency and conservation initiatives along with existing and new solarisation initiatives to realise total savings of 8255.13 $tCO_2e$ from our Scope 1 and 2 emissions during the year.

In 2023, a total of 776 solar sites with a capacity of 4,719.095 kW were implemented, comprising 765 new solar installations with a capacity of 4,574.84 kW and 11 solar capacity enhancements totalling 144.255 kW. Among these, 67 full solar sites were completed within the year. Alongside the solarisation of tower sites, several other key energy-saving initiatives were pursued, including acquiring commercial power for FTG sites, implementing Generator Delay in STBG sites, fiberisation, power saving through network modernisation and legacy shutdown, data centre consolidation, PUE (Power Usage Effectiveness) optimisation, rooftop solar implementation, and energy saving through the use of IoT monitoring systems. These efforts resulted in a carbon emission reduction of 8255.13 $tCO_2e$ during the year.

### Energy Efficiency and Conservation

Our strategy for reducing energy consumption and carbon emissions extended beyond solarization. We pursued a multifaceted approach that included acquiring commercial power for sites operated on full time generators (FTG), implementing Generator Delay in standby generator (STBG) sites, and advancing our network through fiberization and modernisation. Significant initiatives also included the consolidation of data centres, optimisation of Power Usage Effectiveness (PUE), and the installation of rooftop solar panels. Furthermore, the deployment of an IoT monitoring system has proven instrumental in enhancing our energy efficiency across operations. These initiatives have collectively contributed to a substantial reduction in carbon emissions, and as a result, in 2023, Dialog exceeded its emissions reduction goal by 249%, achieving a reduction of 8,255.13 $tCO_2e$. As part of our continuing dedication.

An energy conservation project was launched during the year under review to foster awareness, education, and empowerment among employees to embrace sustainable practices, thereby reducing energy consumption and introducing a culture of conservation within the organisation. Targeted at all employees, the e-flyer campaign spanned across divisions under the GCFO portfolio, with post-campaign monitoring extending until the year's end. Through practical tips, resources, and success stories, the project endeavoured to inspire individuals to implement energy-efficient practices in both their personal and professional lives, thereby minimising carbon footprints, conserving natural resources, and contributing to climate change mitigation efforts. The initiative focused on promoting environmental, health, and cost benefits of energy conservation, providing staff with practical strategies to conserve energy within office premises. With ongoing operations aimed at capturing energy savings and fostering a continuous improvement cycle, the project has already yielded significant results, with Dialog achieving savings totalling 963.73 during peak hours. Through sustained efforts and collective engagement, the project aims to further enhance energy conservation practices, fostering a greener and more sustainable future for the organisation and its employees.

Introduction | Key Messages | Leadership | **Material Topics** | Annexures

# General Information/Notes

## Compliance statement

The report on climate-related risks and opportunities disclosure of Dialog Axiata PLC have been prepared in accordance with SLFRS Sustainability Reporting Standard as issued by the Institute of Chartered Accountants of Sri Lanka (CA Sri Lanka). Further, we have used the following transitional reliefs mentioned in the SLFRS Sustainability Reporting Standards.

## Transitional reliefs

The Dialog Axiata PLC opted for early adoption of the SLFRS Sustainability Disclosure Standards (SLFRS S1 and SLFRS S2), applying the following transitional reliefs announced by CA Sri Lanka:

▸ **Climate-first reporting**—SLFRS S1 permits an entity to disclose information on only climate related risks and opportunities (in accordance with SLFRS S2) in the first annual reporting period in which that entity applies SLFRS S1. The entity will only be required to disclose information related to other sustainability related risks and opportunities from the second year it applies SLF RS S1.

▸ **Timing of reporting**—IFRS S1 requires entities to report their sustainability related financial disclosures at the same time as their related financial statements, covering the same reporting period. However, in the first annual reporting period, IFRS S1 provides temporary transition relief and permits entities to report their annual sustainability related financial disclosures after they publish their related financial statements, along with their half year financial reports.

▸ **Comparative reporting**—comparative information is not required to be disclosed in the first annual reporting period in which an entity applies SLFRS S1 and SLFRS S2. If an entity decides to apply the relief to disclose information on only climate related risks and opportunities in the first annual reporting period, in the year, the entity will need to provide comparative climate information. In the second year of disclosure, a preparer must provide comparative information on sustainability related matters including climate and any other relevant topics.

▸ **Scope 3 GHG emissions**—SLFRS S2 provides a transition relief in the first two annual reporting period from the date of mandatory adoption in disclosing Scope 3 GHG emissions.

▸ **Anticipated financial impact of identified CRROs** – entities are permitted to defer [SLFRS S2 Paragraph 15(b)] the disclosure of qualitative information regarding anticipated risks and opportunities for a period of two years following the mandatory application of the standard.

▸ **Resilience assessment and climate related scenario analysis** – relief period of two years are granted to apply the requirements [SLFRS S2 Paragraph (22)] from the date of mandatory application to fully comply with climate resilience disclosure requirement.

## Judgments and uncertainties

In preparing the climate related disclosures under SLFRS S2, the Group has used judgement in assessing CRROs that are material to the Group as a whole, and identifying material Scope 3 emission sources (refer to page 99-111 for further information) and selecting material information to be disclosed under each CRRO.

## Sources of guidance

Dialog Axiata PLC has referred to the following sources of guidance in identifying SRROs/CRROs and preparing relevant disclosures:

▸ SLFRS Sustainability Reporting Standards (SLFRS S1 and SLFRS S2)
▸ SASB Standard – Telecommunication Services
▸ GSMA ESG Metrics for Mobile Industries
▸ GRI Standards

## Reporting boundary

Please see "Reporting Boundary," page 14.

## Materiality assessment

Please see Materiality chapter, page 26.

# Energy

## Total direct energy consumption (fuel)

Our generator fuel consumption is directly attributed to the operation and management of tower sites across the island and is limited to diesel. Usage details are as follows:

| | YoY (2022 – 2023) |
|---|---|
| **60.49% ▼** | 2023: **44,454.28796 GJ** |
| 2022: **12,527.83133 GJ** | 2021: **76,636.43984 GJ** |
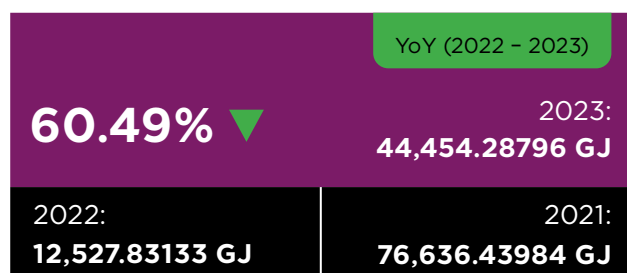
## Total indirect energy consumption (purchased electricity)

While we regularly review our systems and processes to digitize our operations to generate highly efficient and future-ready networks, we emphasise the need to mitigate and minimise our environmental impact. At present, 40% of our operations operate via an infrastructure-sharing scheme by running on shared sites owned by other operators to minimise the extent of our impact.

| | YoY (2022 – 2023) |
|---|---|
| **1.17% ▼** | 2023: **694,675.56142 GJ** |
| 2022: **702,916.15399 GJ** | 2021: **711,231.70421 GJ** |

| Total energy consumption | YoY (2022 – 2023) |
|---|---|
| **47.42% ▼** | 2023: **626,695.20 GJ** |
| 2022: **1,405,832.308 GJ** | 2021: **787,868.14405 GJ** |

# Energy intensity

| Energy consumption per customer | YoY (2022 – 2023) |
|---|---|
| **34.81% ▲** | 2023: **0.06368 GJ/Cx** |
| 2022: **0.04724 GJ/Cx** | 2021: **0.04477 GJ/Cx** |

| Energy consumption per employee | YoY (2022 – 2023) |
|---|---|
| **33.79% ▲** | 2023: **420.9 GJ/Employee** |
| 2022: **4.74588 GJ/Employee** | 2021: **4.85600 GJ/Employee** |

| Energy consumption per unit of revenue | YoY (2022 – 2023) |
|---|---|
| **15.20% ▼** | 2023: **0.00388 GJ/Mn LKR** |
| 2022: **0.00458 GJ/Mn LKR** | 2021: **0.00555 GJ/Mn LKR** |

| Energy consumption per technical site | YoY (2022 – 2023) |
|---|---|
| **11.30% ▼** | 2023: **116.45794 GJ/Technical Site** |
| 2022: **131.29410 GJ/Technical Site** | 2021: **137.31152 GJ/Technical Site** |

| Energy consumption per 1GB of data | YoY (2022 – 2023) |
|---|---|
| **3.46% ▼** | 2023: **0.00053 GJ/GB of data** |
| 2022: **0.00055 GJ/GB of data** | 2021: **787,868.14405 GJ/GB of data** |

# Waste

**GSMA** ENV-04, ENV-05

| Type of waste (tons) | 2022 | 2023 |
|---|---|---|
| Paper and cardboard | 17.94 | **23.41** |
| Rigifoam | 0.32 | **0.05** |
| Plastic and polythene | 8.84 | **7.91** |
| e-waste warehousing | 706.17 | **1997.24** |

| | 2022 | 2023 |
|---|---|---|
| Paper recycled (tons) | 5.93 | **32.19** |

| Product end-of-life management | 2022 | 2023 |
|---|---|---|
| Materials recovered through take back (tons) | 734 | **1,977.00** |
| Percentage of recovered materials that were reused | 0 | **0** |
| Percentage of recovered materials that were recycled | 100 | **96** |
| Percentage of recovered materials that were landfilled | 0 | **0** |

# Water

**GRI** 303-5.a

| Water Usage (m³) | 2022 | 2023 |
|---|---|---|
| Total usage | 71,868.50 | 79,699.79 |
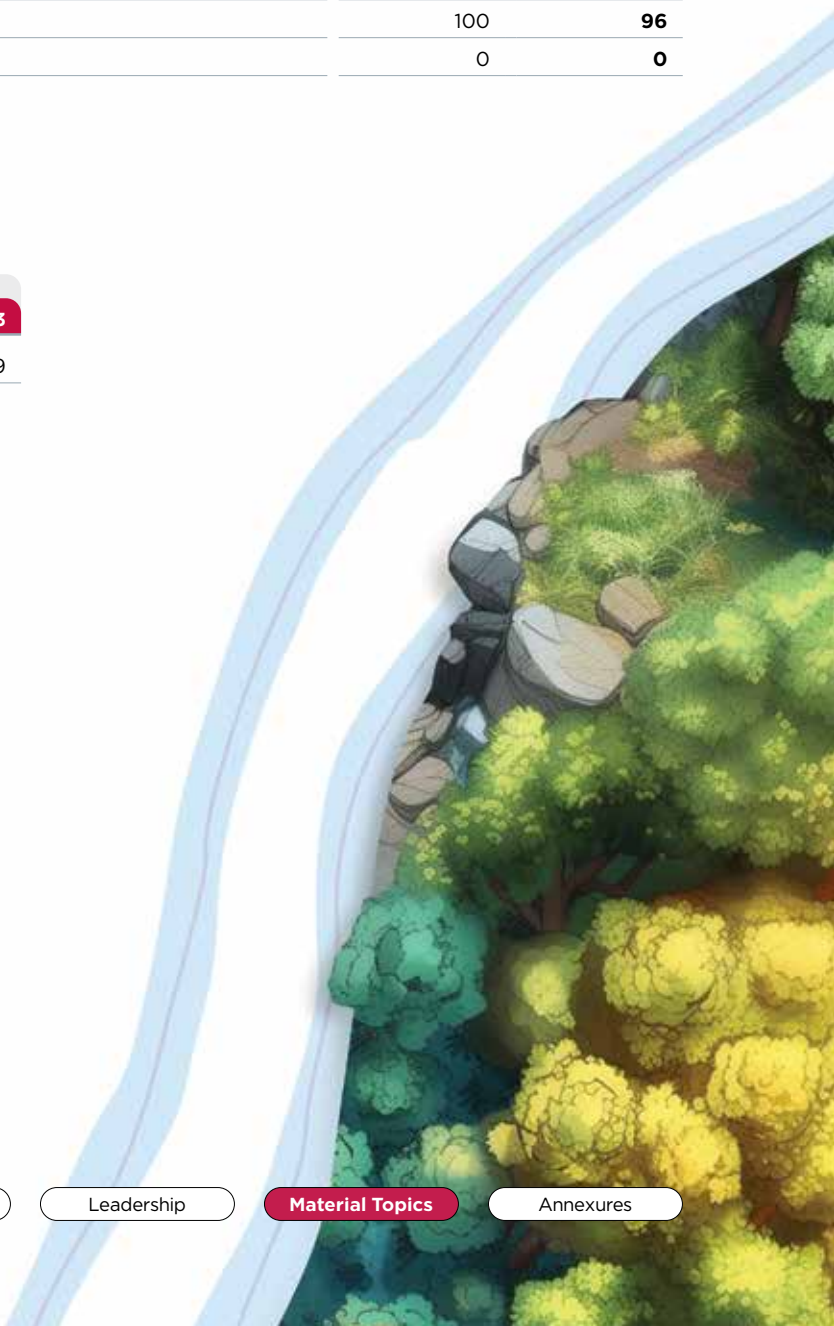
**MATERIAL**

**TOPIC   06**

# Diversity and Non-Discrimination

**4 QUALITY EDUCATION**

**5 GENDER EQUALITY**

## WHY DIVERSITY AND NON-DISCRIMINATION ARE MATERIAL TO US

Responsible leadership and equal opportunity are core values at Dialog. As a conscientious organisation, maintaining equity, diversity, and non-discrimination is of the utmost importance to us. Our aim is to cultivate an organisational culture centred on performance, empowering individuals and ensuring equitable treatment to all with a view to promoting innovation and employee satisfaction. We firmly believe this unwavering commitment to equity, diversity and nondiscrimination helps us source the best talent to serve our ever-growing customer base. A diverse workforce not only enhances our ability to connect with customers but also contributes to overall employee contentment and satisfaction.

## OUR APPROACH TO DIVERSITY AND NONDISCRIMINATION

At Dialog, we enforce a policy of strict nondiscrimination that leaves as little room as possible for instances of inequality on the grounds of age, gender, race, sexual orientation, or disabilities. The globally recognised Diversity, Equity and Inclusion (DEI) Framework is employed in full force at Dialog to promote equal opportunity within the workplace, with recruitment, rewards, and career advancement determined solely on the basis of skills, knowledge, competencies, and the nature of work. Fostering an inclusive work environment is valued highly at Dialog, and we place strong emphasis on nurturing diversity throughout the Company hierarchy. Diversity factors are given fair consideration during our hiring processes and salary determinations and gender equality, in particular, is considered a strategic factor and core corporate value. We actively support employees of various ethnicities, creating a deeper and more vibrant pool of talent leading to a more dynamic and innovative workplace.

## Connection to diverse regions

At Dialog Axiata, equity, diversity, and non-discrimination are core values. We believe a fair and inclusive environment fosters innovation and unlocks a high-performing workforce. This translates into increased productivity, efficiency, and a superior customer experience. Ultimately, a thriving Dialog empowers Sri Lankan lives and enterprises, contributing to the nation's economic competitiveness.

At Dialog Axiata, we champion equity, diversity, and non-discrimination. We believe fostering a fair and inclusive environment unlocks a multitude of benefits. It empowers us to build a high-performing workforce, leading to increased productivity and efficiency. This, in turn, translates into a superior customer experience and strengthens Sri Lanka's economic competitiveness.

# Our employees

**GRI** 2-7, 2-8, 401-1

The diversity of our workforce, with respect to age, gender
and other aspects is as given below.

## Employees by gender

# 1,756

**Men**

1,334

**2,021** (2022)

**2,063** (2021)

**Women**

422

(2022) **601**

(2021) **622**

### Permanent employees (Total: 1,488)

**Men**

1,119

**Women**

369

### Contract employees (Total: 242)

**Men**

198

**Women**

44

*All employees are full time employees*

### Dialog interns

Total **146** (2023)

Total **31** (2022)

Total **429** (2021)

## Employees by region

**Employees**

**Colombo**

1,566

**Outstation**

164

*All employees are full time employees*

**Permanent employees**

**Colombo**

1,349

**Outstation**

139

**Contract employees**

**Colombo**

217

**Outstation**

25
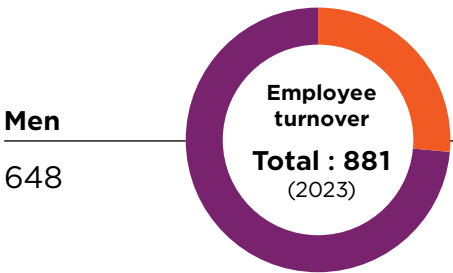
**Men**

648

237 (2022)

177 (2021)

**Employee
turnover**

**Total : 881**
(2023)

**Women**

233

Total
**369** (2022) **132**

Total
**253** (2021) **76**

**Men**

213

211 (2022)

140 (2021)

**Employee
recruitment**

**Total : 323**
(2023)

**Women**

110

Total
**324** (2022) **113**

Total
**217** (2021) **77**

Introduction    Key Messages    Leadership    **Material Topics**    Annexures

Employee turnover by region

| | Total | | 881 |
|---|---|---|---|
| | (2023) | (2022) | (2021) |
| Colombo | 776 | 335 | 222 |
| Outstation | 105 | 34 | 31 |

Employee recruitment by region

| | Total | | 323 |
|---|---|---|---|
| | (2023) | (2022) | (2021) |
| Colombo | 298 | 307 | 215 |
| Outstation | 25 | 17 | 2 |

Colombo 776 298

25 105 Outstation
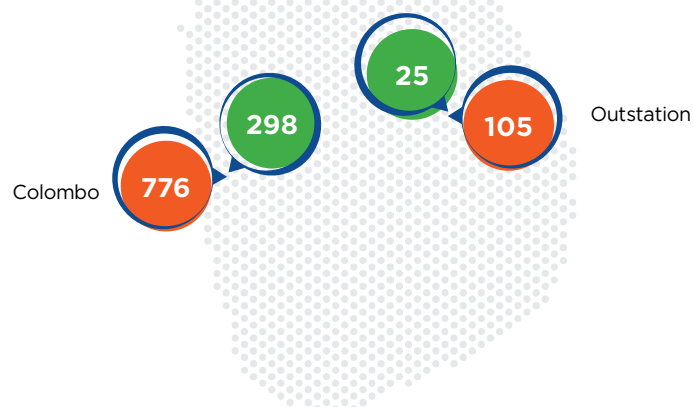


Employee turnover by age group

| | Total | | 881 |
|---|---|---|---|
| | (2023) | (2022) | (2021) |
| 18-25 | 39 | 27 | 19 |
| 26-35 | 395 | 266 | 183 |
| 36-50 | 395 | 70 | 43 |
| >50 | 52 | 6 | 8 |

Employee recruitment by age group

| | Total | | 323 |
|---|---|---|---|
| | (2023) | (2022) | (2021) |
| 18-25 | 78 | 104 | 76 |
| 26-35 | 212 | 184 | 119 |
| 36-50 | 30 | 35 | 19 |
| >50 | 3 | 1 | 4 |

| Managed services personnel | Total | (2023) | (2022) | (2021) |
|---|---|---|---|---|
| | | 142 | 261 | 223 |

| Outsourced employees | Total | (2023) | (2022) | (2021) |
|---|---|---|---|---|
| | | 151 | 851 | 535 |

# Steadfast integrity

**GRI** 2-25, 2-26, 406-1

Our foremost priority is to cultivate a secure environment where employees feel empowered to voice their concerns. Our formal grievance handling channel 'Speak Up' encourages staff to be forthcoming with their concerns, while our whistleblowing protocols provide avenues for employees to report any instances of discrimination or harassment. Due to a strong emphasis on upholding integrity and non-discrimination within our organisation, there were no reported incidents of discrimination throughout the reviewed year. While we recognise the potential for biases and reservations among employees, we are confident that the procedures we've implemented have facilitated a more open environment that has made it easier for our staff to voice their grievances.

## Grievance-handling mechanism

Our grievance handling procedure is designed to provide employees with a platform to address dissatisfaction or injustices related to their work situation and employment relationship. Management commits to fairly and systematically resolving these grievances, ensuring that employees feel secure in expressing their concerns without fear of intimidation or retaliation. If an employee feels their concern is not met with the seriousness it deserves, they have the option to escalate the matter to the next layer. Additionally, dedicated HR partner teams conduct regular HR surveys and pulse checks followed by one-on-one and focus group discussions.

| Process owner | Responsibility |
|---|---|
| Heads of Divisions, Departments and Units, as well as the supervisory staff | Ensure employee grievances submitted either verbally and/or in writing are handled within two working days. |
| The Group Human Resources Leadership | Provide oversight to the effective implementation of the Grievance Handling Policy and Procedure |
| The Unit Head in charge of Employee Relations and/ or a person authorised by the Unit Head in charge of Employee Relations and/or HR Business Partners | Ensure the effective implementation of the Grievance Handling Policy and Procedure |

# Remuneration

**GRI** 2-19, 2-20

Dialog maintains an Employee Performance Motivation and Retention plan reviewed and approved annually by the Board and Senior Management. The plan covers efficient allocation of budgets for employee training and development, engagement initiatives, and equitable distribution of benefits and bonus schemes. Any remuneration revisions are conducted in accordance with the Axiata Group's remuneration strategy. We ensure that remuneration offered to new recruits is calculated based on an approved salary matrix, with any revisions to our remuneration policy requiring clearance from authorised individuals.

Our remuneration policy is aimed at attracting, retaining, and motivating highly skilled employees who embody our core values and will help foster a culture of excellence at Dialog, across all subsidiaries. We offer a competitive salary structure that ensures fair and equitable remuneration often exceeding industry standards, whether the employee is on a contract or permanently employed.

We adhere to all relevant legal obligations and benefits for members on contract or outsourced and managed services staff. We also provide staff members with mobile services and network connections, while outsourced staff are also entitled to benefits such as life insurance and healthcare packages from their parent organisation.

## Remuneration policies

Our remuneration policy is determined by the highest governance body, the Board of Directors and other senior executives, and is guided by the Company's performance framework not tied to any particular economic, environmental, or social objective. The types of remuneration within the remuneration policy are as follows:

▶ Performance-based pay – Salary increments are based on the annual performance review mechanism and differentiated based on the employee designation or category.

▶ Bonuses – Bonuses are disbursed based on the individual's Performance Review Rank and the remuneration mix when deriving the bonus amount.

▶ Termination payments – These are based on the termination clause included with the Letter of Appointment.

▶ Retirement benefit schemes including EPF, ETF and Gratuity – These fall in line with statutory requirements.

▶ Dialog mobile and broadband connections and Dialog TV connections

▶ Wedding leave

▶ Newborn baby gift

▶ Funeral endowment

Our Annual Bonus Plan and the Annual Increment Plan are subject to Board approval based on a comprehensive board paper on employee performance, motivation, and retention.

We do not disclose remuneration information publicly pertaining to equity-based pay policies, deferred or vested shares, sign-on bonuses, or recruitment incentive payments and clawbacks.

Please refer to the Dialog Axiata Annual Report 2023 – Corporate Governance Report for more details on the remuneration policies applicable to the highest governing body.

## Remuneration policy for permanent and fixed-term employees

Annual adjustments to remuneration are made based on the cost of living, employees' annual performance ratings, and the latest results from surveys conducted by independent parties every two years.

We offer an annual variable bonus to our employees based on individual performance and the year's operating results. We also provide incentives and rewards to our employees in the form of a quarterly bonus payout based on the results achieved during that period.

## Additional benefits offered to all full-time employees

**GRI** 401-2

- Life insurance
- Health insurance cover for hospitalisation; all employees, irrespective of category, can claim reimbursements for routine medical expenses up to a stipulated amount, and the cover includes a Benefits Basket and OPD reimbursement
- Disability and invalidity coverage: Group Personal Accident Cover, Workman's Compensation, Critical Illness Cover, Dialog Cares
- Parental leave: Maternity leave (84 days), paternity leave (3 days)
- Reimbursement for educational expenses.
- Reimbursement for other selected special expenses, such as family events (weddings, funerals, etc.) and the birth of a new child.
- A range of recreational facilities for employee well-being.

## Parental leave

**GRI** 401-3

| | Male | Female |
|---|---|---|
| Number of employees entitled to parental leave | 83 | 26 |
| Number of employees who took parental leave | 68 | 26 |
| Number of employees who returned to work after parental leave | 68 | 26 |

## Gender inclusion

A healthy gender balance within the Company is a top priority for us. We are committed to empowering women to play pivotal roles in driving our organisation. To this end, we've established Key Performance Indicators (KPIs) for our leaders within the Human Resources Development Score to actively promote gender balance. This approach allows management to stay conscious of the gender balance starting from the recruitment stage and base all recruitment and promotion decisions solely on the merit and performance of each individual. Regardless of gender, ethnicity, or any other potential limiting factors, we ensure that we promote employees based on their past performance and future potential.

We made progress towards gender diversity in our Board with the appointment of a highly qualified female as a board Director. This is a significant step towards improving the gender balance in leadership positions and a demonstration of our commitment to promoting diversity and inclusion. We are optimistic that the new board member will contribute greatly to the Company's strategic direction as well as set an example for other organisations to follow.

# Gender equality

**GRI** | 2-21, 202-1, 405-2

We are cognizant of gender disparities in employment and wages, and we actively work towards achieving a balance between the genders.

Basic salary and remuneration ratio of women to men for each employee category:

| Employee category | 2023 | 2022 |
|---|---|---|
| Non-Executive | 1:1.32 | 1:1.31 |
| Executive | 1:0.91 | 1:0.98 |
| Managerial | 1:1.10 | 1:1.04 |
| Senior Management | 1:0.99 | 1:0.82 |

*\*\* Dialog strictly adheres to a non-discrimination policy, whereby an employee's or potential employee's gender has no effect on their salary. However, factors such as academic/professional qualifications, experience, and years of service at Dialog may result in different salaries for individuals in the same employee grade. Additionally, specific employee categories consist of multiple employee grades with varying salary scales. As a result, depending on the proportion of male and female employees within these various salary brackets, the average salary for a particular gender within a category (e.g.: executives) may be higher.*

| Entry-level wage | 2023 | 2022 |
|---|---|---|
| National minimum wage | 1.7:1 | 1.5:1 |
| The ratio between highest paid individual to the median pay of all other individuals | 1:36.94 | 1:46.17 |

*\* Although the data suggests only the salary of highest paid individual has increased, the Company also increased the overall compensation to all employees, within the reporting year. Please visit the Economic Performance section on page 90 for further details.*

# Percentage of employees by gender and age group, for each employee category

**GRI** | 405-1

| Unit | Percentage of total employees |
|---|---|
| **(i) Gender group by employee category** | |
| Senior Management - Male | 0.60 |
| Senior Management - Female | 0.13 |
| Middle Management - Male | 3.65 |
| Middle Management - Female | 17.04 |
| Executive - Male | 43.97 |
| Executive - Female | 16.30 |
| Non-executive - Male | 15.87 |
| Non-executive - Female | 2.44 |
| **(ii) Age group by employee category** | |
| Senior Management - Under 30 | |
| Senior Management - Between 30-50 | 0.14 |
| Senior Management - Above 50 | 0.59 |
| Middle Management - Under 30 | 0.80 |
| Middle Management - Between 30-50 | 18.80 |
| Middle Management - Above 50 | 1.09 |
| Executive - Under 30 | 18.01 |
| Executive - Between 30-50 | 41.28 |
| Executive - Above 50 | 0.98 |
| Non-executive- Under 30 | 7.91 |
| Non-executive- Between 30-50 | 10.12 |
| Non-executive - Above 50 | 0.28 |
| Women in Senior Leadership Positions | 20.00 |

## Disability inclusion

While we continue to uphold recruitment practices and performance evaluations solely on merit, we are committed to ensuring disability inclusion across the organisation. We do not distinguish or record differently-abled employees separately, aiming to cultivate a more equitable workplace environment. During the year under review, we initiated the process of implementing an internship programme to create opportunities specifically for individuals with disabilities.

"My Journey, My Story programme" was conducted inviting people who started their journey at the lowest levels and climbed the ladder to success.

– The "Dialog Values U" platform allows employees to offer recognition. Employees are now able to use the platform to appreciate and recognise other employees who embody the values of Dialog. We conduct monthly and annual campaigns to identify our Value Champions.

## #SuperBoss

We actively encourage employees to nominate leaders who have demonstrated significant efforts in challenging biases within the workplace. This initiative is centred on acknowledging and appreciating individuals in management roles for their contributions towards fostering an environment of non-discrimination in the workplace.

These are leaders who are actively breaking barriers and championing equality, particularly in recognising and empowering women within the work domain division function. We invited our employees to nominate such leaders and share their testimonials. As part of our recognition initiative, some of these testimonials were published on our public LinkedIn page and Slack channels. We believe this initiative will inspire leaders to step forward and embrace the importance of empowering and recognising women in the workplace. Interestingly, while we specifically highlighted women leaders, the nominations also included testimonials about leaders who prioritised and value diversity and inclusion in general.

## The Dialog diversity circle

The Dialog Diversity Circle was inaugurated on Women's Day 2021, comprising a coalition of male and female allies dedicated to spearheading initiatives aimed at creating and promoting a culture of equity and inclusion in the workplace. Our employees actively contribute their ideas and perspectives, and we organise various engagement activities on the Yammer platform to further these objectives.

### Key initiatives/ highlights for 2023

To further improve and promote a culture of inclusiveness and diversity, we implemented several initiatives and policies during the reporting year. Recognising the added stress on our employees when they had to work from home during the pandemic, we offer our employees company-sponsored emotional well-being packages. This enables them to speak to a counsellor or a medical doctor, regarding their emotional wellbeing.

Additionally, the following special initiatives were implemented to celebrate the important days in the year.

**MATERIAL**

**TOPIC  07**

# Employee Competence

**4 QUALITY EDUCATION**

**5 GENDER EQUALITY**

## WHY EMPLOYEE COMPETENCE IS MATERIAL TO US

Ceaseless disruption and persistent transformation are attributes that define the digital sector. Adaptability and resilience are key to thriving in this space, as is equipping employees with the skills they need to navigate this dynamic landscape.

Training continued to be material in 2023, with a slight uptick compared to the previous year. Employees were given better opportunities to invest time and effort in completing training programmes effectively and to apply the knowledge and skills acquired in their specific areas of expertise.

## OUR APPROACH TO LEARNING AND DEVELOPMENT

Every permanent employee of the Group's wholly owned subsidiaries benefits from our comprehensive learning and development process. All training programmes are structured and delivered according to three categories, as outlined below:

- Leadership Development and Training: to develop future leaders and equip employees for the next stage of their journey at Dialog.
- Individual Training: to address personal training needs and business-related competency gaps, identified via one-on-one discussions with employees and their supervisors.
- Organisational Training: to address skills and capabilities relevant to the organisation.

## Farmer competencies

The Mahaweli Project's success hinges on more than just irrigation. While it provides the vital resource, maximising yields requires additional support for farmers. Factors like seed selection, fertiliser application, sustainable practices, and water conservation all play crucial roles. Recognising this, the project offered training programs in water management, agricultural techniques, and community development, empowering farmers and officials. Continued engagement ensures farmers feel heard and supported, leading to programs that truly address their needs.

Dialog prioritises employee development as a strategic pillar. Training needs identified through individual assessments are incorporated into our HR system. We further empower employees to request personalised growth opportunities. Diverse training methods, include e-learning and classroom sessions, catering different learning styles. To ensure a high performing workforce all our permanent cadre are subject to an annual performance review, thereby fostering motivation and retention. Recognising employee value, we offer competitive compensation packages, including attractive benefits and bonuses, tied to a well-defined remuneration strategy.

# Training our staff

Our employees are encouraged to request training in areas they deem relevant to their career advancement and personal development. In 2023, we followed a different approach to 2022 where the learning and development team actively identified employee competency and skills gaps and executed initiatives to develop the same.

Training needs identified through individual learning assessments are recorded in the Company's dedicated HR system, which are then compiled and organised by the Company's Learning and Development Team, based on the extent of knowledge called for.

The training programmes are once again conducted mostly in-person with some sessions online to maintain programme effectiveness and participant engagement whilst ensuring participant convenience. Our remote learning options include e-learning, which makes up 60% of total online learning, via LinkedIn Learning, Coursera, Headstart, etc., and instructor-led training that account for 40% of total online learning, via MS Teams, Zoom and external services. LinkedIn Learning is rotated to accommodate identified needs (over 1500 LinkedIn modules were completed during the year), while Coursera was used by both Axiata Driven Learning Journeys and Axiata Fast Forward Digital Academy for analytics programmes.

We provide our team members with both mandatory and additional learning programmes. The mandatory programmes include the Axiata Driven Journeys, induction training for new recruits, training related to strategic areas, learning journeys assigned via online platforms, and training mandated by the respective functional head. Among the extra training programmes are assigned learning journeys via LinkedIn Learning and Coursera, Group Talk programmes and external training programmes. Recognising the value of these additional training programmes, we routinely encourage team members to complete both mandatory and external training programmes to become high achievers and exceed their training KPIs.

Our corporate induction programmes and orientation programmes are held monthly and bi-monthly respectively. All staff members, meanwhile, take part in annual compliance-related training programmes.

## New areas of training

Our training is organised under three main academies:

### The Dialog Academy

### The Customer Service Traning Academy (CSTA)

### The Group Technology Training Academy (GTTA)

## The Dialog Academy

The Dialog Academy, which operates under Group HR, conducts general training for all staff. Established in 2017, the academy seeks to equip employees with skills relevant to the Company's digital transformation journey and prepare them for the challenges the future brings. Dialog's Digital pillar was introduced in 2018 to impart digital-related knowledge and skills. The two main learning academies that function under the main Dialog Academy umbrella are as follows:

▶ **The Sales Academy**

The Sales Academy focuses on the sales arm of the Company encompassing both corporate and retail, offering tailored learning journeys for each sales role. Retail includes channel planning and control as well as national sales, while corporate involves Large, Medium and Small Enterprises and related functions. Internal training programmes are conducted routinely using external facilitators. The Company has specific learning journeys specified by the Axiata Group. Each training programme has pre-assessments at the commencement of the programme with customised learning paths and post-assessments at the programme's end.

▶ **The DE Learning Academy**

Having initially catered to the training needs of Dialog Enterprise the Dialog Enterprise Learning Academy (DELA), focus on addressing the functional and behavioural skill needs of the Dialog corporate sales function and the sales support function. All sales modules include multiple sales journeys with pre-assessments, customised learning paths, and post-assessments for each programme.

In previous years, the training path for employees was determined by management directives. In 2022, this was changed to conducting competency gap assessments to address specific training deficiencies. Our goal now is to have a structured and end-to-end learning journey established for every role in the Company by 2025, comprising behavioural and functional content. This has been completed for Dialog Enterprise, and in 2023 we engaged in structuring the learning journeys of HR, IT and Technology.

## Driving agile processes at Dialog

In 2023, learners underwent both Basic Agile training and more Advanced Agile-related learning. All employees were provided equal opportunities to engage with general Agile principles and apply them to projects supervised and guided by Agile experts.

## The Customer Service Training Academy (CSTA)

The CSTA is recognised as an authorised centre for City & Guilds (UK), Institute for Leadership Management (UK), BCS (UK), and Customer Experience Professionals Association (CXPA, USA), and is registered under the Tertiary and Vocational Education Commission of Sri Lanka.

Being an accredited City & Guilds certification centre, we have cultivated an internal training pool of over 50 certified divisional trainers who contribute to diverse training initiatives including the advanced diploma for teaching and training and assessing learning. As a CXPA partner, we have trained over 50 service professionals across Dialog and Axiata OpCos.

We provide daily bite-sized knowledge-sharing sessions to employees across all customer touchpoints and customer response touchpoints through the CSTA Daily. Various knowledge-sharing and refresher content is also offered in the form of continuous digital content. Over X digital self-learning Electronic Direct Mail (EDM) content visuals were created and published during the year.

The culture of continuous self-learning and education that we have fostered over the years is strengthened through engaging, animated self-learning content tailored for new recruits and cross-training programmes. Specialised training programmes via LinkedIn Learning and internal webinar programmes have also facilitated a convenient self-learning culture that encourages employees to learn at their own pace.

The CSTA's weekly learning bulletin "15 Minutes With CSTA" has surpassed 150 episodes with over 250 live learners since the programme's inception. Building on the success of the inaugural structured mentoring programme "Turbo Charge" in 2021, a new talent pool of 23 selected participants successfully graduated "Turbo Charge" Season 3 in 2023. The participants were part of a series of engaging and

development training programmes, formal mentoring sessions and CSR projects to equip them with essential leadership skills for rapid growth and development.

BCS Foundation Certificate in Agile certified 22, BCS Foundation Certificate in User Experience certified 17, BCS Foundation Certificate in Business Analysis certified 15. Additionally, over ,220 staff training needs across 50+ training curriculum programmes were addressed through the CSTA for the Group Service Delivery (GSD) staff portfolio. A total of 1,000+ training programmes were completed for the year, while 91 Lean Six Sigma students were trained and certified through the GSD Lean Six Sigma training programme in 2023.

Over 800 accredited development certification courses were completed for the year. Subject certifications comprised train the trainer (City & Guilds), BCS, Six Sigma, Sales Diploma, AI for all, advanced presentation skills, Excel, Customer Journey Mapping and Data Citizen.

## The analytics academy

Provided training on analytics (AI, Data Citizen, SQL, Tableau, Python)

The Analytics Academy, which was a sub-academy of Dialog Academy now functions as an independent academy under the purview of Group Analytics and AI.

In 2023, the focus was on certifying all the job category members above the Senior Executive level in the internally launched Data Citizen Bronze Learning Programme. This included LinkedIn learning modules, classroom training sessions, and a final quiz requiring a score of 70 or above to obtain the bronze certification. Over 1,400 learners earned their bronze certification through the Analytics Academy. In addition, staff were provided with equal opportunities to engage in SQL, Python, Tableau, and AI training, which were supported by external trainers and online platforms. Furthermore, a webinar series was conducted to share knowledge on various areas of Analytics and AI.

| Programme name | Staff count |
|---|---|
| Data Citizen Bronze | 1,468 |
| AI for all | 1,376 |
| Tableau | 306 |
| SQL | 208 |
| Python | 224 |

## Our training impact

**GRI** 404-1

# Total
# 15,924

Average
training hours
2023

Male
37.92

Female
42.58

Average
training hours
2022

Male
12.67

Female
12.43

| Male | YoY gap | Female |
|------|---------|--------|
| 25.24 | | 30.15 |

Total training hours by
employee category

Average
training hours

| | | |
|---|---|---|
| 43,313.95 | Executive | 40.18 |
| 14,612.26 | Middle Management | 37.18 |
| 4,073.25 | Non-Executive | 41.14 |
| 7,239.13 | Senior Management | 35.66 |

Introduction | Key Messages | Leadership | **Material Topics** | Annexures

## Training programmes and training hours for 2023

| Program Name | Hours |
|---|---|
| Information Security Training | 3844 |
| Anti-bribery and Anti-Corruption | 3844 |
| Data Privacy | 3844 |
| Enterprise Risk Management | 3844 |
| Whistleblowing Policy | 3844 |
| Google Cloud Heroes 2.0 | 3000 |
| Tax Session | 2452 |
| Python Training and Assessment | 1568 |
| Telco/Cyber Security training | 1350 |
| Machine Learning Foundation Training | 1296 |
| Python Programming for Machine Learning | 1296 |
| SQL Training and Assessment | 921 |
| General Agile | 874.5 |
| 5G NSA Core Network Planning & Design Ultra-Practice | 656 |
| SME Dialog Certified Solution Expert Stage 2 | 544 |
| Webinar: ChatGPT: The next big thing in AI? | 543 |
| Code of conduct | 512 |
| Digital Trust | 512 |
| Managing High Performing Teams | 504 |
| Dialog Enterprise License Related Products and Dialog Television-related Training Session | 469 |
| Agile KANBAN | 375.5 |
| Agile Scrum | 375.5 |
| Strategic Thinking for Strategic Leadership Program | 330 |

# Service from my heart winners at Dialog Awards 2023



**Akesh Ekanayake**

A decade ago, Dr. Hans instilled the Service from the heart value at Dialog, that would shape the core value of who we are at Dialog. Service from the heart has become more than a philosophy & it has become a part of our DNA woven into the fabric of our organisation.

Based on my experience in the past 6 years what I have realised is that, Service from the heart at Dialog is not just a slogan but a lived experience, A commitment in delivering the very best service to our external customers and internal stakeholders. At Dialog, we place our customers at the center of our operations as they are the most important pillar in our value chain.

As I am engaged in the Supply Chain Management (SCM) Division, our job role totally focuses on teamwork and cross functional activities as we are responsible in providing the best service for our internal/external stake holders. Our role in SCM is to act as the mediator in achieving requirements of the internal users which is created based on the demand of the customers, while ensuring that the organisational objectives/values are accomplished in the process.

In order to achieve the above milestone, what I have adhered the most is the "Yes, we can Attitude" which is inculcated at Dialog and have been helpful for me to be successful in the past 6 years.

Also, by integrating empathy into corporate culture, I was able to create a more inclusive, supportive and ultimately a successful workplace environment. Furthermore, clear communication, Respect for Diversity/Conflict Resolution area  few elements which I focus the most to ensure that, Dialog could achieve its vision to be the undisputed leader in the provision of multi-sensory connectivity resulting always, in the empowerment and enrichment of Sri Lankan lives and enterprises.

If I reflect my tenure at Dialog, There are multiple instances where I was appreciated by the stake holders for certain projects which I was involved. However, what stands out is the very first appreciation, which I received from the Former HOD of IT and the Current Head of IT for finalising the IT procurements within a very short period in the month of December 2019 prior to the year-end system cutover. Also, finalising the procurement for Revitalisation of Dialog OTT/ VIU Platform with a foreign supplier, by proactively solving a lot of disputes is one of the best projects which I was involved with and was appreciated by the GM -DTV. Furthermore, a project which was completed pertaining to the Implementation of Data Management & Data Quality Solution was highly appreciated by the Head of Data as it was completed within a very short period/short notice, despite the project being very complicated.

Furthermore, the biggest takeaway from the past 6 years at Dialog is that a person should handle both feedback and constructive criticism in a positive way to continuously improve oneself in a corporate world. I maintain an open mind and a positive attitude towards feedback, recognising it as an opportunity for improvement rather than as a critique of my abilities. Also, I express gratitude to those who provide feedback, acknowledging the time and effort they invested in helping me grow.

**Koshalie Manawadu**

In the environment I was groomed at Dialog, open communication and mutual respect thrived, and I excelled as a team player within the Brand & Media team and across various departments. Over the course of 5 years in Project Management in Marketing, I engaged in interdepartmental projects and collaborated with multiple stakeholders, paving the way for my success as a SFH winner.

To continuously enhance my skills and expertise, I am currently pursuing a Master of Business Administration at the University of Wales Trinity Saint David in the UK, alongside engaging in marketing-related online courses. These learning opportunities are essential for my professional growth and directly benefit my day-to-day work.

During the challenging times of the COVID-19 pandemic, I played a crucial role in initiating a Dry Ration distribution project with Media stations, ensuring its successful launch within three days. Coordinating with internal and external stakeholders, managing fund allocation, and providing regular updates to top management were among my responsibilities. This dedication was recognised with a Bravo performance at the Group Marketing Awards in 2022.

In my daily work, I embody Dialog's values of "Service from My Heart" and "Exceptional Performance," striving to provide top-notch service to all stakeholders. I contribute to fostering a positive and inclusive work environment by promoting diversity and inclusion initiatives, encouraging collaboration, active listening, and respect for all ideas.

Feedback and constructive criticism are welcomed with open arms, as I view them as opportunities for growth and self-improvement. Seeking feedback from both my team and senior leadership allows me to reflect on my work and continuously enhance my skills.

# MATERIAL TOPIC 08

# Occupational Health and Safety and Wellbeing

4 QUALITY EDUCATION

5 GENDER EQUALITY

## WHY OCCUPATIONAL HEALTH, SAFETY, AND WELL-BEING IS MATERIAL TO US

A work environment that promotes and ensures occupational health and safety (OH&S) is crucial for our organisation's very functioning. Certain roles in the telecommunications industry such as drivers, riggers, and other field support services naturally involve a degree of occupational risk, but, notably, a number of crises over the past few years – from the pandemic to the economic crisis – have led to a much sharper focus on health and safety aspects in the sector. Consequently, there has been growing recognition externally on the materiality of OH&S, while proactive measures we have taken to protect all internal and external stakeholders have somewhat diminished the sense of urgency internally.

-Mental well-being was given priority and maintained because of economic instability in 2023. There were two free counselling programs initiated by the HR division for employees during this time frame.

## OUR APPROACH TO OCCUPATIONAL HEALTH AND SAFETY

Ensuring the safety and well-being of the Group's workforce spanning 3,039 employees and our stakeholders, including customers, suppliers, contractors, and others who frequent Dialog locations nationwide, is a top priority. We adhere rigorously to the guidelines laid out in the globally recognized ISO 45001:2018 standard for OH&S Management Systems. We are also actively working towards implementing the OH&S Management System complies with this standard within our Company to ensure the highest levels of safety and health for all.

In 2023, at Dialog we trained 1,068 employees on health and safety topics, and although we recorded 01 OH&S related injury, we are pleased to declare that no fatalities were recorded with respect to both Dialog and outsourced employees across a total of 10,039,531 working hours.

A total of 7% of the total workforce represents 133 registered OH&S representatives and 74 OH&S representatives nominated by their supervisors, amounting to 229 members from across the organization to deal with OH&S initiatives and necessary escalations. A formal joint management-worker health and safety committee is about to be started with the necessary formalities.

Introduction | Key Messages | Leadership | **Material Topics** | Annexures

The Mahaweli Project prioritised a fundamental human need: safe drinking water for settlers. Planners meticulously investigated groundwater quality and depth. In areas with seasonal fluctuations, tube wells ensured year-round access. Recognising the health risks of impure water, this focus on clean drinking water safeguards the well-being of the project's communities.

Dialog prioritises employee well-being. While most roles carry minimal risk, field staff receive specialised safety training. The COVID-19 pandemic has further emphasised comprehensive health initiatives. We offer annual training to a third of our workforce, addressing both physical and mental well-being. Wellness programs, counseling, and work-life balance initiatives help mitigate occupational stress and promote a healthy work environment.

**Water purification**
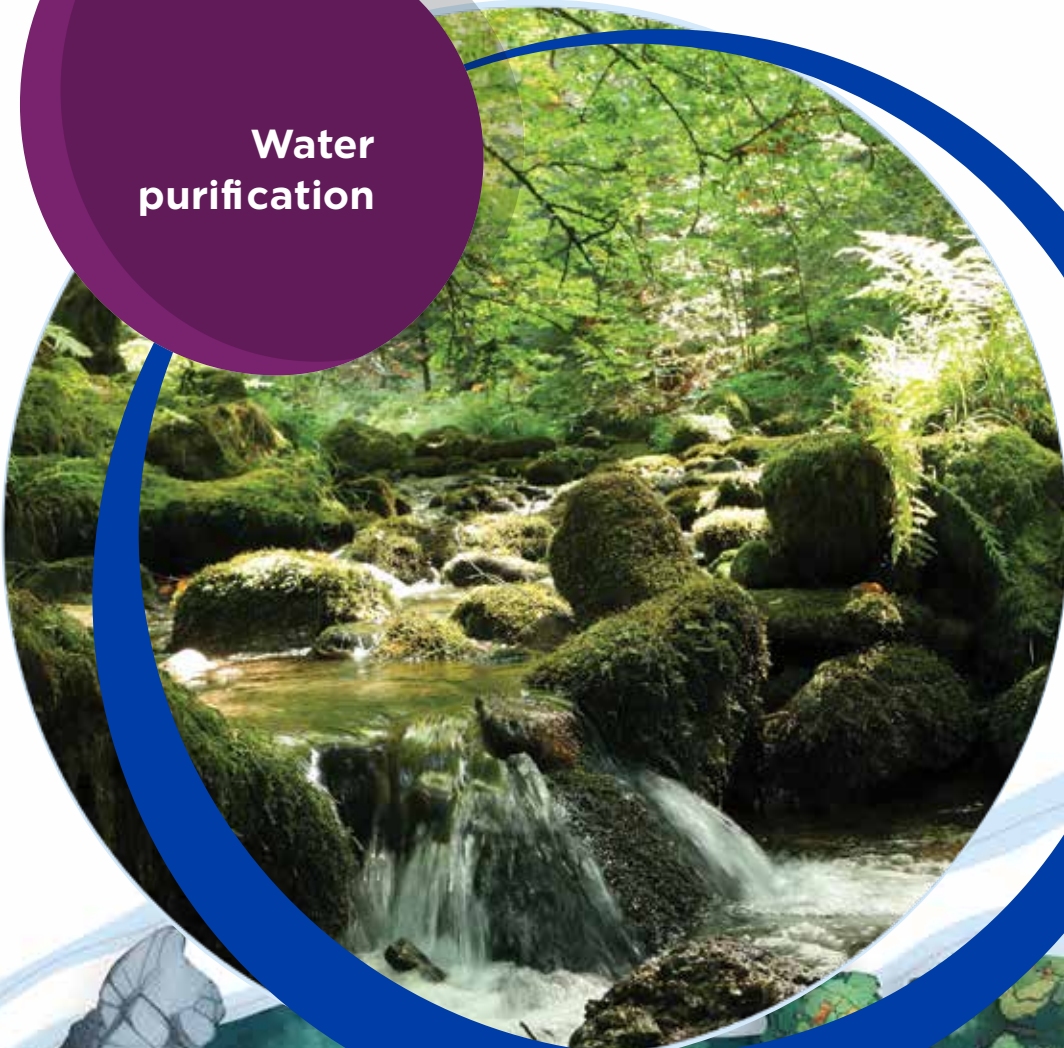
# Occupational health and safety statistics

**GRI** | 403-8, 403-9

Percentage of employees covered by Scope of OH&S Management System: **100%**

## Overall company

| No of high-consequence injuries | No of Total working days |
|---|---|
| **1** | **729,507.00** |

| No of Total working Hours | No of Total Medical leave | No of Total Contagious leave | Total Absentee Days |
|---|---|---|---|
| **6,198,595.21** | **15,438.00** | **191.00** | **15,629** |

| Absentee Rate | Lost Days | Average Lost Day Rate | No of Deaths |
|---|---|---|---|
| **2.29%** | **7** | **0.001%** | **0.00** |

## Dialog employees

| Injury rate | Fatalities | Occupational decease rate | Average Lost Day Rate | Absentee rate |
|---|---|---|---|---|
| **1** | **0** | **No occupational diseases were recorded** | **0.001%** | **2.29%** |

| | 2023 | 2022 | 2021 |
|---|---|---|---|
| Lost time Injury rate (per 1 million) | **9.03** | 0.39 | 0 |
| Absentee rate (%) | **2.29%** | 1.75 | 1.98 |
| No. of fatalities | **0** | 0 | 0 |

**LTIR**

(Number of Lost Hours/ Total Work Hours) X 200,000

(7 X 8 Hrs/6198595.21) X 200,000

2023   1.81

**LTIFR**

(Number of Lost Hours/ Total Work Hours) X 1,000,000

(7 X 8 Hrs/6198595.21) X 1,000,000

2023   9.03

Introduction    Key Messages    Leadership    **Material Topics**    Annexures

# Occupational Health and Safety procedures and practices

## Our health and safety committee

We recognise that certain roles, mainly those in field positions, carry a greater risk of occupational health and safety hazards. To ensure these employees' safety and well-being, we have instituted health and safety training and refresher courses on best practices in Customer Field Support Services (CFSS) including the correct use of personal protective equipment (PPEs). These sessions were conducted throughout the reporting year aiming to protect our valued team members working in these positions.

| Total workforce representation in formal joint management-worker health and safety PROFESSIONALS. | **229** |
|---|---|

$$\frac{229}{\text{Total Staff}} \times 100\%$$

of the total workforce represented in formal joint management-worker health and safety professionals.

## Occupational health and safety training

### Training internal staff

First Aid trainings were conducted to develop the knowledge and skills of the frontline and field staff. Practical physical sessions were conducted in regional OH&S annual training programs.

The fire safety training program has been developed to the next level, introducing six principles of Fire Safety, All regional staff were trained to respond the fire emergencies, and all regional staff who participated in the OH&S annual training were trained to handle Fire Extinguishers.

## Contractor induction training

Contractor Induction trainings were started and continued. 2 physical sessions and One Hybrid session were done, With the Contractor staff, Location OH&S representatives also trained to emphasize the importance of the Safe Work Permit Guide.

## Ergonomic trainings, ergonomic risk reductions

Ergonomic training has been introduced to the front office staff, who directly deal with customers, for their health and wellbeing. Demonstrations were done, and Musculoskeletal arrangements, distortions, and the reason for the illnesses were explained to the staff. The Identified high and medium ergonomic risks in regional locations were addressed within a few months with the help of facility management teams.

## Monitoring

### Indoor air quality monitoring

Indoor Air Quality monitoring has been started with the National Institute of Occupational Safety and Health Sri Lanka (NIOSH-SL). All the parameters ($CO_2$, CO, Temp, $O_2$ levels) and Light Levels measurements were taken by the NIOSH staff by visiting the corporate head office and Dialog buildings in Colombo urban city limits. The Issues detected were addressed on a priority basis with the help of the Facility Management team.

### Radiation monitoring

With the enhancement of Telecommunication technologies and the use of radiation sources in the city limits, we need to ensure the staff working in the super high-rise, and high-rise buildings are safe. The level of exposure to harmful radiation was checked with the help of the Telecommunication Regulatory Commission of Sri Lanka. All the measurement was taken by the TRC staff by visiting the super high-rise, and high-rise buildings of the corporate head office and other high-rise buildings in Colombo. The report confirmed that the readings of the harmful radiation levels comply with both the World Health Organization WHO and the International Commission on Non-Ionizing Radiation Protection (ICNIRP).

## Medical screening and health monitoring

Eye checkup camps and Hearing tests were conducted in collaboration with well-reputed ENT care service providers, in Colombo and four other regions Kurunegala, Negombo, Galle, and Rathnapura.

The non-communicable disease awareness session was conducted in hybrid mode allowing both physical participants and the regional staff to participate online in the multimedia presentation conducted by a consultant endocrinologist, of National Hospital Sri Lanka. Screening tests were conducted on all volunteers, with the sample analysis and other medical testing.

Physical and manual test series for thyroid cancer (screening tests) were conducted by the doctors of one of the Dialog subsidiary-Digital Health, and the individuals found suspected of any abnormalities were directed to further medical examination

## Food safety and hygiene monitoring

Regular inspections were started with special checklists, developed by the OH&S unit of Dialog considering the cafeteria and restaurant in Dialog locations, the issues found were immediately addressed with the help of relevant divisions. From the vendor-end food safety training for vendor staff was initiated and continue in the future.

OH&S Management System Master Manual was drafted and completed as per the ISO 45001:2018 International Standards for Occupational Health and Safety Management Systems. The document is in the final approval process which will replace the existing Health and Safety Policy of Dialog.

## Escalations

### Incident reporting

The incident reporting system was developed and local languages added to the same MS forms, to break the barriers of reporting by all levels of staff.

Near misses, unsafe conditions, and unsafe actions reported from island-wide locations were prioritized based on the risk level. All of the high and medium-priority incidents were addressed with the help of the Facilities Management team and IDC infrastructure development team, based on the risk levels and the availability of the resources.

## Following up of the progress of corrective actions

OH&S unit and the above two teams agreed and started weekly a regular follow-up meeting series to monitor the progress of corrective actions and preventive safety actions on Electrical, Civil, HVAC, Plumbing, and Demarcation of areas. Any new OH&S-related issues will be discussed and solutions will be agreed upon as per OH&S norms, and in a cost-effective manner.

## Emergency and disaster response practices in 2023

OH&S Unit of Dialog GHR provides personal protective equipment and First Aid items and we make sure the stocks are available in all Dialog locations, and continuously provide hand sanitizers to mitigate the spread of viral flue in the peak time of the spreads to all staff, including subsidiaries. This is to be used in any emergencies.

First Aid requests are digitalised, and the supplies too have been de-centralised from 2023. The First Aid item distribution is handled by our subsidiary Digital Health, this will increase transparency, and eliminate the stock keeping, packing, and transportation from the Head office to regional locations. Regional vendors of the Digital Health division, are supplying items within the region.

We developed and Uploaded to the web portal and supplied the printed emergency evacuation plans for all floors of all core sites, Head office, and other high-rise complex buildings in Colombo.

Annual inspections on OH&S hazards and risks, (which can enhance the possibility of creating emergencies) were conducted in island-wide locations, and emergency mock drills for possible emergencies were conducted successfully.

We could achieve 100% completion of corrective actions of Emergency Preparedness and Response incidents reported from Dialog locations.

Providing the PPEs and Sanitizers to mitigate the spread of viral flu to all staff including subsidiaries, and providing the First Aid Items for all staff including subsidiaries was done.

## Future outlook

Food safety and hygiene inspections will be supported with a QR code application. Check lists will be displayed in cafeterias. Establishment of the new "Master Manual of OH&S Management system of Dialog" in Dialog and all subsidiaries. In 2024, we will enhance OH&S-related communications via digital mode, physical means, and hybrid modes as well. EDMS, PPTs, and the Interactive communication models are being developed for 2024 and the mental health and well-being of the staff will be given a higher priority. Other than Fire emergencies, some other emergency mock drills will be conducted in relevant locations, where such emergencies could develop. e.g., Fuel spillages, Electric shocks, the induction training module of the OH&S will be re-developed as per the training needs analysis done by the OH&S unit – GHR. Food safety and hygiene inspections will be supported with the MS form and the QR codes for the inspection checklists will be displayed in cafeterias. The Critical Training modules – (Ergonomics, Electric safety, Fire safety, Working at Height, Defensive Driving, and Incident reporting) will be developed for the Dialog and Subsidiary staff in 2024.

# MATERIAL TOPIC 09

# Innovation

## WHY INNOVATION IS MATERIAL TO US

In the highly competitive telecommunications sector, innovation is not merely an option but a vital requirement for staying relevant. Innovation plays a crucial role in defining the environment in which telecommunications firms function, serving as key players in driving economic growth and improving the well-being of individuals. By remaining responsive to societal changes and emerging trends, telecommunications companies establish themselves as influential entities in the market.

From its inception, Dialog has remained at the forefront of innovation within Sri Lanka's telecommunications industry. As a prominent technology company, innovation is a top priority for us. We see it as our responsibility to set standards within our community by digitally empowering them and ensuring they have access to cutting-edge solutions that improve their lives.

## OUR APPROACH TO INNOVATION

We believe that innovation serves as an important platform for enhancing people's lives and driving national progress. To expedite our transition into a leading digital telecommunications company, we have strategically planned to increase our investment in innovation.

Our primary objective has always been to capitalise on emerging opportunities and introduce ground breaking technologies that are not only simple and affordable but also highly relevant to our customers' needs. At the core of our Company is an "innovation-first" ethos, which serves as the cornerstone of our vision and is deeply ingrained in our organisational culture. We are committed to continuously seeking out prevalent social issues and developing simple yet effective interventions to address them, thus fulfilling our vision of leveraging innovation to make a positive impact on society.

We are committed to creating sustainable business models that ensure inclusive access to telecommunication services for all Sri Lankans, including rural populations, low-income groups, and individuals with disabilities. Overcoming challenges related to service availability, affordability, applicability, and affinity has been a consistent priority for us.

To tackle these challenges, we leverage technology paradigms, innovative service and business models, and ongoing investments. Our philosophy of inclusion serves as a guiding principle behind many of our innovations.

## Pumped energy storage

Sri Lanka, like many developing nations, faces the challenge of peak electricity demand. Pumped storage offers an ingenious solution. During peak hours, water flows from a higher reservoir to generate power. Excess off-peak electricity is then used to pump the water back up, maximising resource utilisation. This innovative technology, implemented in the Mahaweli project, ensures a reliable power supply and efficient energy management.

Dialog Axiata transcends its role as a telecommunications leader, establishing itself as a vanguard of technological innovation (embodying its tagline: Future Today). Recognising agility and invention as paramount, Dialog actively seeks real-world challenges, particularly those impacting the community at its core. Through the development of user-centric solutions, the company empowers lives and fuels economic progress. This unwavering commitment to groundbreaking ideas solidifies Dialog Axiata's position as a preeminent champion of Sri Lankan innovation.

# OUR KEY PROJECTS

Our projects in the year under review can be broadly categorised under the following categories: IoT and new technologies, customer relationships, digital education, training and development, digitisation for women and girls, and cybersecurity.

Our projects during the year under review can be classified into the following categories: IoT and new technologies, customer engagement, digital learning, training initiatives, empowerment through digitisation for women and girls, and cybersecurity measures. Newer projects during the year included a number of programmes launched under the Dialog Enterprise initiative targeting large and small & medium enterprises (SMEs).

## Smart Home

Emerging technologies are paving the way for a new era of modern homes, providing enhanced convenience and protection for homeowners. In 2023, we introduced the "Dialog Smart Home" initiative, which is founded on three key pillars: home automation, home security and surveillance, and home connectivity.

Under the home automation pillar, we provide Smart Touch Wall Switches, Smart Sockets, Smart Power Strips, and Smart Fan Controllers. These devices enable homeowners to control a wide range of appliances using their smartphones.

Under the home connectivity pillar, the Artificial Intelligence (AI)-powered TeDi Alexa Solution offers voice control over connected devices and Wi-Fi Routers. Additionally, Smart Life Data Plans enable customers to maximise the utility of their devices.

Home Automation includes IR Blasters and Smart Plugs, while our Surveillance Solutions encompass CCTV systems, Outdoor and Indoor Cameras, and Smart Video Doorbells. These technologies allow users to secure their homes with just a touch of a button or a tap on their phone.

Dialog Smart Home sponsored the "Kedella Construction Expo 2023", as part of its ongoing efforts to provide integrated solutions for intelligent automation and intuitive control of homes. The exhibition, organised by Asia Exhibitions & Conventions (Pvt) Ltd, featured over 200 exhibitors from various sectors such as household appliances, home decorations, real estate, and landscaping. etc. The event took place from 24 to 26 March at the Sirimavo Bandaranaike Memorial Exhibition Centre, BMICH, Colombo. Visitors to Dialog Smart Home's stall at Kedella Construction Expo 2023 had the opportunity to experience a range of best-in-class Smart Home solutions, including Home Automation, Home Security & Surveillance, and Home Connectivity. These solutions included the newly introduced Wi-Fi Mesh, Voice Assistant devices, Smart Wall Switches, Fan Controllers, and other devices and systems designed for the ultimate convenience.

## Wi-Fi 6

In March 2023, Dialog introduced Wi-Fi 6, the next-generation standard in Wi-Fi technology, for the first time in Sri Lanka. With the growing number of Wi-Fi enabled devices in homes, such as smartphones, tablets, TVs, and smart home devices, Wi-Fi 6 enhances communication between these devices, providing faster speeds, lower latency, and wider coverage. This technology optimises device performance even in interference zones by targeting Wi-Fi 6 enabled devices, ensuring a superior Wi-Fi experience. Wi-Fi 6 is a significant upgrade over previous generations, addressing issues related to multiple device usage on a single network and maintaining strong connections as more devices demand data. WiFi 6's lower latency also offers the best gaming and streaming experiences.

## Establishing 5G dominance

The emergence of 5G technology has unlocked opportunities and possibilities that were previously unimaginable. In 2023, Dialog achieved a national milestone by successfully trialing Wi-Fi 6/5G technology on drones, significantly enhancing connectivity possibilities. The trial showcased how the integration of Wi-Fi 6/5G with aerial drones can provide connectivity to remote and hard-to-reach areas, benefiting industries such as emergency response, disaster relief, large-scale event management, rural development, agriculture, and forestry. This innovative use of network-enabled drones offers spontaneous coverage, cost-effective infrastructure, and rapid deployment with high-speed capabilities. Conducted by Dialog's "The Future Zone" 5G Innovation Centre at the University of Moratuwa, as part of its Open Radio Access Network Initiative, the trial employed open-source packages and commercial components to enhance 5G technology flexibility, cost-efficiency, and scalability.

During the reporting period, we also extended 5G connectivity to Apple iPhone users via our 5G Trial Network, allowing Apple iPhone models 12 and above with iOS 17 or later to access 5G speeds up to 1Gbps on Dialog's extensive network, which spans over 70 locations across Sri Lanka, including Colombo and select cities. To celebrate, we offered 5GB of free monthly data for iPhone users to experience 5G.

## Futurezone at Lotus Tower

In January 2023, we launched the Dialog Future Zone, a state-of-the-art innovation space located on the first floor of the Colombo Lotus Tower, inviting all Sri Lankans to experience cutting-edge technologies. Open Monday to Friday from 10am to 6.30pm with free entry, the Future Zone showcases advancements in 5G, Internet of Things (IoT), Artificial Intelligence (AI), and Virtual Reality (VR). Visitors can also learn about Dialog's projects, such as smart cities and sustainable energy solutions. The Future Zone was established to promote innovation and progress, aiming to inspire curiosity, creativity, and learning. Dialog will collaborate with universities, research institutes, and other partners to offer workshops, lectures, and educational activities, fostering the next generation of technology leaders. The Future Zone features a Smart Home model room with the latest IoT solutions, enterprise solutions, and innovative research initiatives powered by the Dialog 5G Innovation Centre and the Innovation Foundry.

## Metaverse – Dialog Futureverse

Emerging technologies are unlocking the potential to create new interconnections between digital and physical products. Bloomberg Intelligence has valued the next-tech platform of the metaverse at nearly USD 800 Bn., presenting unprecedented opportunities for online entertainment and innovative individuals to develop new revenue streams. In 2022, Dialog announced its cutting-edge 5G-ready tech solutions, including the Digital Twin, Robot Arm, 360-Video, Hologram, and its exceptional Intelligent Video Content Analysis (IVCA) product portfolio. These solutions were showcased at the "Google I/O Extended Sri Lanka 2022" tech event, which was held exclusively in the Metaverse for the first time in South Asia.

In January 2023, Dialog launched Futureverse, Sri Lanka's first fully immersive, interactive Metaverse, where users can shop for Dialog products, socialise, attend events, and play games in a persistent virtual world. Futureverse allows users to create custom avatars and access Dialog's full range of products and services, watch movies, participate in workshops, and visit exhibitions. Powered by VR and XR technologies, this virtual world offers a limitless digital realm with unique landscapes and experiences. As part of the web 3.0 evolution, Futureverse has the potential to transform social, work, and leisure activities, reinforcing Dialog's commitment to pioneering digital innovations for inclusive growth in Sri Lanka.

In March, Dialog hosted "METASTAGE", the country's first metaverse entertainment experience in the 'Futureverse', featuring performances by the renowned Sri Lankan sensations BnS, Umaria, and Indonesian idol Vicky Shu. This exclusive ticketed event, hosted to a virtual audience across Sri Lanka and Indonesia, provided attendees with the opportunity to witness spellbinding live performances by simply logging into the futureverse.dialog.lk website.

In April, Dialog launched "Divinci", Sri Lanka's first metaverse art exhibition, showcasing unique digital artwork pieces, in the "Futureverse". Continuing to lead the way in expanding the boundaries of interactive, virtual events held in the mixed reality space, this initiative by Dialog aimed to facilitate the development of the country's future-ready creator community and introduce digital art to audiences like never experienced before. With the potential to revolutionise the art world by providing a new way for artists to monetise their work and for collectors to own unique and authentic digital assets in the future, Divinci will also provide an opportunity to educate the Sri Lankans on the limitless potential of technology, thereby setting the stage for future growth and innovation in the digital art space.

Presenting viewers with access to exclusive footage and detailed play-by-play of the action on the School Big Match field, Dialog Axiata PLC in 2023 enabled the sport's enthusiasts with the option to choose from four different camera angles while watching the Metaverse live-stream of School Big Matches in the Futureverse. This initiative revolutionised the way Sri Lankans experience sports action, affording fans a convenient and immersive experience for users to watch their favourite sports at their convenience and comfort. With no prior registration or tickets required, those who streamed the Big Matches via the Futureverse could zoom in and catch the moments missed by the naked eye with multiple viewpoints via four different camera angles, including "Main View", "Ground View", "3rd Umpire View" along with an exclusive "Behind the Scenes View" of the matches. This also marked the first time in Sri Lanka that selected school's big matches were live-streamed in the Metaverse with the 46th One Day Encounter between Royal College and St. Thomas' College, St. Joseph's vs St. Peter's Test Encounter and One Day Encounter making their Futureverse debuts.

## Wi-Fi Mesh

The Dialog Smart Home "Wi-Fi Mesh", a comprehensive and secure home Wi-Fi system designed to eliminate low-coverage blind spots and provide seamless Wi-Fi connectivity throughout the home, was launched in January 2023. This easy-to-setup device boosts a user's existing Wi-Fi connection, ensuring consistent coverage and a superior online experience essential for modern users requiring whole-house or office wireless connectivity. Available in two models—Wi-Fi 6-enabled AX 1800 priced at LKR 34,990 and AC 1200 priced at LKR 24,990—Wi-Fi

Mesh can be purchased as bundles from www.dialog.lk/smarthome or selected Dialog Experience Centres. The device includes access to the Dialog Smart Home mobile app, which allows users to control and manage all connected devices, add/remove users, implement parental controls, monitor usage, and change security settings remotely. Compatible with Dialog Home Broadband and other broadband or fibre networks, Wi-Fi Mesh ensures robust and secure connectivity.

## Doc 990

In February 2023, Sri Lanka's pioneering digital health solutions provider Doc990, powered by Dialog Axiata PLC, introduced Amazon Alexa Voice Command Support for the first time in the country, enhancing the convenience of accessing healthcare services from home. This feature allows customers to use simple voice commands via Alexa-enabled devices or the Alexa app on Android and iOS to channel a doctor or book an appointment. Payments can be made through Dialog mobile postpaid monthly bills, prepaid balances, or various digital payment methods like

credit/debit cards, Genie, and eZ Cash. This integration aligns with Dialog's commitment to leveraging technology for improved healthcare access, supporting a modern digital lifestyle. Launched in 2016, Doc990 connects users to over 5,000 doctors in more than 140 hospitals through its platform accessible via www.doc.lk, by dialing 990, or using the Doc990 app. It offers a comprehensive range of medical services, including physical consultations and virtual connections with doctors, pharmacies, and laboratories, aiming to revolutionise integrated healthcare delivery through home-based solutions.

## IoT for rubber plantations

Dialog Enterprise, the corporate ICT arm of Dialog Axiata PLC, in collaboration with the Rubber Research Institute of Sri Lanka and the Dialog University of Moratuwa Research Laboratory, developed an IoT-led solution to enhance the drying process of crepe rubber in local plantations, aligning with digitalisation trends. This system, unveiled in March 2023, enables real-time monitoring of temperature and humidity within drying chambers, ensuring optimal conditions for the best yield. This sophisticated technology helps identify operational deficiencies, shorten drying periods,

maintain product quality, and reduce firewood usage. The cloud-based SaaS solution features a centralised monitoring platform, customisable dashboards, graphical analysis, and instant alerts, and helps maintain optimal conditions for high-grade crepe rubber production. It also allows for monitoring drying towers remotely and can be configured to automate actions based on sensor readings to prevent issues like mold growth and discoloration. This innovation also serves to improve efficiency, resource optimisation, and cost reduction.

## Text-only Facebook

Dialog partnered with Meta in 2023 to launch text-only versions of Facebook and the Discover app, enabling users with affordability constraints to access Facebook and browse the internet without data charges. The text-only Facebook allows users to stay connected, share updates, and access information without viewing videos or pictures. Dialog customers can switch between text-only and full Facebook modes on their app. The Discover app, available on mobile web and Android, lets users browse websites without a data balance, supporting only low-bandwidth traffic to ensure sustainability. This initiative aims to bridge the digital divide by providing affordable internet access to our 17 million subscribers, ensuring connectivity and information access across Sri Lanka.

## Google I/O Extended Sri Lanka 2023

On 10 May 2023, Dialog Axiata PLC and Ideamart hosted the highly anticipated tech event "Google I/O Extended Sri Lanka 2023" at Trace Expert City, drawing hundreds of attendees and over 250,000 online viewers. The event highlighted Artificial Intelligence (AI), with Google introducing BARD AI and Generative AI across its product offerings. Attendees witnessed big reveals from Google's device portfolio, including the Pixel Fold, the tech giant's first foldable phone featuring a 7.6-inch flexible OLED display, advanced camera system, 12GB of RAM, and seamless integration with Google services. Other new devices showcased included the Pixel 7A Android smartphone and a revamped Pixel Tablet for smart home control. Informative tech talks, such as "Embracing the AI revolution" by Dr Romesh Ranawana and "Metaverse: The Future of Digital Interaction in the Web3 era" by Rakshitha Kasun, were featured, streamed live across Dialog's platforms for all Sri Lankans to access.

## Alexa voice command support for Dialog services

In June 2023, we introduced Amazon Alexa Voice Command Support for our services, including Digital Health, marking a significant advancement in home ecosystem convenience in the country. Customers can now effortlessly access and control Dialog Mobile, Home Broadband, Television, Doc 990, and Star Points services through voice commands via Alexa-supported home devices or the Alexa Smartphone app on iOS and Android devices. This integration allows customers to perform various tasks such as checking bills, data balance, reconnecting connections, and accessing doctor appointments and promotions with ease. This integration brings much convenience to our customers, empowering them to interact with Dialog services seamlessly. Customers can add the "My Dialog Service" as a skill to their Alexa app to enjoy these features and purchase Alexa devices from Dialog Experience Centers or online. This move emphasises Dialog's commitment to providing enhanced and futuristic experiences to its customers.

## First ever SIM-to-eSIM conversion

Towards the end of 2023, Dialog introduced eSIM technology in Sri Lanka, allowing customers to transition from traditional SIM cards to more secure eSIMs using any eSIM-compatible Android or iOS device seamlessly. To check device compatibility, customers can visit www.dialog.lk, and if eligible, they can upgrade to eSIM or purchase a new eSIM with a new connection number via the MyDialog App or dialog.lk/esim. With the latest Android and iOS devices supporting eSIM, Dialog aims to offer convenient upgrades to this secure facility. eSIM technology streamlines device management by eliminating the need to swap physical SIM cards between phones and enables dual SIM capability on the latest iPhone models. eSIMs also contribute to a plastic-free environment and make tracing lost devices easier since the SIM cannot be removed. To utilise this service, customers need to visit dialog.lk/esim or the MyDialog App, verify their SIM via OTP, provide their email address for QR verification and guide document, and follow the provided instructions for confirmation. This initiative aligns with Dialog's ESG ambitions, promoting sustainability and convenience for customers.

## Open Gateway Initiative

In October 2023, Sri Lanka's mobile operator community announced the commercial launch of new industry-wide network APIs, as part of the GSMA Open Gateway initiative. In doing so, Dialog Axiata together with operators Bharti Airtel Lanka, Hutchison Telecommunications Lanka, and SLT-Mobitel sought to help developers and businesses accelerate the growth of digital services and apps, by ensuring they work seamlessly with all the country's mobile networks and hundreds of others around the world.

The APIs include One Time Password (OTP) Validation, Device Location, and Carrier Billing, which provide a standardised means for developers and enterprises to reach over 21 million Sri Lankans across all network operators. These APIs, which are part of a global initiative, aim to accelerate the growth of digital services and apps by offering consistent, interoperable access to mobile networks. The GSMA Open Gateway initiative involves over 36 mobile operator groups and 214 networks globally, representing 60% of mobile connections worldwide.

## Smart generator monitoring

The Dialog IoT Smart Generator Monitoring solution optimises generator efficiency by allowing users to monitor performance, fuel levels, and electricity generation. This solution aims to enhance business profitability by providing real-time performance and status updates through customised interactive dashboards. It also offers energy consumption comparisons and historical data analysis. By reducing maintenance and manpower costs, the Smart Generator Monitoring solution aids in making informed decisions to improve long-term power efficiency.

## Smart server rooms

The Smart Server Rooms solution is a real-time, centralised monitoring system that provides valuable insights from server rooms in a single central location. It offers a range of services, including server room monitoring, server power monitoring, temperature monitoring, and humidity monitoring. By leveraging these capabilities, organisations can exercise greater control over their server room operations, ensuring optimal performance at all times.

## Cold room temperature monitoring system

The Cold Room Temperature Monitoring System is an advanced wireless solution that provides real-time local supervision of critical parameters in cold storage units. By closely monitoring temperature and other variables, it ensures that stored products maintain optimal quality and safety standards. The system offers 24/7 temperature tracking and recording, immediately alerting staff to any detected issues through preventive SMS or email notifications. Historical data collection allows for better analysis and audits, offering valuable insights into temperature trends and potential problems. Additionally, it helps reduce costs with automated around-the-clock monitoring, making it an essential tool for businesses aiming to uphold high quality and safety standards for their cold storage products.

## Smart ATM

The Smart ATM Monitoring solution provides comprehensive visibility and real-time insights into entire ATM networks from a single centralised location. This technology allows banks to deliver uninterrupted service, enhancing customer satisfaction and loyalty while bolstering security measures. It helps extend equipment lifespan, reduces the likelihood of sudden failures and costly downtime, and offers access to ATM details from anywhere through a cloud-based platform. The Smart ATM Monitoring solution is an ideal choice for banks aiming to optimise their operations, reduce costs, and improve customer service.

## Smart environmental monitoring solution

The Smart Environmental Monitoring Solution is an advanced system offering a centralised platform for remotely measuring, monitoring, and optimising temperature and humidity levels nationwide. Designed to enhance workplace comfort and efficiency, it monitors critical parameters such as temperature and CO2 levels using environmental sensors. This ensures an ideal working environment, leading to higher productivity and job satisfaction. The solution helps reduce operational costs, is user-friendly even for non-tech staff, and does not require extensive infrastructure to maintain.

## Smart workforce management

Smart Workforce Management is a comprehensive solution addressing all aspects of workforce management, including payroll and human resource management, to streamline operations and save time and money for organisations. It provides a suite of employee tracking services, such as real-time location tracking, monitoring employee movements, and historical location tracking, all integrated into a single system for efficient employee and data management.

## Smart water meter

The Smart Water Meter allows organisations to remotely monitor, measure, and optimise water consumption at their facilities. The notifications and daily information it provides about water usage, businesses can proactively manage and take actionable steps to reduce wastage. This leads to significant reductions in operational costs and allows for the monitoring of the benefits of water-saving initiatives through a centralised monitoring dashboard.

## Smart meter

The Smart Meter is a groundbreaking solution that enables the monitoring of electrical energy consumption and various related parameters in real-time. This data is transmitted to a cloud-hosted, centralised platform, facilitating effective energy management and planning to reduce costs and promote environmental sustainability. This technology represents a significant advancement in energy management, offering a range of benefits to both businesses and consumers.

# EVENTS



## SLIM Dialog Brand Week 2023

Taking a proactive step forward to empower and enhance the capabilities of the country's marketing fraternity, Dialog partnered with the Sri Lanka Institute of Marketing (SLIM) to launch "SLIM Dialog Brand Week" held at the Water's Edge Colombo in January 2023. The three-day marketing symposium was a content-rich forum where a diverse pool of international and local speakers with comprehensive insights into the nuances of marketing and branding will congregate and share knowledge to break boundaries in branding through a data and insight-driven approach. Guest speakers included Rory Sutherland, Vice Chairman of Ogilvy & Mather, Moumita Sarker, Director at Deloitte India, Maria del Pilar, CEO Femtech, MAS Twinery, cricket legend Kumar Sangakkara and many more. SLIM Dialog Brand Week served as a key steppingstone for Sri Lankan brands and was designed to challenge brands to find viable solutions for tomorrow's challenges while also enabling the Sri Lankan marketing fraternity with a golden opportunity to network, share experiences and band together to create effective branding approaches in light of the country's economic crisis.

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## Industry Symposium 2023

Together with the Engineering Faculty of the Sri Lanka Institute of Information Technology (SLIIT), Dialog hosted "Industry Symposium 2023" at the SLIIT campus premises in Malabe in April. The event aimed to bring together pioneers from various industries to discuss and explore current industrial challenges and to create an environment for effective collaboration with academia, for the purpose of developing new and innovative solutions. Zone 24x7, Meu Labs, ACL Cables, LTL, MIDAS, MAS, Magicbit, Divor Automation, and FIMER joined hands with Dialog for the symposium where academics and experts shared their insights and brainstormed on possible solutions for the numerous challenges faced by the industry, due to current economic condition.

## National Innovation Challenge

In September 2023, Dialog extended an open invitation to all Sri Lankans to join the Dialog Innovation Challenge, a national endeavour to propel the country through digital transformation and create the digital future of the nation. We invited the nation's finest minds and visionaries to channel their innovation and creativity towards a common goal: enriching the lives of Sri Lankan individuals, businesses, and communities through technology-driven solutions. In November, we announced the esteemed partners of the Dialog Innovation Challenge, fostering collaboration across various sectors. The Information and Communication Technology Agency (ICTA) assumed the role of National Technology Partner, anchoring the challenge's technological foundation. Joining forces as Technology Ecosystem Partners were the Institution of Engineers, Sri Lanka (IESL), the Sri Lanka Inventors Commission (SLIC), and the National Innovation Agency (NIA). As Business Knowledge Partners, the Ceylon Chamber of Commerce (CCC), Sri Lanka Institute of Marketing (SLIM), and Digital Marketing Association of Sri Lanka (DMASL) brought unparalleled industry insight to the initiative. Individuals and teams taking part in the challenge were encouraged to submit innovative solutions leveraging technologies like AI, machine learning, IoT, blockchain, and more. With a generous prize pool of LKR 5 Mn. and opportunity for selected winners to pitch for a part of the LKR 500 Mn. DIF (Dialog Innovation Foundry) investment fund, mentorship, and access to Dialog's innovation ecosystem, participants were offered a unique opportunity to propel their ideas forward.
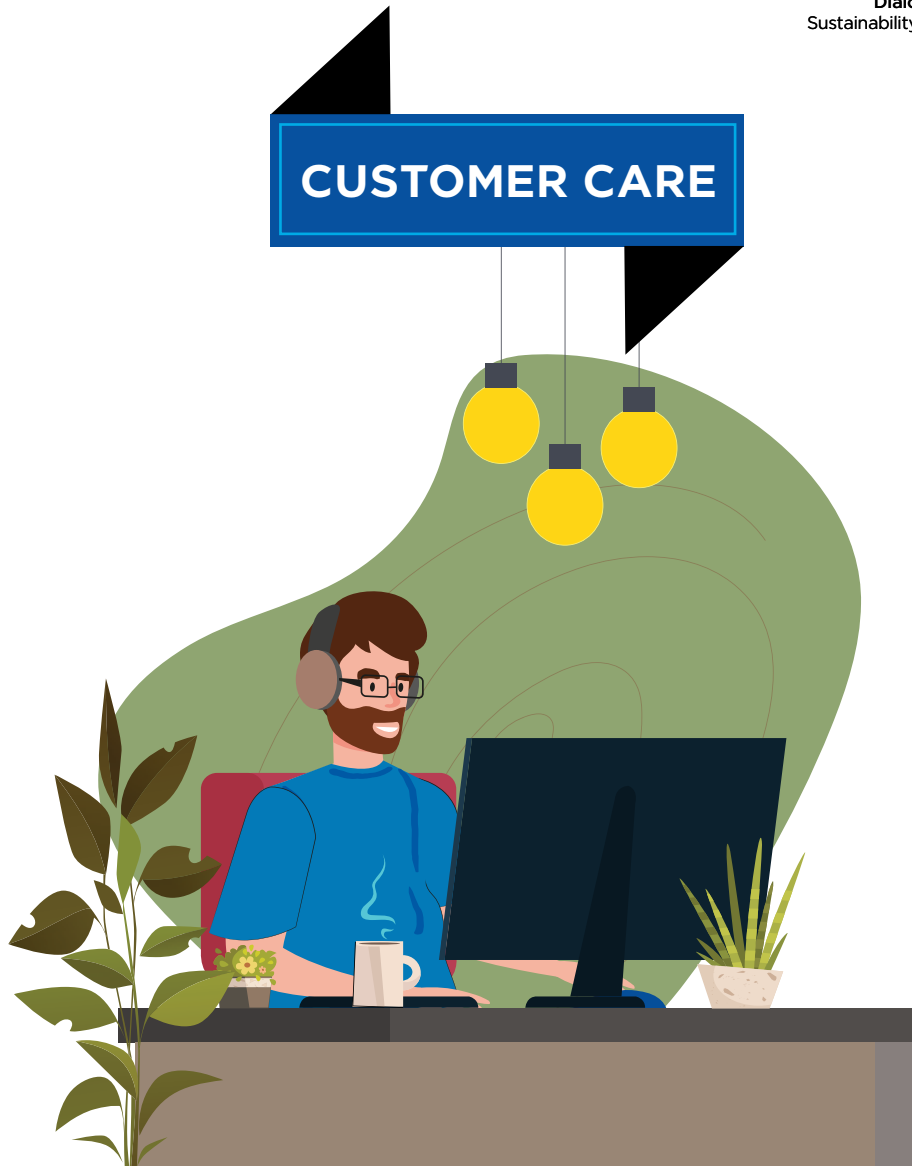
# CUSTOMER CARE

We are committed to delivering exceptional customer care service to ensure our users have a pleasant experience with our products. During the year under review, we introduced a number of solutions to further enhance our customers' experience.

## Customer Service and Elders' Week

We celebrated Customer Service and Elders' Week with Dialog *Prashansa* conducting an event at Dialog Axiata Head Office to educate and empower senior citizens on digital technology with the objective of bridging the digital divide between generations. The programme aimed to increase digital literacy amongst seniors, empowering them to leverage the power of technology to improve their own lives. It covered topics such as an introduction to digital technologies, myths and beliefs related to the internet and digital media, digital essentials and engagement, as well as digital safety. The event was the latest in a series organised by Dialog *Prashansa*, the Company's mobile postpaid plan for government service pensioners, provided in partnership with the Department of Pensions. Dialog *Prashansa* mobile Postpaid plan offers 1000 minutes and SMS to any network, along with 2GB Data for just LKR 300 + tax. The plan also provides its customers with the opportunity to own a 4G smartphone through a 24-month easy payment plan, with the installment added to their monthly mobile bill.

# PROMOTING DIGITAL EDUCATION



## Dell partnership

Dialog Digital Education Solutions offers a comprehensive suite of digital educational tools and resources designed to support the transformation into digitally advanced educational institutes. Dialog corporate users can access shared online resources without consuming data or incurring additional costs, and educators can find optimal data solutions to create inclusive online teaching experiences. This allows all users to participate without concerns about their data packages. Together, these features make it an ideal solution for schools and educational institutions aiming to provide a more engaging and personalised digital learning experience for students.

# TRAINING AND DEVELOPMENT

## Dialog data science academy

The Dialog Data Science Academy is a unique training programme designed to enhance the data science and analytical skills of corporate professionals. It offers a comprehensive range of data science-related courses developed by industry experts. This programme enables corporates to make better decisions based on quantifiable evidence derived from their own data, providing a significant advantage for career development. It also empowers professionals with the latest data management technologies and data science concepts, helping them stay current with industry developments.

# DIGITISATION FOR WOMEN

At Dialog, diversity is highly valued and integrated into our core business strategy, encompassing our employees, customers, and the broader community. One of our key priorities is to provide solutions specifically for women. We offer digitisation solutions that empower women to succeed both personally and financially by providing access to the marketplace and facilitating their online presence. We also prioritise their safety in both physical and digital spaces, ensuring they can fully leverage technology to enhance their livelihoods.

## Yeheli

*Yeheli*, a trilingual, localised web portal and Android app, is Sri Lanka's pioneering effort to offer a personalised and interactive online service dedicated to women's health and well-being. It provides a trustworthy platform where women and men can access information about physical and emotional health and explore various opportunities. By addressing the information and knowledge gap among Sri Lankan women, *Yeheli* offers users a safe space to seek advice on medical, psychosocial, and legal issues, ensuring anonymity for those posing intimate questions. These questions are answered by a panel of qualified doctors, lawyers, and counselors. The *Yeheli* platform aims to help women make more effective life decisions, understand and exercise their rights, participate fully in public life, bridge the gender gap, shift power in decision-making processes, and find the resources needed for economic empowerment. During the year under review, the *Yeheli* website was updated and relaunched with much simpler and improved user interface (UI) and user experience (UX) designs.

## Enabling digitisation of women: small-and medium-sized entrepreneurs

Dialog has made significant investments in digitisation to boost female participation in the economy, launching the Ideamart for Women (IFW) initiative. IFW is a female-focused initiative that supports female tech entrepreneurs and start-ups by providing access to telco APIs and the platform ecosystem. It aims to enhance both tech and non-tech skills of girls and women while fostering an inclusive environment and community that encourages innovation and entrepreneurship.

The majority of rural entrepreneurs struggle to digitise their businesses due to a lack of access to platforms, technical knowledge, and skills, which poses a significant barrier to growth, especially in the post-pandemic era, which has seen a rise in digital retail consumption in Sri Lanka. The overall goal of our project is to minimise these barriers and provide access to communities through the IFW initiative.

## Athena Hack

In celebration of International Women's Month and aligned with the United Nations Women's Day theme "DigitALL: Innovation and technology for gender equality", Ideamart for Women successfully concluded Athena Hack 2023, a female-centric tech hackathon. With over 100 participants, the event focused on enhancing business and tech skills among women from diverse backgrounds across Sri Lanka, introducing them to contemporary topics like Design Thinking and Artificial Intelligence, along with exploring the Metaverse. The winning team of the Hackathon category, "Team Destroyers", received a cash prize of LKR 100,000, while "Team MOT" and "Team Beta" were joint winners of the Design-a-Thon category. The initiative was conceptualised with the aim of providing spaces for women to create, collaborate, and access resources to thrive in the tech industry, underscoring IFW's commitment to championing accessibility and inclusivity in technology. Since its launch in 2018, IFW has supported numerous female-led startups, fostering diversity and inclusion in Sri Lanka's tech industry while building a strong community of over 5,000 developers and service providers.

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# PARTNERSHIPS



## Elephant House SuperHeroes

Following the incredible success of its inaugural phase, Elephant House SuperHeroes, powered by Dialog, returned in 2023 to cultivate and acknowledge the talents of Sri Lanka's youth, fostering their development on a global scale. Elephant House Ice Cream, the country's most loved ice cream brand, partnered once again with Dialog to launch this unique island-wide talent competition which sought to connect, engage and grow the future generations of Sri Lanka, enabling them to become talented innovative leaders and responsible citizens.

The competition featured three categories: "Super Talent", "Super Innovator", and "Super Responsible". This inclusive platform welcomed both individuals and groups to participate and showcase exceptional talents, innovative skills, and sustainable living efforts. Three winners across the three categories were selected over a period of six months, with weekly prizes for participating winners. The programme was aired every Sunday at 6pm on Sirsra TV and offered exciting rewards to help the winners in their academic pursuits and talent development opportunities.

## *Vidusara* Magicbit IoT challenge

In June 2023, Dialog honoured the winners and participants of the "*Vidusara* Magicbit IoT Challenge Powered by Dialog" at their Head Office Auditorium, emphasising their commitment to nurturing young minds for a technologically advanced future. Launched earlier in the year, the competition, in collaboration with Magicbit and *Vidusara* Newspaper, aimed to foster innovation among kids aged 8 to 18 years. Participants received a knowledge-sharing session on developing IoT applications from scratch. Winners and participants were rewarded with prizes from Magicbit and Kandos Chocolates, and had the opportunity to showcase their innovations at the awards ceremony.

## Athena Hack

In celebration of International Women's Month and aligned with the United Nations Women's Day theme "DigitALL: Innovation and technology for gender equality", Ideamart for Women successfully concluded Athena Hack 2023, a female-centric tech hackathon. With over 100 participants, the event focused on enhancing business and tech skills among women from diverse backgrounds across Sri Lanka, introducing them to contemporary topics like Design Thinking and Artificial Intelligence, along with exploring the Metaverse. The winning team of the Hackathon category, "Team Destroyers", received a cash prize of LKR 100,000, while "Team MOT" and "Team Beta" were joint winners of the Design-a-Thon category. The initiative was conceptualised with the aim of providing spaces for women to create, collaborate, and access resources to thrive in the tech industry, underscoring IFW's commitment to championing accessibility and inclusivity in technology. Since its launch in 2018, IFW has supported numerous female-led startups, fostering diversity and inclusion in Sri Lanka's tech industry while building a strong community of over 5,000 developers and service providers.

# CYBERSECURITY

Significant technological changes have impacted the telecommunications industry and will continue to do so, amplifying over time. In response to the growing global cyber threat landscape, Dialog has partnered with cybersecurity solutions providers Cyber Security Works (CSW) and TekSek Cyber Security to enhance operational security for enterprises in Sri Lanka. TekSek leverages real-time intelligence to identify the most critical threats to IT infrastructure, offering solutions that streamline organisational processes and reduce the burden on security teams while providing robust protection.

We leverage Fortinet's Secure SD-WAN solution to enhance our Flexnet managed SD-WAN offering with a comprehensive and integrated cybersecurity approach. The Fortinet Secure SD-WAN solution streamlined WAN architecture and ensured secure remote access for remote workers. The innovative zero-trust network access (ZTNA) Access Proxy provides explicit controls for per-user application access, delivering integrated security and safe access to internal and external data and applications, whether hosted on-premises or in the cloud. This allows us to offer customers the dual benefits of enhanced network security and advanced WAN capabilities, resulting in an improved user experience and increased business uptime. As the exclusive Fortinet Managed Security Service Provider in Sri Lanka, Dialog successfully deployed Secure SD-WAN solutions at over 1,000 locations across the country in 2022.

## Mission critical push-to-talk solution in partnership with LECO

In 2022, Dialog Enterprise successfully deployed a customised mission-critical push-to-talk (MCPTT) solution for Lanka Electricity Company (Private) Limited (LECO). This state-of-the-art radio telecommunications system is based on mission-critical push-to-talk over 4G-LTE technology, covering the LECO service grids in Galle, Moratuwa, Kalutara, Negombo, Kelaniya, Kotte, and Nugegoda. The aim was to meet current and future LECO requirements with advanced radio telecommunications features and services in voice, data, and video, along with future-ready devices.

The hardware package included a central dispatch unit with voice and video dispatching, geolocation, and recording capabilities. It also featured 65 vehicle-mounted and 60 handheld devices equipped with voice, video streaming, and messaging capabilities. This solution facilitates uninterrupted mission-critical user communications, even during periods of abnormally high traffic caused by unforeseen events such as natural disasters or emergencies. The system efficiently handles high call volumes without overwhelming the network, ensuring reliable and continuous communication.

## Karuna.lk – the cause-verified crowdfunding platform

We have always prioritised empowering and enriching the lives of Sri Lankans. As the digital and telecommunication provider to 17 million Sri Lankans, we stand at the forefront of connectivity and deeply understand the needs of our nation and its people.

In 2023, we made donations worth over LKR 20 Mn.

The platform provides access to numerous social causes across various categories and ensures transparency in fund allocation to beneficiaries. Available causes encompass healthcare, community development, education, emergency relief, environmental conservation, sports development, animal welfare, and volunteering efforts. Users can support a range of government-approved charities, including the UNDP, Red Cross, SOS Village, Heart To Heart Trust Fund, PRDA, Samastha Lanka Kidney Patient's Association, and Child Action Lanka, among others, through the platform.

Interested parties can contribute in various ways, such as donating a meal, supporting a child's education, or contributing to the protection of Sri Lanka's natural reserves. Donations can be conveniently made to verified causes and charities listed on the platform through a range of payment options, including debit/credit cards (Mastercard & Visa), eZ Cash, Dialog add-to-bill, Star Points, over-the-counter payments, and online bank transfers. For more information about the initiative, visit www.karuna.lk.

# DIALOG ENTERPRISE

Among our innovations is a range of products and services that we offer both large-scale enterprises and small & medium enterprises (SMEs).

Solutions are offered to large-scale enterprises in the following sectors:

‣ Banking, finance and insurance

‣ Construction and real estate

‣ FMCG, healthcare and pharmaceutical

‣ Government, agriculture and fisheries

‣ IT, education and services

‣ Leisure food and beverage

‣ Manufacturing mining and exports

‣ Retail apparel and textile

‣ Transport, shipping and logistics

These solutions include:

## Dialog Cloud Backup as a Service (BaaS)

Dialog Cloud Backup-as-a-Service (BaaS) is a data protection solution offered through the Dialog Cloud platform, providing customers with tapeless backup capabilities for their existing on-site workloads. Its features include self-service options, various recovery and backup choices, deduplication, compression, and tapeless protection to maximise flexibility. It also enables rapid recovery and facilitates multiple backup copies between Dialog Enterprise cloud stacks or preferred offsite locations, with simplified billing and flexible data retention options.

The benefits of Dialog Cloud BaaS encompass SSD-based, all-flash storage for high performance, locally hosted infrastructure ensuring data sovereignty and legal compliance, an easy-to-operate user interface, and scalability for customer growth. The service comes with a 24x7 support promise from Dialog, reducing administrative burdens on IT and offering multiple connectivity options for seamless integration.

In addressing enterprise challenges, the service emphasises the criticality of data in business operations and the potential consequences of its loss, ranging from financial impacts to reputational damage. Enterprises must ensure data availability despite threats such as natural disasters, human error, hardware failures, or data corruption. Regular, up-to-date backups are essential, enabling swift restoration to the last known clean version to resume business operations efficiently.

The deployment model for BaaS includes on-site backup, specifically targeting VMs hosted at the Cumulus Enterprise Cloud, ensuring comprehensive data protection for these critical workloads. By providing assurance of data protection and efficient restoration processes, Dialog Cloud BaaS offers enterprises a robust solution to safeguard against potential data loss scenarios and maintain business continuity.

## Dialog Global Connect

Dialog Global Connect offers a robust global networking solution, leveraging a network of Submarine Optical Fibre in collaboration with Axiata and other global operators. With dedicated bandwidth and high security measures, it ensures reliable connectivity worldwide.

Key features include flexible topologies such as point-to-point and point-to-multipoint, supporting both Layer 2 and Layer 3 networking. The service incorporates Multi-Protocol Label Switching (MPLS) technology, catering to bandwidth requirements ranging from 64 Kbps to 10 Gbps and above. With up to 99.9% end-to-end circuit availability, it provides a stable and consistent network experience.

The benefits of Dialog Global Connect include dedicated bandwidth and robust data security, offering fully managed end-to-end solutions. Supported by 24x7 Network and Service Operation Centres, it minimises the risk of downtime or data breaches, ensuring the protection of users' business data. The service provides a single point of contact for global connectivity, with systems designed to prevent

disruptions and monitored through a comprehensive network management system. Additionally, it is backed by a team of specialists for seamless support.

Customisable mobile packages allow organisations to tailor their data quotas according to their specific needs. This includes a single shareable data quota for the entire company and dedicated anytime data quota, enhancing flexibility and cost-effectiveness.

Dialog Global Connect is compatible with various networking interfaces and protocols, including International Private Leased Circuits (IPLC) and Global MPLS. Whether deploying point-to-point dedicated leased lines or establishing a point-to-point multi-point mesh network between local and global offices, it offers fully-meshed auto reroutable networks for maximum uptime and data protection. This makes it an ideal solution for organisations with high traffic volumes between overseas sites or those requiring full control over routing options to design WANs.

## Dialog Cloud Disaster Recovery as a Service (DRaaS)

Dialog Cloud Disaster Recovery-as-a-Service (DRaaS) enables businesses to continue operations during unexpected downtimes caused by natural disasters, malware, human error, or other system failures. This service offers Cloud to Cloud Disaster Recovery with self-service protection, failover, failover testing, and failback on a per-virtual-machine (VM) basis. Users can choose their Recovery Point Objective (RPO) from 15 minutes to 24 hours, providing flexibility in data recovery needs. The Recovery Time Objective (RTO) is determined by the time it takes for the VM to power on. The service supports up to 24 previous restore points and ensures data security with end-to-end encryption. Through the provided portal, users can access protected virtual machines to perform necessary tests and validations.

Additionally, Dialog Cloud DRaaS offers self-service VM migration capabilities from on-premises to cloud, cloud to on-premises, and cloud to cloud environments. This service is designed with minimal setup costs and predictable monthly billing, making it a cost-effective solution for businesses. Utilising SSD-based all-flash storage for high performance, the service is locally hosted to ensure data sovereignty and legal compliance. Its user-friendly interface simplifies operation and is designed for easy adoption and growth by customers. With a promise of 24×7 service support, Dialog Cloud DRaaS reduces IT administrative efforts and provides multiple connectivity options for seamless integration.

Dialog Cloud DRaaS is particularly suitable for enterprises that require continuity for business-critical applications with a medium level of complexity and performance (Tier-2). It is also beneficial for businesses needing a separate environment for live data, such as production workloads, that are critical for daily operations and must be protected from unpredictable outages. The service helps businesses fulfil regulatory or legal requirements for business continuity and mitigates high costs associated with downtime, including service level agreement (SLA) penalties and lost revenue.

## Dialog Fibre

Dialog Fibre is the fastest and most dependable solution for any business' internet requirements. Enterprises can experience unparalleled internet speeds with ample bandwidth to run all their devices and connect with business partners and clients anywhere in the world. Joining the Dialog Fibre network equips the business to compete and succeed more effectively.

With high-speed internet and a totally secure data connection, Dialog Fibre offers both symmetric and asymmetric connections to suit specific requirements. The service boasts low latency, minimising delays and setting the industry benchmark for high-speed networking. This results in improved business agility through scalable network solutions, allowing seamless connection between several office locations or remote workers. Dialog Fibre's high bandwidth and 24/7 technical and non-technical support from a team of specialists ensure that business operations run smoothly. The service's unparalleled reliability stems from its greater resistance to fire, weather, and electrical interference.

Dialog Biz Fibre connect provides ultrafast internet connectivity through Dialog's extensive multiprotocol label switching (MPLS) network, which is served by multiple transits via major hubs including India, Dubai, London, Frankfurt, France, New York, Amsterdam, and Singapore. This service offers dedicated connections and symmetric connectivity, providing the necessary bandwidth for businesses to run multiple applications and processes flawlessly. With superior high-speed internet services that do not slow down during high traffic periods, Dialog Fibre ensures businesses are better equipped to compete and succeed in the global market.

## Dialog Secure SDWAN

Secure Software Defined Wide Area Network (SDWAN) is an advanced networking solution increasingly recognised as a successor to VPNs. SDWAN addresses the limitations of VPNs in transitioning from traditional IT infrastructure to cloud-centric architecture. This innovative solution enables connections through any type of internet to branch offices, allowing users to access the internet while the software platform handles control and security. The ability to bundle multiple connectivity options enhances reliability and offers greater value for money by providing users with a large bandwidth experience.

SDWAN comes with a variety of features designed to enhance network performance and security. It supports VPNs over the internet and offers load balancing over multiple WANs. The security bundle includes fully managed direct internet access and an in-built, on-device firewall. Users benefit from comprehensive logging and reporting capabilities through smart dashboards, as well as centralised management and administration.

The benefits of Secure SDWAN are extensive. Deployment is hassle-free with a hosted central secure architecture, and it serves as a one-stop shop for SDN-based network and connectivity needs. The pay-as-you-grow model and fully managed OPEX framework make it financially flexible. Island-wide delivery, support, and maintenance ensure broad accessibility, while complete visibility into network operations enhances management.

Defining the requirements of the allows our experts to design a future-proof, secure network solution tailored to customers' budget. We take end-to-end responsibility for planning, implementing, and managing our customers' network, and offer consultation to enhance value for money. We also optimise and deliver supplementary services like surveillance, security, and cloud services on top of the SDWAN network, ensuring businesses enjoys the best user experience and robust security.

## Dialog Mobile Voice and Data Solutions

Dialog Mobile Voice and Data Solutions offer a range of innovative and cost-effective options, with highly customised packages designed to meet suit our customers' business needs. These solutions include Secure Mobile Networking (SMN), which enables the creation of a private network and access to secured networks through the Local Area Network (LAN). This ensures the delivery of advanced mobile telephony and high-speed mobile broadband services.

This service offers the best rates in the market and provides customisable mobile packages, allowing businesses to tailor services to their specific requirements. A single shareable data quota for the entire company simplifies data management, while a dedicated anytime data quota ensures constant connectivity.

Dialog's network coverage spans the country through a combination of fibre optics, high-capacity low-latency microwave, and LTE. Leveraging extensive expertise in planning national networks and operating one of the largest end-to-end (E2E) internet protocol (IP) based networks, Dialog guarantees unsurpassed reliability.

## Dialog Global Connect

Dialog Global Connect provides dedicated bandwidth and high security, linking businesses worldwide through a network of Submarine Optical Fibre in collaboration with Axiata and other global network operators. This solution supports point-to-point and point-to-multipoint topologies, operating on both Layer 2 and Layer 3. It uses Multi-Protocol Label Switching (MPLS) and offers bandwidth options ranging from 64 Kbps to 10 Gbps and above, ensuring up to 99.9% end-to-end circuit availability.

Dialog Global Connect offers dedicated bandwidth and high data security, fully managed end-to-end solutions, and 24×7 Network/Service Operation Centres to ensure continuous operation without the risk of downtime or data breaches. The system is designed to protect user data and prevent disruptions, monitored through a network management system supported by a team of specialists. Customers benefit from a single point of contact for global connectivity, customisable mobile packages, and single shareable data quotas for the entire company, along with dedicated anytime data quotas.

Dialog Global Connect is the most secure network available, compatible with existing multiple interfaces or network protocols. Whether it's an International Private Leased Circuit (IPLC), a point-to-point dedicated leased line, or a Global MPLS network, this service provides a fully-meshed auto-reroutable network, ensuring maximum uptime and data protection. It is ideal for organisations with high traffic volumes between overseas sites or those needing full control over routing options to design wide area networks (WANs).

## Dialog Enterprise Cloud

Extending the capabilities of a Software-Defined Data Center with a self-service portal and hybrid cloud capabilities, Dialog Enterprise Cloud enables efficient management of cloud services. This comprehensive solution offers a range of advanced features, including a Software-Defined Data Center (SDCC), a user-friendly self-service portal, and both file and block storage options. The service supports faster virtual machine provisioning through Content Libraries with vApp templates, hybrid cloud features, multi-tenant resource management, and a Key Management Service (KMS) for creating, managing, and controlling cryptographic keys. This cloud service also provides a comprehensive and cost-effective disaster recovery service and Backup as a Service.

The benefits offered by this service include flexible payment plans in LKR, SSD-based all-flash storage for high performance, and local hosting to ensure data sovereignty and legal compliance. The platform features an easy-to-operate user interface, making it simple for customers to adopt and grow. Dialog also provides a 24×7 service promise, reducing IT administrative efforts and offering multiple connectivity options.

Dialog Enterprise Cloud is a complete Greenfield deployment, built with high-performance infrastructure and hosted at Sri Lanka's first Tier III certified data centre. This ensures a guaranteed uptime of 99.982% availability and cloud availability of 99.95%. With Dialog Enterprise Cloud, Sri Lankan enterprises of varying sizes can experience a unique cloud solution that fulfils their diverse cloud needs, backed by unparalleled reliability and performance.

In 2023, Dialog Enterprise Cloud achieved a significant milestone by attaining the status of a sovereign cloud-certified capability, the highest tier of VMware cloud partners. This recognition makes Dialog Enterprise Cloud the first sovereign cloud provider in the South Asian region and places it among just 38 such providers worldwide out of over 4,500 global VMware cloud service providers.

## Smart Fleet

A Real-Time GPS-driven vehicle tracking system, Dialog Smart Fleet offers a cost-effective IoT-based fleet management solution. This GPS-focused vehicle tracking solution provides end-to-end visibility and operational insights for the entire transportation process of a business' fleet. By tracking fuel systems and helping to lower operational costs, it increases productivity and maximises the utilisation of the fleet management system.

Dialog Smart Fleet boasts a range of features designed to enhance fleet management. These include GPS tracking, real-time vehicle tracking, and monitoring of time, distance, and velocity. The system also tracks battery, ignition, and engine hours, offers street view, geofencing, and history track play, and includes fuel management and temperature monitoring. Other features include vehicle maintenance management, automotive-grade mobile DVR video monitoring, driver monitoring and eco-driving, OBD diagnostics, operational and statistical reports, and automated real-time alerts and panic alerts.

This unique tracking system enables effective fleet management, optimises resources, increases productivity, and saves time while reducing downtime. It also maximises vehicle utilisation, enhances customer service, improves safety, and prevents unauthorised vehicle use. It monitors drivers and their behaviour as well, and also reduces maintenance costs and paperwork, which eases the administrative burden. Fuel tracking, theft recovery, and asset location capabilities help save on operating expenses.

Dialog Smart Fleet provides an efficient logistics solution for businesses in Sri Lanka needing a GPS-based vehicle tracking system to manage their fleets more efficiently. Using real-time satellite connectivity, the system tracks routes, speed, and other vehicle diagnostics. It transmits information on vehicle location and driver analytics while monitoring maintenance issues and alerting fleet operators to accidents, breakdowns, and thefts, thereby reducing rash and unauthorised vehicle usage.

This solution is ideal for large and medium-scale businesses in retail, FMCG, transportation, logistics, and construction. It is particularly beneficial for large fleet owners whose fleets use various routes across the country and any organisation with large distribution channels requiring time-critical delivery of products to sales points.

## Broadband for Business

Dialog Broadband for business allows clients to do more, faster. Powered by multiple broadband access technologies, Dialog Broadband ensures businesses stay connected with customers, servers, suppliers, business partners, and employees. As many businesses continue implementing work-from-home policies, investing in business data packs designed for small and large-scale enterprises ensures uncompromised connectivity quality.

Dialog Broadband offers speeds up to 1Gbps downstream at affordable prices and supports both static and dynamic IPs. It includes Wi-Fi networking via router or fibre broadband gateway, on-site installation by Dialog technicians, and out-of-the-box, plug-and-play broadband via LTE.

Dialog Broadband enables high-speed data transfer and file sharing, easy connectivity to the cloud and servers from multiple locations, and seamless video conferencing with customers, partners, and service providers. Comprehensive technical support is available 24/7, ensuring uninterrupted connectivity, faster downloads, and transfers to cloud services.

Dialog Enterprise provides scalable broadband solutions protected by Dialog's highly secure network, offering businesses reliability, optimal performance, and continuous access to information. With ongoing support from Dialog, businesses can experience enhanced efficiency and productivity in their operations.

## Fixed Telephony Solutions

Our solutions facilitate a smooth transition for businesses from legacy voice systems to next-generation solutions in a cost-effective manner. With competitive fixed voice tariffs and straightforward migration options, we prepare today's leading and promising enterprises for the challenges of tomorrow.

Our features include collaboration solutions like Dialog bizconferencing, hybrid voice solutions, IP telephony, hosted PBX, smart PABX, and contact centre solutions, along with standard fixed telephony.

We offer Dialog-managed end-to-end solutions, comprehensive 24/7 technical support, pricing options tailored to business' requirements, and multiple connectivity options. Dialog Enterprise is the ultimate one-stop-shop for business telephony solutions, catering to both corporate and SME sectors.

## ILL & VPN

Dialog Enterprise offers a high-performance Internet solution tailored for enterprises of all sizes. Our service seamlessly integrates essential enterprise Internet features with world-class global Internet reach and scalability, offering a wide range of bandwidth options and access modes. This service can be availed either as a stand-alone product or as a complement to other Dialog data communication products.

Key features of our enterprise Internet solution include a wide range of bandwidth options, ranging from 64k to beyond 1G, delivered using LTE/Microwave or Optical Fiber technologies. Our service ensures an always-on, reliable, high-speed internet connection with 99.9% network availability and rapid upgrade and repair times. Each package comes with a default set of 08 public IPs, with the option to obtain additional IPs based on justification of requirement. We provide an Ethernet interface to the customer premises, enabling termination of the connection at a router's WAN Ethernet port or at a Layer 3 switch port.

For customers requiring dual homing, we offer advanced Border Gateway Protocol (BGP) path manipulation techniques, allowing manipulation of BGP advertisements without notifying Dialog ISP to change their advertising policies. Additionally, we provide an online bandwidth utilisation portal for monitoring traffic utilisation.

The benefits of our enterprise Internet solution are extensive. The service is provisioned through a highly redundant MPLS core network architecture, ensuring enhanced performance and improved end-user experience. We offer a "clean pipe" option powered by Dialog's hosted, managed security platform, providing added security. Our 24/7 comprehensive technical support ensures that business' connectivity needs are met promptly.

Dialog takes pride in its status as the provider in Sri Lanka that has procured capacity on multiple submarine cables landing in Sri Lanka, achieving optimum diversity in terms of links on East and West bound cables, as well as geo-redundancy landing stations on the island. Our diversified and congestion-free IP backbone with multiple cable redundancy avoids single points of failure, ensuring a seamless and robust redundant global IP network for our customers.

## Huawei Cloud Stack Online (HCSO)

Dialog Enterprise offers a Local Cloud Solution powered by Huawei Cloud Stack Online, providing enterprise cloud services with an identical user experience to Huawei Public Cloud. This service offers a comprehensive range of cloud services such as compute, storage, and networks, delivering a seamless experience comparable to public and on-premises solutions. It is particularly suitable for core businesses in government, finance, and large enterprises.

Our Local Cloud Solution includes a wide array of cloud services such as Identity and Access Management (IAM), Auto Scaling (AS), Elastic Cloud Server (ECS), Object Storage Services (OBS), Cloud Backup and Recovery, Cloud Eye, and more. This ensures a consistent public cloud experience, hosted locally with unified operations and maintenance, including monitoring, alarm reporting, and logging. The service also supports the construction of a homogeneous hybrid cloud, facilitating smooth integration with existing infrastructure.

Hosted in Sri Lanka, our Local Cloud Solution ensures data sovereignty, providing a superior cloud experience with low latency connectivity. We offer enhanced technical assistance with premium support and 24/7 dedicated customer service, ensuring reliable and timely help whenever needed. The service comes with predictable monthly billing and flexible payment options in LKR or USD, making it easy to manage costs. It also provides robust platform reliability for all cloud services.

Huawei Cloud Stack Online is an extension of Huawei Cloud at Dialog Data Center, a leading cloud hub in Sri Lanka. This setup provides a superior cloud experience that can be bundled with unparalleled connectivity options, ensuring that businesses enjoy top-tier cloud performance and reliability.

## Zero Worries on Data

With the transformation from classroom walls to online learning, Dialog Enterprise offers a seamless internet solution that allows students to access web resources without any additional cost. This innovative learning solution, provided by the institute, eliminates the burden of data usage, encouraging learning from anywhere and anytime.

Our solution is applicable for institutes using online learning management platforms. It features per-GB usage-based billing, where data charged for the IP addresses is zero-rated for the end-user, including students and academic staff. This service provides universal access from any Dialog network (HBB & MBB) and works seamlessly for both postpaid and prepaid customers.

It also ensures business continuity with 100% virtual or hybrid classrooms, removing administrative overheads related to paying data allowances or claiming reimbursements for staff. Academic staff can use their personal devices without hesitation, knowing their data usage is covered. Students will be delighted as the cost of data is borne by the institute, and there are no data restrictions during peak or off-peak hours.

'Zero Worries on Data' from Dialog Enterprise allows educational institutes to grant students access to any online resources without incurring any data costs. This valuable aspect of eliminating the student's burden of high data costs encourages them to be attentive to their studies and pursue learning from anywhere.

## Business Premium Broadband For Business

Enterprise Fixed Broadband customers can now enjoy the new 4G-based Broadband solution, 'Business Broadband Premium.' This offering targets enterprise customers, providing premium broadband features that deliver high value for money.

The features of Business Broadband Premium include burst speeds of up to 100 Mbps, available in 4.5G coverage areas, and an improved Quality of Service Class Identifier (QCI) configuration that ensures priority data communication within Fixed Broadband. Customers can also benefit from

high-value data packs and the availability of both static and dynamic IP addressing. Additionally, Dialog Technicians provide on-site installation to ensure a smooth setup process.

The benefits of Business Broadband Premium are substantial. It offers premium broadband services at an affordable price, backed by a 24-hour Service Level Agreement (SLA) for technical complaint resolution and 24/7 comprehensive technical support. This ensures that enterprise customers receive reliable, high-speed internet connectivity with prompt and continuous support, enhancing their business operations and overall productivity.

## Small & Medium Enterprise (SME)

Powered by Sri Lanka's No. 1 Mobile network and the strength of Dialog Broadband Networks, Dialog Enterprise offers unmatchable expertise in designing and implementing

enterprise solutions customised for small and medium scale businesses in the country. We foster long-term partnerships and enable continued business growth.

## Dialog TH Buddy

The Dialog TH Buddy IoT Solution is designed to empower Sri Lankan businesses with an affordable and reliable temperature and humidity monitoring solution. This innovative tool helps businesses monitor the temperature and humidity in real-time, ensuring the safekeeping of sensitive goods. Dialog TH Buddy focuses on increasing the efficiency, affordability, and profitability of the business.

Features of Dialog TH Buddy include affordability and scalability, real-time temperature and humidity monitoring, and a plug-and-play setup for easy installation. It also offers comprehensive support from Dialog and a data-driven dashboard for detailed insights.

Dialog TH Buddy is tailor-made for SMEs, providing cost-effective options to meet their specific needs. Its data-driven insights help increase efficiency and reduce costs. The real-time monitoring feature ensures you always have up-to-date information on temperature and humidity levels. Integration is simple and can be done without any technological expertise. Dialog Enterprise also provides 24/7 dedicated customer support to ensure seamless operation and assistance whenever needed.

## Biz E-Mail Solution

The Biz E-Mail solution empowers businesses to enhance engagement by providing custom domain-based email addresses, such as "Businessname@DialogBiz.lk." This solution helps businesses establish a distinct and professional communication channel, separate from personal email accounts, and is designed to be easily accessible without requiring any technological expertise.

Biz E-Mail allows businesses to customise their company email address, lending their brand more credibility by helping create a more professional image. It also eliminates the need for technical knowledge, making it straightforward for any business to set up and use.

## Biz RingIn Tone

"Biz RingIn tone" allows businesses to enhance engagement by customised mobile ring-back tones, replacing standard tones with branded messages for better brand recognition.

Users are offered dynamic payment plans and a distinctive caller experience. This service allows for better brand recognition and improved caller engagement and attention. It can also be used to promote new products, services, or special offers directly to callers.

## Biz Mobile Solution

The "Biz Mobile" is an innovative mobile connectivity solution tailored for Small and Medium-sized Enterprises (SMEs), combining postpaid and prepaid network services under one company for convenient and simultaneous access to both options.

Features include Flexible Anytime data (Starting from 20GB) and Data sharing flexibility, unlimited calls and YouTube, and centralised network ownership.

Biz Mobile allows users to streamline the overall network management process and also facilitates i-network calls at no cost.

## Dialog Toll-Free Service

Dialog Enterprise's Toll-Free Number service offers the perfect solution for businesses seeking seamless connections with their customers. This service is designed to increase reach and credibility by providing customers with a free and convenient way to get in touch. With the Toll-Free service, the cost of the call is borne by the business owner, ensuring that customers won't have to pay a cent to connect.

This service includes features such as special number reservation, short code as a hotline number (TRCSL direction applicable), hassle-free after-sales support, and reverse billing (Dialog network only) are key features of this service.

These features enable seamless communication with customers, increase business reach, enhance credibility and customer trust, and improve customer satisfaction.

With Dialog Enterprise's Toll-Free Number service, businesses can enjoy seamless communication with their customers, allowing them to focus on what matters most – growing their business.

## Bizpack Unlimited

Businesses can connect and collaborate effectively with Dialog Enterprise's powerful voice solution – Bizpack Unlimited. This fixed voice solution enables enterprises with limitless outgoing voice facilities for an attractive monthly rental to connect their multi-locational operations and engage with all employees from a single platform to any network.

Bizpack Unlimited is the perfect solution to maintain seamless business communication with both external and internal parties without any limitations. This self-managed communication platform offers the basic PABX intercommunication features, enabling existing Bizpack customers to transition to this offer seamlessly, while new customers will be charged a one-time connection fee.

Among Bizpack Unlimited's powerful features to enhance communication efficiency are free outgoing calls for any local network, call transfer, call waiting, call forwarding, short code dialling, call hunting, and multi-party call conference capabilities.

Businesses can enjoy a host of benefits with Bizpack Unlimited, including free voice calls to any local network, a self-managed communication platform with basic PABX functionality, and inclusion of all fundamental Bizpack features. With highly affordable monthly rental packages, hassle-free installations, and applicability to all business customers, it's the ideal choice for streamlined communication needs.

## Google Workspace with Data Sharing

Google Workspace comes with a productivity-boosting data-sharing plan offered by Dialog Enterprise. The solution is a collection of Google's innovative cloud-hosted products and software designed to boost productivity, collaboration, mobility, and creativity. This amazing data-sharing plan allows users to share data over any fixed connection, enabling them to further manage their personalised business email, including basic tool integrations and collaboration tools, creating a greater synergy that allows employees to function optimally from anywhere and is backed by 24/7 customer support.

Enterprise-class security and compliance features, flexible cloud storage options, advanced measurement capabilities, and the ability to work from anywhere, on any device, are among the features of Google Workspace. A centralised administration dashboard, 99% uptime, customisable spam filter settings, customisable domain email addresses, and modern collaboration tools are also included.

Benefits of Google Workspace include special data offerings over any fixed connection, a monthly payment option with LKR billing service, multiple plans to select based on business requirements, managed service offerings, and around-the-clock customer support service.

At a time when cloud-based productivity software and services are a must for any business productivity, Google Workspace presents itself as a fusion point for enterprise productivity/collaboration software. Google Workspace has all the apps recognised by Google, including Gmail, Calendar, Meet, Chat, Drive, Docs, Sheets, Slides, Forms, and Websites, among others. The Google Workspace software also allows users and businesses to manage their devices and organise information security settings.

## Business Combo Pack

The Business Combo Pack is a one-of-a-kind solution offered by Dialog Enterprise to fast-expanding SMEs, incorporating data and digital productivity solutions to run businesses efficiently. This integrated offering brings together data services, human resource management services, and email services to offer unmatched value.

Features of the Business Combo Pack include an Employee Self Service Portal, Leave and Absence Management, Employee Dynamics, HCM Analytics, Time Attendance, and Payroll.

Benefits of this solution include access to data anytime, anywhere, increased speed of solution deployment, scalability, access to free versions and feature upgrades, streamlining of manual HR processes, and lower total cost of ownership.

## Dialog Device Secure

Dialog Device Secure provides corporates with best-in-class mobile security for devices of all types, offering a dedicated platform to ensure the protection of data within the Company's network. Whether it is BYOD (Bring-Your-Own-Device), COPE (Corporate-Owned-Personally-Enabled), or COBO (Corporate Owned Business Only), with DDS, businesses can centrally manage and secure mobile devices with ease.

Features of Dialog Device Secure include mobile device management, secure email and content, application management, real-time device locator, single/multi kiosk mode, and custom device configuration.

Benefits include enhanced corporate data security, no compromise on personal interaction, enforcement of specific security settings from the moment of the initial out-of-the-box setup, authorised conversion to a special-purpose device, customised branding activities such as startup logos and design themes, and increased savings on cost and time through a monthly subscription based on a licensed model.

## Corporate Data on any Broadband

Dialog Enterprise offers a unique data share and secure connectivity solution, providing businesses with unparalleled flexibility when extending corporate connectivity to their employees' homes. Leveraging our award-winning home broadband (HBB) product range, businesses can now extend their corporate network to any employee's home by activating a separate corporate hotspot and data quota. Our range of corporate VPN products also offers various capabilities for advanced browsing and restricted access within corporate networks.

Features of this service include Corporate Data Share, allowing businesses to apply data extensions ranging from 1GB to 200GB to any Dialog retail and corporate broadband connection. Employees can continue to top up data and use the home broadband (HBB) product. Advanced content filtering is also available, with options to filter categories such as Social Media, Streaming Services, Adult Content, and Gaming.

Advanced VPN Access features SSL VPN-Based remote access, monitoring of application and network traffic, load balancing, two-factor authentication, and Web Application Firewall with DoS protection.

The service also allows for easy deployment at the server end, client-end zero provisioning with web browser-based login only, enhanced security for accessing apps and data, a support tool for Working from Home, and a separate SSID for Business Access on personal HBB.

## Data Share Plans

Dialog has introduced a range of shareable data plans with unlimited voice over the years. These unique packages allow SME to assign data quota among its employees and enjoy unlimited free calls among the assigned numbers. The shareable plans are monthly rental plans and any postpaid or prepaid number can be assigned as a share line.

Dialog has extended this shareable data plan during this time to ensure business continuity for SMEs and facilitate their employees to work from home.

## 3 Months Double Data for all New Fixed Broadband Wireless Connections (HBB)

### Data for your staff on their official/ personal Dialog Fixed Broadband Connections

### Dialog Biz Conferencing

Dialog Biz Conferencing stands out as the most user-friendly and feature-rich audio-conferencing platform in its class, facilitating online connections with colleagues, partners, or customers from anywhere in the world. This all-in-one Work From Home tool ensures seamless collaboration with easy conference calling across locations.

Key features of Dialog Biz Conferencing include a fully customisable conference setup platform, a dedicated dial-in number for corporate, unlimited conferencing hours, device/network independence, full participant control, and conference recording, retrieval, and playback.

Among the benefits offered by the platform, callers can be connected from anywhere in the world via international telephone networks, including access through mobile and satellite phones. The web-based platform enables conference management even when off-site, allowing users to stay in touch and in control with internet access. The platform also features built-in recording capabilities, with recorded clips downloadable for future reference. Dialog hosts the platform on its own servers, ensuring 24x7 after-sales support, both on-site and off-site.

Once the account is set up, either the user or an appointed admin can log in from anywhere in the world to schedule conference meetings with participants worldwide. With Enterprise Conferencing Service, users can also benefit from facilities such as User Profile Management, Conference Scheduling, Conference Call control, and Conference recording, retrieval, and playback.

## Microsoft Teams Commercial Cloud Trial for 6 Months

Microsoft Teams is a unified communication and collaboration platform that combines persistent workplace chat, video meetings, file storage, and application integration.

Features of Microsoft Teams include provisioning additional backend services for each licence assigned to a user in the trial, allowing users to experience the full value of the platform. These additional services include Exchange Foundation, Flow for Office 365 Plan 1, Forms, Microsoft Planner, Microsoft Whiteboard, Microsoft Teams (Teams1, Teams IW), Office Online, PowerApps for Office 365 Plan 1, SharePoint Online Kiosk, Stream, Sway, and Yammer Enterprise.

In addition to Microsoft Teams, the trial includes Exchange Foundation, 2 GB of SharePoint Online storage, Office Online, SharePoint Online Kiosk, and more.

## Desktop as a Service (DaaS)

Desktop as a Service (DaaS) is a form of virtual desktop infrastructure service (VDI) hosted on the cloud, enabling users to access their virtual desktops easily. Dialog Cloud manages and outsources VDI, providing a solution beneficial for small and medium-sized businesses that require infrastructure and computing resources.

DaaS offers several advantages for businesses, including improved accessibility, reduced capital expenditure, lower operating costs, greater agility and responsiveness, enhanced security, tighter alignment with business needs, heightened reliability, greater budget predictability, increased productivity, and a better green profile.

Key features of DaaS include the desktop residing in Dialog Cloud, virtual infrastructure provided by Dialog Cloud as the Cloud Solutions Partner, and suitability for Bring Your Own Device (BOYD) instances.

Organisations should adopt DaaS for several reasons including cost-effectiveness, better security and compliance, mobility, and flexibility.

## WiFi for Business

Drive employee productivity and collaboration to provide greater customer experiences and boost business' bottom line with Dialog WiFi. Customers can choose an offering that best suits their business from a wide range of connectivity solutions, with the option to scale up when required. Dialog WiFi offers features such as free location survey and solution planning, indoor and outdoor coverage enhancement, scalability based on requirements, and a self-manage WiFi platform.

Benefits of Dialog WiFi include increased productivity and collaboration among staff, support for agile initiatives with mobility, enhanced customer engagement during service delivery, and the ability to set up role-based access rules for control.

Introduction    Key Messages    Leadership    **Material Topics**    Annexures

# Dialog National Connect

With Dialog National Connect, businesses can now establish connections across cities and remote locations throughout the island, benefiting from a fully managed point-to-point or point-to-multi-point highly secure network service. This offering uses Dialog MPLS core network with last-mile access provided via fiber or high-performance wireless technologies such as LTE, Canbium, or WiBAS.

Key features of Dialog National Connect include bandwidth availability ranging from 64 Kbps to 10 Gbps, service level agreements of up to 99.95%, and a fully converged network capable of efficiently delivering data, voice, and video traffic.

Among its benefits are improved business agility through scalable network solutions, cost-effective connectivity nationwide, provision of any service over high data security, dedicated bandwidth, and high availability exceeding 99.9% on Dialog networks. Additionally, businesses benefit from quick provisioning of services, fully managed end-to-end solutions, class of service, and monitoring through a network management system supervised by a team of specialists operating 24x7 Network/Service Operation Centres.

# MATERIAL TOPIC 10

# Network Quality and Expansion

**1 NO POVERTY**

**9 INDUSTRY, INNOVATION AND INFRASTRUCTURE**

## WHY NETWORK QUALITY AND EXPANSION IS MATERIAL TO US

Demand for broadband communication services saw a steady rise during the year under review as the work-from-home trend from the days of the pandemic continued in the aftermath of the economic crisis. The current customer demand and expectations for voice and data services mainly focuses on network data speed, voice clarity and network availability. With network quality and expansion becoming a material topic for the Company moving forward, we made significant progress in enhancing the quality and expanding our services across the nation to provide uninterrupted and excellent service to all our stakeholders.

## Irrigation system

Sri Lanka's rich history of irrigation thrives anew in the Mahaweli Project. Flourishing ancient systems, particularly in the North Central Province, fostered food self-sufficiency for centuries. Building upon this legacy, the first reservoir, Abhaya Wewa, dates back to the 5th century BC under King Pandukabhaya. The Mahaweli Project, a vast network of reservoirs, canals, dams, and power stations, echoes this commitment. Like its predecessors, the Mahaweli empowers rice production, a cornerstone of Sri Lanka's food security.

Dialog prioritises a robust and expansive network, the lifeblood of our operations. Through strategic site additions, we've significantly improved 4G coverage and service quality, extending access to nearly the entire population. This expansion aligns with TRCSL's "Grameen Sanvidhanaya" project, fostering national connectivity. Additionally, we've implemented spectral re-farming, a process that reallocates frequencies from outdated technologies to modern ones, ensuring efficient network utilisation.

## 3G Sunset

A major milestone in this regard was the complete shutdown of our 3G network, which was carried out on 15 November 2023, marking the conclusion of the 3G sunset project and resulting in significant energy savings from legacy equipment. Following the shutdown, the spectrum previously allocated for 3G was repurposed for 4G-MBB, thereby enhancing user throughput and experience across the entire network. The trial phase for 5G was also extended into the year 2024, building upon Dialog's successful trials of Voice over 5G (VoNR) services in Sri Lanka during the reporting period. Additionally, efforts were made to modernise infrastructure by migrating the core network from legacy data centre to more efficient and environmentally friendly data centres, consequently reducing energy consumption and carbon footprint.

## Enhanced coverage reliability

In 2023, the Solar Power Project and Battery Bank Upgrade initiative significantly contributed to reducing the number of operational electrical generators in the network by 33%. This led to a substantial decrease in the cost of portable generator usage from LKR 25 Mn. to LKR 7.5 Mn. Additionally, the upgraded battery banks enabled Dialog to withstand prolonged power outages from the national grid while maintaining network availability.

To ensure operational readiness, frequent disaster recovery drills were conducted at critical nodes, supplemented by emergency handling drills with vendor support. A comprehensive disaster recovery plan with recovery strategies for each node was maintained and annually reviewed, encompassing the impact on peer systems. An annual health audit of systems was also carried out, addressing any identified issues promptly. Automation was implemented for backup mechanisms across all critical nodes, enhancing efficiency and reliability.

Security remained a top priority during the reporting period, with quarterly vulnerability assessments conducted on critical nodes and prompt remediation of trending vulnerabilities within pre-agreed service level agreements (SLAs). Additionally, penetration tests and Telecommunication Security Assessments were regularly performed to safeguard the network against potential threats.

## Capacity and range

A key initiative undertaken in the transport network in 2023 involved implementing a common core network strategy aimed at reducing power consumption and optimising space usage by 50%. This initiative also included the shutdown of legacy networks to further decrease power consumption.

Specifically, 100 Synchronous Digital Hierarchy (SDH) Mux, 400 ME3400 Legacy SW, and the NEC Microwave Network were shut down as part of this effort. The time-division multiplexing (TDM) Network was also decommissioned to enhance operational efficiency. Additionally, 250 site fiberisations were carried out to reduce power consumption and eliminate the need for backhauling through microwave, thereby improving the aesthetic aspect of the sites.

Capturing traffic to LTE 2600 band was a major challenge experienced in the radio domain due to inherent propagation and device capability limitations. To address this, a set of feature and parameter optimisations such as Carrier Aggregation Downlink traffic steering, Traffic Load balancing and beamforming enhancements were implemented. To augment 2G/4G coverage and capacity, we implemented features including automatic congestion handling, AI-powered downlink link adaptation, ASGH-based spectral efficiency package and mobility parameter modifications. Cluster optimisation projects were also initiated to enhance coverage and spectral efficiency in high priority clusters of the network.

## Network challenges and mitigating measures

The prevailing economic crisis created new challenges to address. These include an increase in service costs for the telecommunications industry, along with substantial increases in energy and rental costs. Furthermore, the impact of the increase in the exchange rate also affected capital expenditure for developing new sites and upgrades. It was crucial to find innovative solutions to overcome these challenges and provide uninterrupted reliable and affordable services to our stakeholders.

The foreign exchange rate increase and shortage also made it difficult to import equipment and make service payments on time. These issues posed significant challenges to ensuring uninterrupted and reliable telecommunication services across the nation.

Dialog extended its solarisation and lithium-ion batteries deployment project in a bid to ensure that critical sites can function uninterrupted during commercial power breakdowns and reduce dependency on commercial grid power. In addition, we prioritised capital expenditure and operational expenditure to keep critical projects on track.

In 2023, our 4G population coverage increased to

# 96.08%

by the year-end.

| Total new sites | |
|---|---|
| Completed sites | **113** |

| Total site upgrades | |
|---|---|
| Completed upgrades | **780** |

| 1 | Ampara | |
|---|---|---|
| | 2 | 11 |

| 2 | Anuradhapura | |
|---|---|---|
| | 5 | 33 |

| 3 | Badulla | |
|---|---|---|
| | 2 | 30 |

| 4 | Batticaloa | |
|---|---|---|
| | 1 | 6 |

| 5 | Colombo | |
|---|---|---|
| | 16 | 149 |

| 6 | Galle | |
|---|---|---|
| | 6 | 29 |

| 7 | Gampaha | |
|---|---|---|
| | 11 | 76 |

| 8 | Hambanthota | |
|---|---|---|
| | 3 | 15 |

| 9 | Jaffna | |
|---|---|---|
| | 13 | 34 |

| 10 | Kalutara | |
|---|---|---|
| | 6 | 29 |

| 11 | Kandy | |
|---|---|---|
| | 1 | 68 |

| 12 | Kegalle | |
|---|---|---|
| | 3 | 51 |

| 13 | Kilinochchi | |
|---|---|---|
| | 2 | 9 |

| 14 | Kurunegala | |
|---|---|---|
| | 11 | 45 |

| 15 | Mannar | |
|---|---|---|
| | 1 | 8 |

| 16 | Matale | |
|---|---|---|
| | 3 | 12 |

| 17 | Matara | |
|---|---|---|
| | 1 | 14 |

| 18 | Monaragala | |
|---|---|---|
| | 3 | 25 |

| 19 | Mullativu | |
|---|---|---|
| | 1 | 13 |

| 20 | Nuwara-Eliya | |
|---|---|---|
| | 3 | 14 |

| 21 | Polonnaruwa | |
|---|---|---|
| | 3 | 23 |

| 22 | Puttalam | |
|---|---|---|
| | 7 | 26 |

| 23 | Rathnapura | |
|---|---|---|
| | 5 | 34 |

| 24 | Trincomalee | |
|---|---|---|
| | 1 | 14 |

| 25 | Vavuniya | |
|---|---|---|
| | 3 | 12 |

Introduction | Key Messages | Leadership | **Material Topics** | Annexures

## Improved efficiency

To drive greater network development during the year, we deployed a 5G trial network over 84 sites in December 2018, distributed across Colombo and its suburbs, Kandy, Beruwala, Negombo, Katunayake, Ampara and Galle. This initiative enabled a growing subscriber base with 5G-capable devices to experience 5G technology free of charge. The project remains in trial phase, with merely 2% population coverage. However, we expect a wider 5G adoption in the coming years that will unlock new opportunities on a nationwide scale.

| 5G Peak user throughput |
| :---: |
| **1.6 Gbps** |

| 5G Latency |
| :---: |
| **less than 10ms E2E** |

| 5G Average user throughput |
| :---: |
| **500 Mbps** |

In continuing to expand our fiber network, we achieved a 59% increase to reach 5,750 km during the year under review.

## Growth of fibre network



Km

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 27% | 28% | 34% | 40% | 46% | 50% | 59% | 64% |

Axis: 7,500 / 6,000 / 4,500 / 3,000 / 1,500 / 0

Years: 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023

■ Cumulative fibre distance (Km)   ◯ Site fibreisation (%)
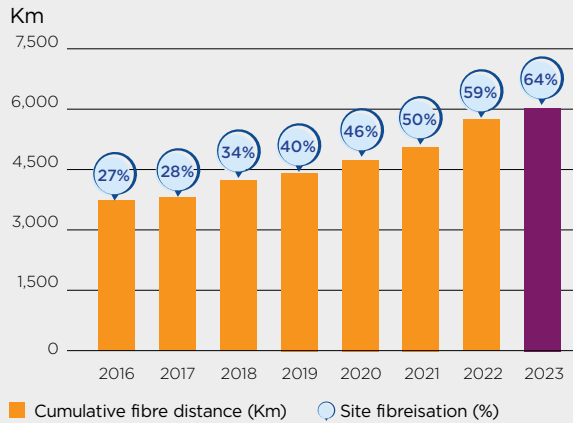
Expanding our 5G network is essential to enhancing Dialog's user experience. Although economic challenges prevailed at the outset of the year, the market for 5G mobile devices grew steadily in 2023. We were able to enhance user experience for both 4G and 5G users during the year under review by offloading some of the 4G traffic to the 5G network. In addition, 5G Fixed Wireless Access has emerged as a promising network connectivity option for both home and enterprise subscribers, which can elevate broadband experience to new heights. Technological advancements will push to a more widespread adoption of 5G in the future and transform the telecommunications landscape significantly.

Throughout the year, we upheld unmatched standards to all our customers, maintaining our speed leadership despite the challenges we experienced to network traffic.

We emerged as industry winners with respect to video experience, games experience, voice app experience, 4G availability and 4G coverage, download speeds and upload speeds, and excellent consistent quality and core consistent quality awarded at the Mobile Experience Awards by OpenSignal. As of December 2023, 4G average download speed 14.7 Mbps.

**MATERIAL**

**TOPIC** (11)

# Digital Inclusion

1 NO POVERTY

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

## WHY DIGITAL INCLUSION IS MATERIAL TO US

While the digital revolution has undeniably transformed our world, it has also underscored a deep digital divide. As communication technologies advance rapidly, many segments of society risk being left behind without access to digital technologies and the opportunities they present. This gap became glaringly obvious at the height of the COVID-19 pandemic, as remote work and online learning defined an unprecedented new normal. The lack of digital inclusion disproportionately impacts vulnerable groups such as low-income households, persons with disabilities, and the senior citizens. Addressing these disparities is not only challenging but essential for fostering equitable access and a sense of community. Although the importance of digital inclusion has slightly shifted in internal perceptions, efforts persist in creating affordable and accessible technological solutions for all stakeholders.

## OUR APPROACH TO DIGITAL INCLUSION

Recognising the significance of the digital divide, we dedicated ourselves during the year under review to leveraging innovative technologies to ensure access to services and content. Our efforts aimed to disseminate knowledge, foster social connections, dismantle barriers, and generate societal benefits for all, even amidst seemingly insurmountable challenges.

Our strategy focuses on three core areas: the primary drivers represented by the 4As, supplementary guiding principles, and the envisioned outcome. The 4As — accessibility, affordability, availability, and applicability — form the foundation of our approach. Complementing these drivers are our guiding principles, which centre on combating climate change and fostering climate resilience. Our objective is to cultivate inclusive innovations and services that not only bridge the digital divide but also empower individuals to embrace a digitally empowered lifestyle.

In our endeavours, we recognise four key stakeholder groups in need of digital inclusion: agricultural communities, women, persons with disabilities (PWDs), and coastal communities.

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## Mineral extraction

The Mahaweli River harbors valuable heavy minerals like ilmenite, rutile, zircon, garnet, and monazite, extending to Sri Lanka's northeast coast. While sophisticated techniques are needed for extraction, some resources are already exported. Sustainable practices guide the exploitation of these minerals, ensuring responsible extraction within conservation guidelines.

The digital divide, the gap between those with and without access to technology, threatens social equity. Limited access to digital services disproportionately disadvantages low-income households and vulnerable groups. Recognising this urgency, Dialog champions digital inclusion, striving to make affordable technology accessible to all. By bridging this gap, Dialog fosters social cohesion and empowers communities to thrive in the digital age.

**For our agricultural communities, we offer a variety of benefits and services:**

- Increasing farmer efficiency by Information dissemination and advisory services to enhance crop management.
- Establishing climate-resilient and good agricultural practices

In addition to the above, we extend our support to the female population in Sri Lanka by empowering them through initiatives focused on raising awareness, building capacities, and facilitating access to information. We also promote good health practices and ensure safety and security through digital services. Similarly, we provide assistance to PWDs by offering support and enhancing livelihoods through targeted digital interventions.

In our commitment to increase female participation in the economy, Dialog introduced Ideamart for Women (IFW), an initiative tailored specifically for women. IFW aims to empower female tech entrepreneurs and startups by granting access to teclo APIs and the platform ecosystem. It also focuses on enhancing both technical and non-technical skills among girls and women while fostering an inclusive environment and community that champions innovation and entrepreneurship. Collaborating with the International Labour Organisation (ILO) and receiving support from the Ministry of Education and the Ceylon Chamber of Commerce, we conducted programmes covering a range of topics. These programmes include introductions to tech entrepreneurship and related Ideamart platforms, with the goal of improving digital skills, reshaping mindsets, and harnessing technology for positive change.

In 2022, recognising the challenges faced by rural entrepreneurs in accessing platforms and acquiring technical skills to digitise their businesses, we launched Ibuy.lk — a no-code platform designed to empower users to create and host personalised e-commerce stores without the need for technical expertise or development knowledge. This initiative facilitates the entry of home-based businesses and small to medium entrepreneurs into the online market at zero cost. In collaboration with the National Enterprise Development Authority (NEDA), National Craft Council, ILO, Ministry of Education (Research and Innovation), and the *Vidatha* programme, we organised workshops aimed at assisting small and medium business owners who operate traditional physical businesses and are unfamiliar with e-commerce. These workshops aimed to help entrepreneurs build e-commerce stores, enhance their digital marketing skills, and access new markets and customers. In 2022, we successfully developed over 50 stores on Ibuy.lk, with additional projects currently underway.

In our efforts to promote awareness on online safety education for females using digital devices and social media, we organised a specialised programme under "Diriyen Idiriyata" in celebration of International Women's Day 2022. Supported by several industry experts, the programme covered relevant topics such as safe online behaviour, recognising and reporting online abuse, and the correct use of privacy settings. Over 100 participants, including small and medium female entrepreneurs, students, tech and telco personnel, attended the programme conducted by legal expert and Hashtag Generation advocate against cyber violence, Nethmini Medawala. Finally, we support our coastal communities by ensuring the safety of those involved in maritime fishing activities, helping to increase catch efficiency, promoting sustainable consumption, and reducing environmental degradation.

## Dialog Innovation Challenge



The Dialog Innovation Challenge (DIC) is a nationwide initiative by Dialog Axiata aimed at empowering Sri Lankan citizens to use digital technologies to create innovative solutions for pressing issues in communities, industries, and individual lives. The goal is to advance the country's digital adaptation journey.

Launched in July 2023, the programme runs until May 2024, with the idea submission window open until 31 December 2023. Open to all Sri Lankans aged 16 and above, participants could apply individually or as part of a team. DIC welcomed solutions at any stage of development, including prototypes, Minimum Viable Products (MVPs), and fully developed products (GTM), targeting various industry domains such as manufacturing, healthcare, fintech, food and agriculture, energy utility management, education, logistics and transportation, and service management. These solutions had to leverage digital technologies like AI, machine learning, IoT, computer vision, blockchain, data analytics, robotics, and cloud computing.

During the submission phase, numerous online and physical workshops were conducted nationwide to enhance participants' knowledge in design thinking, problem-solving, and digital technologies, and to share successful international use cases. To bolster this national initiative, Dialog partnered with government and private organisations, including the National Innovation Agency, Sri Lanka Inventors Commission, National Science Foundation, ICT Agency of Sri Lanka, Ceylon Chamber of Commerce, and Lanka Angel Network. This collaboration aimed to provide maximum support to innovators across the country.

As of 31 December, DIC garnered 1,279 applications from diverse age groups and categories, including school students, university students, SMEs/startups, and the general public. In the upcoming second phase, selected teams will undergo a comprehensive mentorship programme with tech luminaries and industry leaders, refining their solutions in both technical and business domains. They will gain access to Dialog's extensive innovation ecosystem and opportunities to connect with potential stakeholders, investors, and partners. Additionally, participants stand a chance to win from a prize pool of LKR 5 Mn., with selected winners getting the opportunity to pitch for a portion of the LKR 500 Mn. Dialog Innovation Fund (DIF) investment fund.

# The Papare

Launched in 2009, as an online platform to display the vibrancy of school sports, ThePapare had to cope with the demand for such a medium through all levels of sports in Sri Lanka.

With Dialog's acquisition of ThePapare in October 2013, the project gained momentum, evolving into a fully-fledged trilingual web portal in keeping with Dialog's inclusive policies.

Our audiences continued to grow placing us as the nerve-centre of the country's sport.

ThePapare's highly developed live-streaming, a pioneer in the industry, set the benchmark for the country's sports productions. The live-streaming of school/club/national sporting events had a dramatic impact, bringing the nations' sporting culture to a global audience and fostering a deeper appreciation for it amongst Sri Lankans living abroad.

The in-depth coverage and analysis by our experts propagated the sports exponentially, mounting a higher standard of competition all-around, which drove the much-needed support and sponsorships for sport.

The buzz we created on Sri Lankan sports impacted indirectly as well. While the overall influence is immeasurable, in keeping with Dialog standards of uncompromised integrity, we also pushed for good-governance of sports, on and off the field, infused ethical and factual journalism and maintained a well-vetted information and statistics portal.

We campaigned for the lesser known sports, giving them publicity and powering them as well.

Due to the insurmountable live-streaming quality boosted by the strength of Dialog's connectivity at venues around the country, ThePapare became a constant recall by Sri Lanka Cricket and other national and international entities.

The sports hub's bearing extended beyond mere viewership numbers, stakeholder engagement and influencing sponsorship strategies, its vast expansion of all sporting areas opened new vistas to livelihoods, called for ethics among players and administrators and enhanced lives full-spectrum contributing to Dialog Axiata's broader mission of empowering the Sri Lankan population.

ThePapare's success was underpinned by its passionate and dedicated team of sports media specialists who delivered a robust, unstinted coverage through live broadcasts, written and video content, photography, dispatching information 24/7, via the 13 social media platforms, 02 TV channels and website www.ThePapare.com.

The journey however, was not without its hurdles. The cost of running live productions for niche events proved a challenge, but through innovative sponsorship strategies and the engagement of freelance talent, we have been able to overcome these obstacles over the years.

Boasting of over a million monthly website visitors and a social media following of over five million, our influence stayed unparalled and is a regular call-up for all national events.

The accolades continue to mount, with recognition through many awards over the years and annually at the prestigious Presidential Sports Awards.

Looking ahead to 2024, we are poised for further growth, with plans underway to launch two newly commissioned TV channels exclusive to Dialog TV and acquire broadcast rights to more international sporting events as well as general events that will expand our coverage beyond sports.

We will continue to evolve, leaving an indelible mark on the landscape of Sri Lankan sports media and its people.

## Agricultural Communities

## Agri-technology that empowers lives

Sri Lanka's culture and economy have long been intertwined with cultivation and farming practices. The advancement of agriculture remains pivotal for the country's advancement. However, challenges persist within the farming community due to limited access to quality information. Dialog has continued to add value by leveraging various technological platforms to promote equitable knowledge-sharing and foster inclusive growth within the agricultural sector.

**2015**  **2016**  **2017**  **2018**  **2019**

- The Saviya Advisory Service for dairy farmers launched
- The Saru IoT-based Agri Automation System launched

- The Saru IoT-based Agri Automation System begins development in partnership with the University of Ruhuna

- The Govi Mithuru app launched

▲ Govi Mithuru IVR 616 launched in October 2015

▲ 267,000 Registered users

▲ 400,000 registered users
▲ 10 crops

- 600,000 registered users
- 200,000 advisory messages dispatched daily
- 20 crops

- 650,000 registered users
- 22 crops

Introduction    Key Messages    Leadership    **Material Topics**    Annexures

## 2020

- The Weather-indexed Insurance initiative launched
- 2 weather stations
- 100 users onboarded

- The GSMA Tea Value Chain Digitisation initiative launched
- 20,917 total users
- 8,082 active users

- 10,000 total users
- 71,225 SMSs sent
- 71,225 IVR messages dispatched

- Started a Mushroom Model Farm project to provide 8 farmers with technological guidance and the necessary equipment to develop their cultivation activities
- Announced the onboarding of 50 new farmers to the platform

- Price and Crop Look Services added to the service

- 660,000 registered users
- 28 Crops
- Price and Crop Look Services added to the service

## 2021

- 1,000 farmers onboarded

- 27,738 total users
- 13,207 active users

- 17,069 total users
- 11,681 active users

- Initiated 2 new Business Partnerships with established small and medium scale Agri Businesses
- Commenced the onboarding of 50 new farmers
- Won bronze in the Research & Development category at the NBQSA Awards 2021
- Was presented with the winner award at the e-Swabhimani Awards 2021 in the category Environment and Green Energy

- 180,000 total users
- 150,000 active users
- 25 crops

- 804,458 registered users
- 33 crops
- 145,000 new users nonboarded
- 340,000 active users
- 44 emergency alerts

## 2022

- Installed 1 weather station
- Onboarded 1,000 farmers
- Received approval for the pilot launch with 100 SANASA tea farmers
- Performed training programmes
- Sent fresh approval to insurance regulators
- Completed awareness camping in the SANASA society
- Developed micro loans and savings for farmer communities with Dialog Finance

- Introduced avenues of financial inclusion for smallholder farmers

- Launched Saviya in Govi Mithuru App on 1 August 2022
- Partnered with Department of Animal Production and Health (DAPH)
- Maintained 65% monthly active user base

- Expanded the solution to support 30 smallholder farmers from across the country
- Ensured the support for up to 5 value crops in terms of automation support.

Onboarded 6 new crops
Increased multimedia content by 60%
Conducted home gardening awareness (programmes and video series)
200,000 total users
31,146 new user onboarded
Total crops – 33 with 4 new crops onboarded

- Onboarded 100,000 new farmers
- Onboarded 6 new crops
- Improved UX
- Improved crop content with weather-based agrometeorological advisories
- 858,886 registered users
- 81,371 new users onboarded
- 400,000+ Monthly active users
- Completed the partnership agreement with mPower Social Enterprise, Bangladesh 50% of the task completed on the MDF (Market Development Facility) Grant
- Completed the UX survey for IVR
- Revenue – LKR 26 Mn.
- Launched Ayurveda advisory channel

## 2023

- Carry out two other pilot programmes before the end of July 2023
- Onboard 300 farmers minimum
- Increase the active farmer base to 1,000 numbers
- Increase up to 4 locations

- Reaching up to 60% of the farmer population across Sri Lanka
- 90,000 new users for the economy
- Increase retention and active base by 75%
- Raise awareness on partnerships and national level presence

- Reach 100 farmers across the country

- Onboard 6 new crops
- Start a beekeeping advisory channel
- Maintain 70% user retention
- Enrich national and international partnerships
- Increase awareness on emergency situations, climate change impacts, importance of soil and water conservation while maintaining proper management practices via a series of workshops conducted online or on the site
- Add further multimedia content
- Launch a home gardening mini-video series

- Add 5 new crops to enhance crop content availability
- Update contents with the support of relevant authorities – enhance management practices, new technologies, agribusiness, and crop protection-related content
- Reach up to 60% of farmer household population in Sri Lanka
- Onboard 100,000 new users
- Maintain 75% service retention rate
- Enrich national and international partnerships
- Increase awareness on emergency situations, climate change impacts, importance of soil and water conservation while maintaining proper management practices via a series of workshops conducted online or on the site
- Reward system – gift distribution needs to be completed
- Dissemination of dynamic content related to the agriculture field
- Complete farmer success story video series

Introduction    Key Messages    Leadership    **Material Topics**    Annexures

# Govi Mithuru platform



The development of the agriculture sector is crucial for Sri Lanka's economic development given the rich agricultural history that spans thousands of years shaping the culture and economy of the nation. However, the lack of access to accurate information causes many drawbacks to the sector. Despite many farmers owning a smartphone, they are not accustomed to accessing the wealth of information available online. As recognised by the Food and Agriculture Organisation (FAO), some of the major drawbacks of the sector include low levels of mechanisation, a higher percentage of post-harvest losses, lack of market-oriented products, high cost of production and low profitability, poor soil fertility management, low crop production, low levels of technology adoption, and low priority is given to crop extensions. Furthermore, the agriculture sector employs 25% of Sri Lankans and contributed 8.1% to the national GDP in Q1 2022.

Having understood the challenges confronting our agricultural communities, we have put forth a comprehensive solution known as the *Govi Mithuru*, or Ulavar Thozhan in Tamil, platform. This platform encompasses several components, including an Interactive Voice Response (IVR) service, the *Govi Mithuru* app, and the Crop Pricing and Crop Look Service, each serving specific objectives:

▶ To become the national leader for agricultural information and knowledge dissemination.

▶ To increase farm production by providing timely and relevant information at the farmer's fingertips in partnership with the Department of Agriculture, Department of Export Agriculture, Ministry of Agriculture, Ministry of Health, GSM Association, Market Oriented Dairy, MDF, Tea Research Institute, and University of Ruhuna.

▶ To ensure family health and food quality by providing crop protection, pest and diseases, and better harvest information.

▶ To create self-sufficient sustainable home gardens by providing customised, ordered information on one platform.

▶ To increase the farmer's income by increasing the quality and quantity of crop production.

▶ To provide real-time market prices and information for reliable future crop planning.

▶ To support land and water conservation by reducing the overuse of pesticides, herbicides, and fertiliser.

**The farmers/users derive the following advantages from the Govi Mithuru platform.**

▶ Receive timely, accurate and relevant information regarding the cultivation of crops

▶ Access customised information on home gardening and nutrition contents according to the farmer's requirements to promote self-sufficient nutrition in families.

▶ Access up-to-date prices of major agricultural produce at Sri Lankan economic centres.

▶ Access in Sinhala, Tamil, and English languages, making it user-friendly for many.

▶ Receive details on market-oriented crop cultivation to increase value to farmers/users.

▶ Receive real-time market prices and information for reliable future crop planning.

## *Govi Mithuru* IVR

The *Govi Mithuru* IVR is a tailored, time-specific mobile agricultural advisory service. Farmers can easily register by dialling the direct number 616, enabling them to receive personalised daily voice calls and SMS follow-ups based on their crop preferences. The service offers advisory insights on over 32 crops, accessible to customers for a fee of LKR 1+ tax per day per crop.

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## Key initiatives/ highlights for 2023

▸ Over 80,000 users have signed up for *Govi Mithuru* by the end of the 2023-2024 financial year

▸ 20,000 users have signed up for *Govi Mithuru* App by the end of the 2023-2024 financial year

▸ Seven new crops were added

▸ Dialog's *Govi Mithuru Nidhanaya* 2021/22 was held on 9 June 2023.

▸ The sixth season of the *Govi Mithuru Nidhanaya* competition was held in 2023, offering grand prizes to service customers. In addition to providing the facility, the one-year loyalty programme sought to support, reward, and improve the livelihoods of rural and urban farming communities. The competition gave away gold coins, cell phones, sewing machines, and other grand prizes to subscribers nationwide in its 2021–2022 instalments.

▸ In 2023, *Govi Mithuru* continued its long-standing partnership with the Tea Research Institute (TRI) by empowering the tea-cultivating community with best-in-class agri solutions at their Open Day event. Over 35,000 tea farmers have enrolled with the app to date, all of whom receive timely advice on tea production and development. These services are designed to help tea producers overcome obstacles and are supported by TRI's research, technical expertise, and advising services. The partnership provided *Govi Mithuru* and TRI a valuable opportunity to learn more about the requirements of tea producers.

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## Heat map of registered users 2024

| | |
|---|---|
| ░ | 0-5,000 |
| 🟧 | 5,000-10,000 |
| ▨ | 10,000-15,000 |
| 🟪 | 15,000-20,000 |
| 🟥 | above 20,000 |
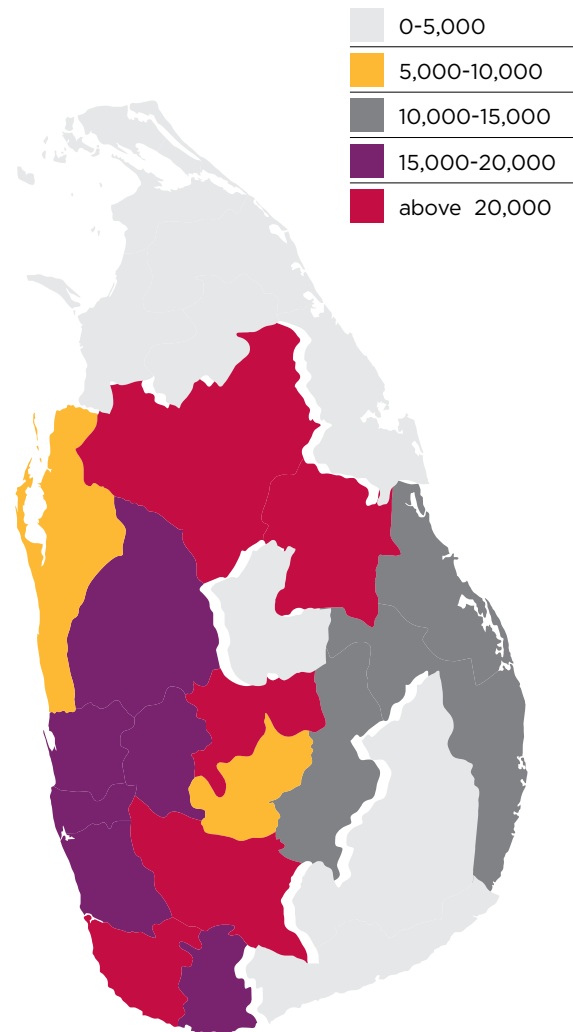


## *Govi Mithuru* app

*Govi Miuthu* is a free, downloadable mobile app that delivers timely and precise information to farmers, fostering an expansion and enrichment of their knowledge. Farmers gain access to relevant insights either through the mobile app or by dialling 616. This innovative solution elevates both the quality and quantity of their yield, ultimately contributing to an improved standard of living.

# Crop pricing and crop forecasting service

Registered farmers can receive daily, weekly, and monthly updates on crop prices compared to the previous year for their respective districts. These updates include the latest wholesale prices of crop commodities from eight economic centres in Sri Lanka, supported by data from the Hector Kobbekaduwa Agrarian Research & Training Institute. Access to this information is available for free through the *Govi Mithuru* App or by dialling 6160 for the *Govi Mithuru* Price Info IVR (charged at LKR 1.00 + tax per SMS only for registered users). In the year 2022, we witnessed 826 new user activations, reflecting the growing interest and adoption of our platform among farmers.

# Crop look services

Our objective is to offer predictive crop planning recommendations based on cultivated land availability and market prices. This information, sourced from the Department of Agriculture, will be tailored to specific districts and crop selections. Users can access these recommendations either through the *Govi Mithuru* App at no cost or by dialling 6160 for the *Govi Mithuru* Price Info IVR (charged at LKR 1.00 + tax per SMS only for registered users).

Going forward, we aim to increase awareness on various urgent topics including emergency situations, climate change impacts, and importance of soil and water conservation while maintaining proper management practices, to be conducted in a series of workshops held either online or on-site. New multimedia content will be added and we aim to launch our home gardening mini-video series to promote nutritional self-sufficiency.

## *Saviya*



Dairy farmers in Sri Lanka encounter several challenges that hinder their productivity and role in ensuring food security. A majority of small-scale farmers rely on basic production methods for managing milk production and monitoring cows' oestrus cycles. Consequently, their primary obstacle stems from the restricted access to advisory services and updated knowledge resources.

Recognising this challenge, we introduced the *Saviya* dairy advisory service in 2021 to uplift the livelihoods of small-scale dairy farmers by enhancing production capacity, milk quality, and livestock health. *Saviya* fills the information gap in small-herd dairy production by delivering accurate and pertinent guidance on best practices in dairy management. Tailored to farmers' needs and their animals' lactation cycles, these tips and insights are directly transmitted to farmers' mobile phones via daily voice calls and text messages. Covering topics such as calf rearing, health management, silage production, balanced nutrition, breed improvement, pregnancy and calving, and clean milk production, *Saviya* ensures that farmers have access to scientific dairy best practices around the clock. By leveraging novel digital technologies, the *Saviya* service empowers small-scale farmers to enhance efficiency and provide better care for their animals, enabling them to achieve higher returns from their dairy operations and thereby uplifting the country's agriculture sector.

The system offers a range of services to users, providing timely and relevant information directly to farmers' fingertips. With simple yet effective tips, it aims to potentially double milk production. Through a mobile-based extension, the system effectively bridges the information gap in the dairy sector, offering valuable insights on animal care health and optimal nutritional practices to boost productivity. It also facilitates data-driven decision-making by providing up-to-date information, thereby empowering dairy farmers to make informed choices for their operations, provided the right data can be made available to the appropriate stakeholders.

W P Wijesuriya is a paddy farmer from the remote village of Maoya, Bendiwewa in the north central district of Polonnaruwa. For 25 years, Wijesuriya has been working his family's paddy fields since his father's passing.

About eight years ago, Wijesuriya encountered Dialog's *Govi Mithuru* service. As a farmer who only knew what his father had taught him, Wijesuriya found the farming tips and tricks offered via *Govi Mithuru* immensely helpful. The advice he found on *Govi Mithuru,* he says, helped him a great deal in his most recent harvest.

One such tip he followed, to resounding success, was to clear the edges of the paddy field to keep insects at bay. Another was to grow additional crops such as long beans, okra and eggplants around the perimeter of his field, which also yielded positive results.

Wijesuriya listens to *Govi Mithuru* on his feature phone at least once a day.

"You too can join *Govi Mithuru* and follow its valuable advice," he says.

W P Wijesuriya

Introduction    Key Messages    Leadership    **Material Topics**    Annexures

## Future outlook

### *Govi-Mithuru* ecosystem

We aim to spread the Saviya advisory service to reach up to 60% of the island's farmer population. We are targeting 90,000 new users for the economy, increase retention and keep the base active at a steady rate of 75%, while building awareness on partnerships and maintaining a national-level presence.

## Women

### *Yeheli/Thozhi*



Few would argue that access to information is a fundamental right, and yet many women in Sri Lanka face limitations due to social or personal constraints. Vulnerable and marginalised women often find themselves unable to reach their full potential as they lack access to people or resources that could aid them in making informed life choices or obtaining necessary assistance, particularly in cases where they experience violence from intimate partners. Social norms and upbringing may further discourage them from seeking information. However, reliable access to information, services, and resources could empower these women to transform their lives for the better.

*Yeheli*, the trilingual, localised web portal, represents Sri Lanka's pioneering effort in offering a personalised and interactive online service dedicated to women's health and well-being. It serves as a reliable and trustworthy platform where women (and men) can access information pertaining to physical and emotional health (general health, mental health and legal), as well as explore various choices and opportunities. By addressing the persistent information and knowledge gap among Sri Lankan women, this project provides users with a safe space to seek advice on medical, psychosocial, and legal issues. The users' anonymity is maintained throughout the process when posing questions through the platform, which are then answered by a panel of qualified and experienced doctors, lawyers, psychologists and counsellors.

The *Yeheli* platform endeavours to help women to:

▸ Make more effective life decisions

▸ Understand and exercise their full range of rights

▸ Participate fully in public life

▸ Bridge the gender gap and shift power in decision-making processes

▸ Find the needed resources to achieve economic empowerment

### Key initiatives/ highlights for 2023

The *Yeheli* website was updated and relaunched with much simpler and improved user interface (UI) and user experience (UX) designs, making the site more user friendly and easier to use. There were numerous webinars addressing common issues faced by the target group.

## Our partners

1. Women in Need (WIN)
2. Without Borders Sri Lanka
3. Doc 990
4. RAC
5. Hithawathi: Cyber harassment PR partner

## Future outlook

Our aim is to go beyond the digital platform to cater to the grassroot level with community projects, take out *Yeheli* the new digital platform, and liaise with other corporate sectors to promote women centric initiatives.

## Persons with disabilities

### GSMA assistive technology programme

The global need for assistive devices, such as wheelchairs, hearing aids, and communication or cognition support apps, is significant, with an estimated 2.5 billion individuals requiring them. However, nearly one billion people are denied access to these essential products, particularly in low- and middle-income countries, where access can be as low as 3%. In Sri Lanka, data from 2012 indicated that approximately 8.7% of the population were recorded as persons with disabilities (PWDs), amounting to 1.6 million individuals at the time, all of whom were in need of assistive technology.

Recognising the significance of addressing the digital divide, Dialog is dedicated to providing access to services and content through innovative technologies, aiming to share knowledge, bridge social gaps, break barriers, and drive social value. As part of this commitment, the Company has undertaken an organisation-wide initiative to enhance the digital inclusion of PWDs. Dialog has partnered with GSMA, a global organisation uniting the mobile ecosystem to drive innovation for positive business environments and societal change. Through this collaboration, Dialog aims to promote greater access and utilisation of mobile technologies for PWDs, maximising opportunities for their social and economic inclusion. Participating in the GSMA Assistive Technology Programme guides Dialog as both an organisation and an industry toward effective action for better inclusion of PWDs in society, ultimately enabling greater access for this important but all-too-often neglected demographic.

The GSMA assistive technology programme engages three core principles:

▸ Embrace disability inclusion at every level of the organisation
▸ Understand how to reach and better serve PWDs
▸ Deliver inclusive products and services that meet the diverse requirements of PWDs.

### Key initiatives/ highlights for 2023

▸ Launched one Assistive Technology – Deaftawk – On demand Sign Language Interpretation Service
▸ Launched of Accessibility features for Dialog.lk
▸ Dialog MAS Enabler programme

### Future outlook

▸ Making the MyDialog app accessible for PWDs
▸ Continuing the MAS Dialog Enabler programme
▸ Creating more employment opportunities for persons with disabilities
▸ Making physical customer touch points accessible to the deaf community

Asiri is a person with a visual impairment. He cannot see in the dark, though he is able to make out faint shadows in bright light. Growing up, Asiri had a deep fascination with information technology (IT) and prodigiously taught himself the subject. Having successfully completed his GCE ordinary and advanced level examinations, he entered the University of Sri Jayawrdenapura for higher studies where he elected to pursue a degree in arts.

Not long after, his father passed away, leaving Asiri financially and mentally distressed, with the weight of the world on his shoulders. He persevered, however, and finished his degree under the most difficult circumstances. Asiri's determination paid off and, soon, he found himself in the job market. It was then that he secured an internship at Dialog and he was delighted to come on board. This would soon prove to be a mutually beneficial professional relationship for the young User Experience specialist and the country's leading mobile telecommunications service provider.

As part of Dialog's efforts to be more inclusive and work for the betterment of persons with disabilities, Asiri's unique insights as a visually impaired developer has been invaluable. His work has been instrumental in making the MyDialog app and the Dialog website more accessible to customers who cannot or find it difficult to see.

Asiri's relentless pursuit of success amid great difficulty is an inspiration to all.

## Asiri

# Coastal communities

## *Sayuru*



Having identified the critical need for reliable and easily accessible information among fishermen in coastal communities, Dialog introduced *Sayuru*. Developed in collaboration with the Department of Meteorology and the Department of Fisheries and Aquatic Resources, *Sayuru* is a free, trilingual, and multi-platform service providing real-time weather updates and warnings. Specifically designed for day-boat fishermen, *Sayuru* offers location-based daily weather forecasts and emergency alerts. This initiative aims to enhance safety at sea, promote sustainable fishing practices, and raise awareness through the *Sayuru* ecosystem.

Meanwhile, "*Sayuru* TV", a remotely operated digital signage system, serves as a supplementary service by broadcasting forecasts and emergency alerts on digital screens located at 10 major harbours along the coast.

Subscribers benefit from tailored daily weather forecasts specific to their coastal locations via IVR (828) and daily text messages via SMS. They also receive alerts regarding unforeseen weather disasters and informative messages from the Department of Fisheries and Aquatic Resources, available in Sinhala, Tamil, or English based on their preference. Emergency messages are directly dispatched to subscribers via outbound dialling calls. *Sayuru* TV also broadcasts weather warnings and forecasting information with customised user interfaces, ensuring widespread access to crucial weather updates across coastal communities.

## Key initiatives/ highlights for 2023

Onboarded 110,000 users to the service

Won National Best Quality Software Award (Bronze) at the NBQSA ICT Awards 2023

## Future outlook

We are gearing to launch the *Sayuru* mobile app that would increase immediate and real-time access to valuable information for coastal communities to support their livelihoods. Moreover, we plan to provide fishermen accurate and up-to-date weather information to make informed decisions and stay safe while out on the water. We will also extend the service to more than 65% of the dayboat fishermen community in Sri Lanka.

**MATERIAL**

**TOPIC 12**

# Responsible Procurement

## WHY RESPONSIBLE PROCUREMENT IS MATERIAL TO US

As the quintessential industry frontrunner, ensuring the highest standards of ethical, sustainable conduct within our Organisation is of the utmost importance to us. Our suppliers, instrumental in delivering our value proposition, are also required to adhere to the Company's high standards. Our procurement strategy, founded on stringent principles, is executed in the belief that responsible procurement fosters sustainable and long-standing relationships with suppliers. While the level of materiality of procurement decreased in terms of internal sentiment during the year under review, we continued to implement multiple analytics-driven initiatives, a Supply Chain Pulse Report and Improved Warehouse Management processes to maintain efficient and effective operations of our supply chain.

## OUR APPROACH TO RESPONSIBLE PROCUREMENT

A Supplier Code of Conduct that reflects our guiding principles is enforced for all our suppliers. The Code covers various critical areas including business integrity, ethics and management, environmental management, health and safety, labour practices and human rights, and other pertinent social and environmental aspects, all of which are integral to our operations and form the bedrock of our supplier relationships.

Suppliers are also encouraged to develop or adopt an environmental policy, the availability of which we confirm during the onboarding process and supplier site audits in order to ensure that our suppliers' values are aligned with our commitment to environmental sustainability. All new suppliers were screened for their environmental standards and possible negative environmental impacts on the supply chain.

## Resource extraction

The Mahaweli project's vast construction, while beneficial, presented environmental hurdles. Sand mining, air pollution, noise, soil erosion, and habitat loss threatened ecosystems and communities. An Environmental Assessment and Review Framework mitigated these impacts, ensuring sustainable resource extraction and responsible construction practices.

To ensure quality products and services, Dialog partners with suppliers who meet our high standards. A strict Supplier Code of Conduct outlines expectations in ethics, environmental practices, worker safety, and fair labor. This fosters long-term, reliable partnerships while ensuring responsible sourcing throughout our supply chain.

# Our responsible procurement process

The Supplier Code instils behaviours essential to fostering sustainable relationships between our Company and our suppliers. Suppliers who accept the Code are expected to demand similar standards from their own suppliers, and carry out the necessary verifications to ensure their alignment with the same. The Code is also in harmony with Axiata's group-wide Anti-Bribery and Anti-Corruption (ABAC) principles, reinforcing our commitment to ethical business practices throughout our supply chain.

The ABAC clauses are integrated into all our supplier contracts. To ensure the right partners are onboarded for our strategic projects and business-as-usual (BAU) operations, all vendors must go through a rigorous due diligence process.

Our Supply Chain Management (SCM) strategy is rooted in an unwavering commitment to continuous improvement. In the event of revisions to the Code, we circulate the updated policies among incumbent vendors for recertification.

We conduct routine site assessments to confirm our suppliers' adherence to the Code and also evaluate their performance against legal contracts to identify and prioritise areas for improvement. Through close, collaborative efforts, we enable our suppliers to improve their performance and sustainability by addressing any concerns and making recommendations for improvement. We carry out additional follow-up assessments and on-site audits to monitor and assess the performance of suppliers deemed high-risk.

# Enabling supply chain analytics

In 2023, we further developed our Supply Chain Management (SCM) analytics initiative, extending its application beyond the scope of sourcing to encompass the entire supply chain and sharing the SCM Pulse reports with the wider team to provide the feedback, simplification and analytic based decision-making for warehouse management. We also optimised our vendor and commercial and imports-related dashboards, with a focus on order management and inventory and warehouse dashboards. Our SCM analytics go beyond traditional methods of data collection and analysis and provide comprehensive insights into current and new data sources and using SQL coding and Tableau Dashboard reviews. These insights significantly improve supply chain decision-making including BAU tasks, vendor selection, order placements, warehousing, and downstream operations.

**The commercial 360 track** provides insights on code-level spend visibility and user division spend patterns to identify price sensitivities and their impact on financial performance.

**The imports 360 dashboards** offer a streamlined overview of import-related activities, including regulatory approval tracking which is critical to ensuring alignment with consumer demands. The published dashboards can be viewed by the sourcing team, the Management and any user division. The inputs from the dashboards can be used in commercial negotiations and vendor selection processes.

# Procurement digitisation

In line with Coupa implementation – a cloud-based platform implemented as part of Source-to-Pay digitisation and simplification – all sourcing and procurement-related activities are now carried out as paperless transactions with continuous improvement to Anti-Bribery and Anti-corruption (ABAC) and Supplier Code of Conduct (SCOC) compliance. This secure web-based platform is used for sourcing operations, offering convenience and enabling strong governance in all sourcing and procurement engagements and transactions. The introduction of the Workhub system for decentralised procurements will also help the decentralised sourcing projects go paperless and maintain a consolidated repository.

A vendor portal was introduced in Coupa to facilitate the self-enrollment of new suppliers. Through this portal, suppliers have access to a detailed summary of their purchase orders, deliveries, and acceptance status, enhancing the transition to paperless operations. Additionally, the implementation of e-signatures for all contractual and regulatory documents within Coupa has further enhanced efficiency, ensuring that even small transactions conducted outside the platform are completed electronically.

# Supply chain conferences

To maintain continuity of the Supply Chain Forum for key suppliers, another session was held to offer guidance on adhering to the following:

▶ ABAC
▶ Whistle-blowing
▶ Sustainable supply chain
▶ Data privacy

# Upskilling supply chain resources in 2023

In alignment with the Data Science Academy, members of the Supply Chain Management (SCM) team participated in various data science-focused training programmes throughout the year under review. These courses, designed with input from industry experts to bolster data science and analytical capabilities, will enable the Company to make informed strategic decisions by exploring internal data resources.

# Spending on suppliers

**GRI** 204-1

| Category | Value LKR | | Number of vendors | | Spend (%) | |
|---|---|---|---|---|---|---|
| | **2023** | 2022 | **2023** | 2022 | **2023** | 2022 |
| Local | 46,079,942,590.33 | 35,090,989,202 | 1,449 | 836 | 43 | 42 |
| Foreign | 61,205,434,569.30 | 48,047,902,920 | 263 | 146 | 57 | 58 |
| **Total** | 107,285,377,159.63 | 83,138,892,122 | 1,712 | 982 | 100 | 100 |

# Monitoring supplier compliance

**GRI** 308-1, 308-2, 408-1, 414-1, 414-2

Throughout the year, we monitored suppliers' adherence to the Code of Conduct through ongoing compliance monitoring efforts. Specifically, we conducted supplier audits for selected vendors via physical site visits, facilitated by an independent audit firm. This proactive approach ensured continued alignment with our ethical standards and business practices.

We scrupulously manage relationships with our suppliers, and evaluate their environmental practices and commitment to the environment. Overtime,we expect to achieve,

measurement and reduction of GHG emissions across our value chain. In the long term this will lead to net zero emissions across the company.

The audit findings were communicated to internal stakeholders to gather feedback and develop improvement plans. Subsequently, these improvement points will be conveyed to the suppliers, and we will request an action plan from them to address the identified areas for enhancement. This collaborative process ensures transparency and fosters proactive measures toward continuous improvement within our supply chain.

# Suppliers – Environmental and Social Assessment 2023

## Environmental

| | |
|---|---|
| Percentage of new suppliers screened using environmental criteria | **100** |
| Number of suppliers assessed for environmental impacts | **20** |
| Number of suppliers identified as having significant actual and potential negative environmental impacts | **0** |
| Significant actual and potential negative environmental impacts identified in the supply chain | **0** |
| Percentage of suppliers identified as having significant actual and potential negative environmental impacts with which improvements were agreed upon as a result of assessment | **0** |
| Percentage of suppliers identified as having significant actual and potential negative environmental impacts with which relationships were terminated as a result of assessment, and why | **0** |

## Social

| | |
|---|---|
| Percentage of new suppliers that were screened using social criteria | **100** |
| Number of suppliers assessed for social impacts | **20** |
| Number of suppliers identified as having significant actual and potential negative social impacts | **0** |

| | |
|---|---|
| Significant actual and potential negative social impacts identified in the supply chain | **0** |
| Percentage of suppliers identified as having significant actual and potential negative social impacts with which improvements were agreed upon as a result of assessment | **0** |
| Percentage of suppliers identified as having significant actual and potential negative social impacts with which relationships were terminated as a result of assessment, and why | **0** |

## Operations and suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour

The operations and suppliers considered to have significant risk for incidents of

| | | |
|---|---|---|
| ▸ Child labour<br>▸ Young workers exposed to hazardous work | 2023 | **0%** |

The operations and suppliers considered to have significant risk for incidents of child labour either in terms of:

| | | |
|---|---|---|
| ▸ Type of operation (such as manufacturing plant) and supplier<br>▸ Countries or geographical areas with operations and suppliers considered at risk | 2023 | **0%** |

| | |
|---|---|
| The measures taken by the Organisation in the reporting period intended to contribute to the effective abolition of child labour | Clause included in the Supplier Code of Conduct |

## Significant actual and potential negative impacts on society in the supply chain and actions taken

a. The number of suppliers subject to assessments for impacts on society.

| **20** Vendors | 2023 | **100%** Completed |
|---|---|---|

b. The number of suppliers identified as having significant actual and potential negative impacts on society.

| | 2023 | **0%** |
|---|---|---|

c. The significant actual and potential negative impacts on society identified in the supply chain.

| | 2023 | **0%** |
|---|---|---|

d. The percentage of suppliers identified as having significant actual and potential negative impacts on society with which improvements were agreed upon as a result of an assessment.

| | 2023 | **0%** |
|---|---|---|

e. The percentage of suppliers identified as having significant actual and potential negative impacts on society with which relationships were terminated as a result of an assessment, and why.

| | 2023 | **0%** |
|---|---|---|

## Percentage of new suppliers that were screened using criteria for impacts on society

a. The percentage of new suppliers that were screened using criteria for impacts on society

| | 2023 | **100%** |
|---|---|---|

## Future outlook

We are increasingly more focused on localising operations given the country's macroeconomic situation despite some improvements. This will also result in minimised US dollar outflow.

## MATERIAL

## TOPIC 13

# Cybersecurity and Data Privacy

**1 NO POVERTY**

**9 INDUSTRY, INNOVATION AND INFRASTRUCTURE**

## WHY CYBERSECURITY AND DATA PRIVACY ARE MATERIAL TO US

As technology becomes increasingly integral to people's daily lives, ensuring uninterrupted availability of services and protecting customer data is paramount. As technology becomes more and more sophisticated, the severity and frequency of cyberattacks also invariably rises. With the virtually overnight shift to the digital world during the pandemic, risks reached unprecedented levels, with numerous attacks causing untold damage to customers and businesses and leading to heavy financial and reputational losses.

As a leading telecommunications company, we process substantial volumes of customer data daily. Cyberattacks on telecommunications companies can lead to debilitating service disruptions and a system compromise could result in the theft of customer data, which would be a significant breach of privacy and security. The Company's robust Data Protection programme follows global benchmarks and assures the highest quality and security to all stakeholders. We are the first to win the Transparency International Award.

## OUR APPROACH TO CYBERSECURITY IN 2023

To evaluate and mitigate the growing risk and impact of cyberattacks as well as to cultivate customer confidence and loyalty, we have in place a robust and comprehensive Data Protection programme. This initiative underscores our commitment to protecting all personal data within our custody, while also assuring all stakeholders of the safety of their information.

In 2023, the inevitable shift towards a WFH mode following the pandemic created the challenge of protecting endpoints that remotely connected to the corporate network. Investing in adaptable technology with zero-trust elements, which offers continuous and adaptive protection for users, data, and assets, and enforces consistent security policies, accelerated the adoption of this new working approach for Dialog. Although the new ABAC regulations have not impacted cybersecurity, we continue to adhere to the existing certifications and standards to ensure the security of information.

Moreover, we initiated a programme to upgrade to the new ISO version from ISO 27001:2013 to 27001:2022 as part of the natural progression. Additionally, we are in the process of upgrading our payment platform Genie to PCI-DSS version 4 to align with the emerging compliance landscape. In 2022, there were no complaints in relation to breaches of customer privacy.

# Biodiversity

The Mahaweli's rich tapestry of flora and fauna is safeguarded for future generations. Special projects tackle invasive species, ensuring biodiversity thrives. Nurseries and tree-planting programs nurture forests, fostering habitat conservation. Initiatives promoting "Green Cities" and "Green Villages" further solidify the project's commitment to a sustainable environment.

Dialog prioritizes the security of your data. We understand the sensitivity of customer information and have implemented robust data protection programs meeting international standards. These safeguards prevent unauthorised access and ensure the safety of your data. We continuously evaluate and update our security measures to stay ahead of evolving threats, giving you peace of mind.

# Our policies and processes

The Dialog Privacy Notice has been published on our official website at https://dlg.dialog.lk/privacy-notice, to raise awareness among customers, business partners, visitors, and shareholders. The document broadly covers information on how we gather, store, process, and safeguard personal data in our custody. A range of internal policies on key data protection aspects is also in place in addition to this.

Dialog's cybersecurity strategy is in sync with the Axiata Group's strategy of Digital Trust and Resilience (DT&R) developed in collaboration with KPMG in 2019. Designed to uplift the standard of personal data protection across all companies, it acts as a comprehensive roadmap that translates into multiple projects designed to enhance security for our valued customers. The programme is benchmarked against local and international and local baselines, as outlined below:

## The NIST privacy framework

A voluntary framework developed by the National Institute of Standards and Technology (NIST) based in the USA through stakeholder collaboration, spanning the following functions:



**Identify**



**Govern**
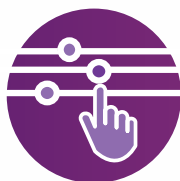


**Control**



**Communicate**



**Protect**

## Standards and certifications

- ISO 27001:2015 – Information Security Management System Certification
- PCI-DSS – Payment Card Industry Data Security Standards for the Genie Payment Platform
- Data Privacy obligations imposed by the TRCSL and the CBSL
- Globally recognised professional certifications for employees within the Data Protection Office

# General data protection regulation

- Lawfulness, fairness, and transparency
- Purpose limitation
- Data minimisation
- Accuracy
- Storage limitation
- Integrity and confidentiality
- Accountability

# Personal Data Protection Act No. 9 of 2022

Sri Lanka's Personal Data Protection Act No. 9 of 2022 ("the Act") draws from various international standards and legislations, including the General Data Protection Regulation of the EU. The Act governs the processing of personal data and the dissemination of unsolicited messages, while also safeguarding the rights of data subjects. The Act outlines the functions and powers of the Data Protection Authority, and sets out violations. The Company is in the process of ensuring compliance with the same.

In this regard Extraordinary Gazette No. 2341/59 dated 21 July 2023 issued by the Ministry of Technology ("MOT") appointed 17 July 2023 as the date on which Part V of the Act shall come into operation.

Subsequently, Extraordinary Gazette No. 2366/08 dated 08 January 2024 issued by the MOT appointed 1 December 2023 as the date on which Part VI, VIII, IX and X of the Act shall come into operation and 18 March 2025 as the date on which Part I, II, III and VII shall come into operation.

# ISO 27701



Dialog achieved a significant milestone in October 2023 by becoming the first telecommunications service provider in the country and one of only a few in South Asia to receive ISO 27701 certification, the internationally recognised standard for privacy information management systems. An extension to ISO 27001 accreditation, ISO 27701 sets additional controls on data privacy and provides guidance for establishing, implementing, maintaining, and improving an organisation's Privacy Information Management System. The ISO 27701 standard offers a comprehensive framework for Privacy Information Management Systems (PIMS), enabling organisations to refine their data privacy practices and adapt to evolving privacy threats and regulatory requirements. This approach is anchored in robust risk management and compliance principles, with a strong emphasis on measuring progress and fostering continuous improvement.

## Strengthening cybersecurity and data privacy in 2023

In 2023, we retained our ISO 27001:2015 Information Security Management System (ISMS) certification, as well as the PCI-DSS for our Genie payment platform. We are in the process of increasing our NIST Cybersecurity Framework maturity score (3.23) to be on a par with the global telcos, thereby providing an assurance to our customers on our commitment to protecting critical information of our customers.

Furthermore, we have obtained globally recognised professional certifications for employees currently within the Group Data Protection Office. Additionally, we are in compliance with the existing data privacy obligations imposed by the TRCSL and the CBSL and are currently working on implementing an ISO/IEC 27701 standard-based Privacy Information Management System (PIMS). We are ensuring our compliance with the Personal Data Protection Act No. 9 of 2022.

We also continued to mature our cybersecurity and data privacy across our operations against global benchmarks and best practices by adopting and aligning to internationally recognised standards such as the NIST Framework, AICPA/CICA, and CMMI Privacy Maturity models. Application assessments were carried out to assess the privacy controls in 25 identified critical applications and systems that process or store personal data whilst implementing and automating the retention and disposal policy in systems that store personal data. Moreover, to ensure compliance to the same, we assessed the Privacy and Cybersecurity controls in our subsidiaries during the year.

As part of fostering a strong risk and compliance culture, mandatory training was provided to our employees covering the cybersecurity and data privacy domains.

## Data governance

The Group Data Protection Office at Dialog, led by our Data Protection Officer, oversees the processing of personal data across our operations and offers guidance on all aspects of data protection. In addition, the office provides advice on data governance and promotes a privacy-by-design approach in all processes involving personal data, including advising internal teams on the responsible use of emerging technologies including AI and Machine Learning. The Group Data Protection Office conducts regular awareness sessions for both internal and external stakeholders to instil a thorough understanding and familiarity with data protection principles and best practices.

# Audit and testing process

Axiata Group's cybersecurity governance systems and processes undergo regular testing across all OpCos to ensure alignment with industry best practice frameworks. These assessments include defined targets for improvement and Chief Officer/Executive-level KPIs to manage progress and manage cybersecurity initiatives effectively.

The Company's IT, internet data centre and telecommunication services follow the ISO 27001:2013 standard and the NIST Cybersecurity Framework.

Our cybersecurity framework is in alignment with the Enterprise Risk Management (ERM) framework and is reinforced through monthly meetings that see the participation of key executives and senior representatives from Axiata. This framework is useful in assessing the maturity of each business pillar based on globally recognised best practices as defined by the ISO 31000 Risk Management Standard.

# Product and service security

We improved our cybersecurity governance by developing processes and policies that secure information across all platforms adopting a secure-by-design principle. This includes APIs, mobile and web applications, and customer-facing products, taking the following steps to ensure security:

▸ Conducting tests prior to launch

▸ Running product tests on a periodic basis

▸ Conducting vulnerability assessments throughout product lifecycles

▸ Issuing technical alerts based on global threat intelligence on vulnerabilities that are being exploited so that prior to an incident particular patches can be installed to ensure that asset owners

　– are alert to the possibility of security breaches,

　– work towards reducing the window of exposure of vulnerabilities preventing periods of technical vulnerability

On top of these formal procedures, our employees are trained to prioritise privacy and security risks, reinforced through ongoing training and the use of top-to-bottom KPIs to manage cybersecurity risks.

# Data leakage

We have implemented essential safeguards to proactively eliminate any potential risk of breach. The Complaints Management Unit, overseen by the GSD portfolio, handles customer concerns and complaints related to information leaks. A dedicated team investigates data leakage complaints raised through various channels, including email and a dedicated hotline. We conduct annual reviews of these controls to prevent customer information leaks, prioritising the privacy and security of stakeholders to foster trust and confidence.

| | From outside parties | From regulators |
|---|---|---|
| Total complaints investigated in relation to breaches of customer privacy in 2023 | 0 | 0 |
| Identified leaks (further to two-tier investigation) | 0 | 0 |

| | 2023 | 2022 | 2021 |
|---|---|---|---|
| Total complaints investigated in relation to breaches of customer privacy (%) * | 0 | 0 | 0 |

* Number of complaints over user base.

# GRI Content Index

For the Content Index – Essentials Service, GRI Services reviewed that the GRI content index has been presented in a way consistent with the requirements for reporting in accordance with the GRI Standards, and that the information in the index is clearly presented and accessible to the stakeholders.

| Statement of use | Dialog Axiata PLC has reported in accordance with the GRI Standards for the period 1 January 2023 to 31 December 2023. |
|---|---|
| GRI 1 used | GRI 1: Foundation 2021 |
| Applicable GRI Sector Standard(s) | N/A |

| GRI standard/ other source | Disclosure | | Location (Page No.) | Omission | | | |
|---|---|---|---|---|---|---|---|
| | | | | Requirement(S) Omitted | Reason | Explanation | Remarks |
| **General disclosures** | | | | | | | |
| GRI 2: General Disclosures 2021 | 2-1 | Organizational details | About Dialog (6) | | | | |
| | 2-2 | Entities included in the organization's sustainability reporting | Report Basis of Preparation – About this Report (13) | | | | |
| | 2-3 | Reporting period, frequency and contact point | Report Basis of Preparation – About this Report (13), Feedback (15) | | | | |
| | 2-4 | Restatements of information | Report Basis of Preparation – Restatements (15) | | | | |
| | 2-5 | External assurance | Report Basis of Preparation – Independent Limited Assurance (15) | | | | |
| | 2-6 | Activities, value chain and other business relationships | About Dialog Axiata (6), Our Value Creation Model (8), Responsible procurement (196) | | | | |
| | 2-7 | Employees | Diversity and Non-discrimination – Our Employees (116) | | | | |
| | 2-8 | Workers who are not employees | Diversity and Non-discrimination – Our Employees (116) | | | | |
| | 2-9 | Governance structure and composition | Corporate Governance – Delegating authority for economic, environmental, and social impacts (46), Board and committee composition (47) | | | | |
| | 2-10 | Nomination and selection of the highest governance body | Corporate Governance – Board and committee selection process (48) | | | | |
| | 2-11 | Chair of the highest governance body | Corporate Governance – Board and committee selection process (48) | | | | |

Introduction   Key Messages   Leadership   Material Topics   **Annexures**

| GRI standard/ other source | Disclosure | Location (Page No.) | Omission | | | Remarks |
|---|---|---|---|---|---|---|
| | | | Requirement(S) Omitted | Reason | Explanation | |
| 2-12 | Role of the highest governance body in overseeing the management of impacts | Corporate Governance – Delegating authority for economic, environmental, and social impacts (46), The role of the Board of Directors (49) | | | | |
| 2-13 | Delegation of responsibility for managing impacts | Corporate Governance – Delegating authority for economic, environmental, and social impacts (46) | | | | |
| 2-14 | Role of the highest governance body in sustainability reporting | Corporate Governance – Delegating authority for economic, environmental, and social impacts (46), The role of the Board of Directors (49) | | | | |
| 2-15 | Conflicts of interest | Corporate Governance – Managing conflicts of interest (49) | | | | |
| 2-16 | Communication of critical concerns | Corporate Governance – Risk Management (50) | | | | |
| 2-17 | Collective knowledge of the highest governance body | Corporate Governance – Training and Development (49) | | | | |
| 2-18 | Evaluation of the performance of the highest governance body | Corporate Governance – Performance Evaluation (49) | | | | |
| 2-19 | Remuneration policies | Diversity and Non-discrimination – Remuneration (118) | | | | |
| 2-20 | Process to determine remuneration | Diversity and Non-discrimination – Remuneration (118) | | | | |
| 2-21 | Annual total compensation ratio | Diversity and Non-discrimination – Gender equality (120) | | | | |
| 2-22 | Statement on sustainable development strategy | Group Chief Executive's Review (31) | | | | |
| 2-23 | Policy commitments | Compliance (60) | | | | |
| 2-24 | Embedding policy commitments | Compliance (60) | | | | |
| 2-25 | Processes to remediate negative impacts | Compliance – The whistle-blower policy (69), Diversity and Non-Discrimination – Steadfast integrity (118) | | | | |
| 2-26 | Mechanisms for seeking advice and raising concerns | Compliance – The whistle-blower policy (69), Diversity and Non-Discrimination – Steadfast integrity (118) | | | | |

Introduction    Key Messages    Leadership    Material Topics    **Annexures**

| GRI standard/ other source | Disclosure | | Location (Page No.) | Omission | | | Remarks |
|---|---|---|---|---|---|---|---|
| | | | | Requirement(S) Omitted | Reason | Explanation | |
| | 2-27 | Compliance with laws and regulations | Compliance (60) | | | | |
| | 2-28 | Membership associations | – | 2-28 | Information unavailable incomplete | All information required for this disclosure was unavailable to be compiled by the time of the publication of the 2023 report. Information will be gathered in preparation for the 2024 report. | |
| | 2-29 | Approach to stakeholder engagement | Stakeholder Engagement (18) | | | | |
| | 2-30 | Collective bargaining agreements | – | 2-30 | Not applicable | Not applicable as Dialog does not have collective bargaining agreements | |

**Material topics**

| GRI standard/ other source | Disclosure | | Location (Page No.) | | | | Remarks |
|---|---|---|---|---|---|---|---|
| GRI 3: Material Topics 2021 | 3-1 | Process to determine material topics | Materiality (26) | | | | |
| | 3-2 | List of material topics | Materiality (26) | | | | |

**Corporate governance**

| GRI standard/ other source | Disclosure | | Location (Page No.) | | | | Remarks |
|---|---|---|---|---|---|---|---|
| GRI 3: Material Topics 2021 | 3-3 | Management of material topics | Corporate governance (44) | | | | |
| GRI 2: General Disclosures 2021 | 2-9 to 2-21 | | See index entries above | | | | |

**Compliance**

| GRI standard/ other source | Disclosure | | Location (Page No.) | | | | Remarks |
|---|---|---|---|---|---|---|---|
| GRI 3: Material Topics 2021 | 3-3 | Management of material topics | Compliance (60) | | | | |
| GRI 2: General Disclosures 2021 | 2-26, 2-27, 2-30 | | See index entries above | | | | |
| GRI 205: Anti-corruption 2016 | 205-1 | Operations assessed for risks related to corruption | Compliance – Anti-Bribery and Corruption (65) | | | | |
| | 205-3 | Confirmed incidents of corruption and actions taken | Compliance – Anti-Bribery and Corruption (65), Training on anticorruption (69) | | | | There were no reported incidents of corruption during the year |
| GRI 206: Anti-competitive Behavior 2016 | 206-1 | Legal actions for anti-competitive behavior, anti-trust, and monopoly practices | | | | | There were no legal actions for anti-competitive behaviour, anti-trust, and monopoly practices |

| GRI standard/ other source | Disclosure | | Location (Page No.) | Omission | | | Remarks |
|---|---|---|---|---|---|---|---|
| | | | | Requirement(S) Omitted | Reason | Explanation | |

### Customer Satisfaction and Relationships

| GRI 3: Material Topics 2021 | 3-3 | Management of material topics | Customer Satisfaction and Relationships (84) | | | | |

### Economic Performance

| GRI 3: Material Topics 2021 | 3-3 | Management of material topics | Environmental Performance and Climate Action (96), Economic Performance (92) | | | | |
| GRI 201: Economic Performance 2016 | 201-1 | Direct economic value generated and distributed | Economic Performance (92) | | | | |
| | 201-2 | Financial implications and other risks and opportunities due to climate change | Environmental performance and climate action- Report on climate related risks and opportunitiesstrategy (98) | | | | |
| | 201-3 | Defined benefit plan obligations and other retirement plans | Annual Report – Notes to the Financial Statements (105-106) | | | | |
| | 201-4 | Financial assistance received from government | Annual Report (152-154) | | | | No financial assistance received from Government for the reporting year |

### Environmental Performance and Climate Action

| GRI 3: Material Topics 2021 | 3-3 | Management of material topics | Environmental Performance and Climate Action (96) | | | | |
| GRI 302: Energy 2016 | 302-1 | Energy consumption within the organization | Environmental Performance and Climate Action – Energy (112) | | | | |
| | 302-2 | Energy consumption outside of the organization | - | 302-2 | Not applicable | Energy consumption outside the organisation is not calculated | |
| | 302-3 | Energy intensity | Environmental Performance and Climate Action – Energy (112) | | | | |
| | 302-4 | Reduction of energy consumption | Environmental Performance and Climate Action – Energy (112) | | | | |

| GRI standard/ other source | Disclosure | | Location (Page No.) | Omission | | | Remarks |
|---|---|---|---|---|---|---|---|
| | | | | Requirement(S) Omitted | Reason | Explanation | |
| | 302-5 | Reductions in energy requirements of products and services | Environmental Performance and Climate Action – Energy (112) | | | | |
| GRI 303: Water and Effluents 2018 | 303-1 | Interactions with water as a shared resource | | 303-1 | Not applicable | Not applicable to our type of business, hence omitted | |
| | 303-2 | Management of water discharge-related impacts | | 303-2 | Not applicable | Not applicable to our type of business, hence omitted | |
| | 303-3 | Water withdrawal | | 303-3 | Not applicable | Not applicable to our type of business, hence omitted | |
| | 303-4 | Water discharge | | 303-4 | Not applicable | Not applicable to our type of business, hence omitted | |
| | 303-5 | Water consumption | Environmental Performance and Climate Action – Water (113) – 303-5.a | 303-5.b; 303-5.c; 303-5.d | Information unavailable/ incomplete | Information required for disclosures 303-5, b, c, and d was unavailable to be compiled by the time of the publication of the 2023 report. Information will be gathered in preparation for the 2024 report. | |
| GRI 305: Emissions 2016 | 305-1 | Direct (Scope 1) GHG emissions | Environmental Performance and Climate Action- Report on Climate Related Risks and Opportunities-Metrics and Targets (105) | | | | |
| | 305-2 | Energy indirect (Scope 2) GHG emissions | Environmental Performance and Climate Action- Report on Climate Related Risks and Opportunities-Metrics and Targets (105) | | | | |
| | 305-3 | Other indirect (Scope 3) GHG emissions | Environmental Performance and Climate Action- Report on Climate Related Risks and Opportunities-Metrics and Targets (105) | | | | |

Introduction    Key Messages    Leadership    Material Topics    **Annexures**

| GRI standard/ other source | Disclosure | | Location (Page No.) | Omission | | | Remarks |
|---|---|---|---|---|---|---|---|
| | | | | Requirement(S) Omitted | Reason | Explanation | |
| | 305-4 | GHG emissions intensity | Environmental Performance and Climate Action-Report on Climate Related Risks and Opportunities-Metrics and Targets (105) | | | | |
| | 305-5 | Reduction of GHG emissions | Environmental Performance and Climate Action-Report on Climate Related Risks and Opportunities-Metrics and Targets (105) | | | | |
| | 305-6 | Emissions of ozone-depleting substances (ODS) | Environmental Performance and Climate Action-Report on Climate Related Risks and Opportunities-Metrics and Targets (105) | | | | Ozone depleting substances included as equivalent CO2 emissions |
| | 305-7 | Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions | Environmental Performance and Climate Action-Report on Climate Related Risks and Opportunities-Metrics and Targets(105) | | | | Our GHG emissions are disclosed expressed as metric tonnes of CO2 equivalent. This include GHGs like carbon dioxide (CO2), methane (CH4), nitrous oxide (N2O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), sulfur hexafluoride (SF6), and nitrogen trifluoride (NF3). |

**Diversity and Non-Discrimination**

| GRI standard/ other source | Disclosure | | Location (Page No.) | | | | |
|---|---|---|---|---|---|---|---|
| GRI 3: Material Topics 2021 | 3-3 | Management of material topics | Corporate Governance – Board and Committee Composition (47), Diversity and Non-discrimination (114) | | | | |
| GRI 405: Diversity and Equal Opportunity 2016 | 405-1 | Diversity of governance bodies and employees | Corporate Governance – Board and Committee Composition (47), Diversity and Non-Discrimination-Percentage of employees by gender and age group, for each employee category (120) | | | | |

| GRI standard/ other source | Disclosure | | Location (Page No.) | Omission | | | Remarks |
|---|---|---|---|---|---|---|---|
| | | | | Requirement(S) Omitted | Reason | Explanation | |
| | 405-2 | Ratio of basic salary and remuneration of women to men | Diversity and Non-discrimination – Gender equality (120) | | | | |
| GRI 406: Non-discrimination 2016 | 406-1 | Incidents of discrimination and corrective actions taken | Diversity and Non- Discrimination-Our Employees (108) | | | | |

**Employee Competence**

| GRI standard/ other source | Disclosure | | Location (Page No.) | Requirement(S) Omitted | Reason | Explanation | Remarks |
|---|---|---|---|---|---|---|---|
| GRI 3: Material Topics 2021 | 3-3 | Management of material topics | Diversity and Non-discrimination (114) | | | | |
| GRI 202: Market Presence 2016 | 202-1 | Ratios of standard entry level wage by gender compared to local minimum wage | Diversity and Non-discrimination – Gender equality (120) | | | | |
| | 202-2 | Proportion of senior management hired from the local community | | 202-2 | Information unavailable/ incomplete | All information required for this disclosure was unavailable to be compiled by the time of the publication of the 2023 report. Information will be gathered in preparation for the 2024 report. | |
| GRI 401: Employment 2016 | 401-1 | New employee hires and employee turnover | Diversity and Non-discrimination – Our Employees (116) | | | | |
| | 401-2 | Benefits provided to full-time employees that are not provided to temporary or part-time employees | Diversity and Non-discrimination – Additional benefits offered to all full-time employees (119) | | | | |
| | 401-3 | Parental leave | Diversity and Non-discrimination – Parental leave (119) | | | | |
| GRI 404: Training and Education 2016 | 404-1 | Average hours of training per year per employee | Employee Competence (112) | | | | |
| | 404-2 | Programs for upgrading employee skills and transition assistance programs | Employee Competence (112) | | | | |
| | 404-3 | Percentage of employees receiving regular performance and career development reviews | Employee Competence (112) | | | | |

Introduction   Key Messages   Leadership   Material Topics   **Annexures**

| GRI standard/ other source | Disclosure | | Location (Page No.) | Omission | | | Remarks |
| --- | --- | --- | --- | --- | --- | --- | --- |
| | | | | Requirement(S) Omitted | Reason | Explanation | |
| **Occupational Health and Safety and Wellbeing** | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 | Management of material topics | Occupational Health, Safety and Well-being (130) | | | | |
| GRI 403: Occupational Health and Safety 2018 | 403-1 | Occupational health and safety management system | Occupational Health, Safety and Well-being – Occupational Health and safety procedures and practices (133) | | | | |
| | 403-2 | Hazard identification, risk assessment, and incident investigation | Occupational Health, Safety and Well-being – Occupational Health and safety procedures and practices (133) | | | | |
| | 403-3 | Occupational health services | Occupational Health, Safety and Well-being – Occupational Health and safety procedures and practices (133) | | | | |
| | 403-4 | Worker participation, consultation, and communication on occupational health and safety | Occupational Health, Safety and Well-being – Occupational Health and safety procedures and practices (133) | | | | |
| | 403-5 | Worker training on occupational health and safety | Occupational Health, Safety and Well-being – Occupational Health and safety procedures and practices (133) | | | | |
| | 403-6 | Promotion of worker health | Occupational Health, Safety and Well-being – Occupational Health and safety procedures and practices (133) | | | | |
| | 403-7 | Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | Occupational Health, Safety and Well-being – Occupational Health and safety procedures and practices (133) | | | | |
| | 403-8 | Workers covered by an occupational health and safety management system | Occupational Health, Safety and Well-being – Occupational Health and safety procedures and practices (133) | | | | |
| | 403-9 | Work-related injuries | Occupational Health, Safety and Well-being – Occupational Health and safety procedures and practices (133) | | | | |
| | 403-10 | Work-related ill health | - | | | | There have been no incidents of work related illhealth |

Introduction    Key Messages    Leadership    Material Topics    **Annexures**

| GRI standard/ other source | Disclosure | | Location (Page No.) | Omission | | | Remarks |
|---|---|---|---|---|---|---|---|
| | | | | Requirement(S) Omitted | Reason | Explanation | |
| **Innovation** | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 | Management of material topics | Compliance – Community Investment and Social Stewardship (72), Digital Inclusion (180) | | | | |
| GRI 203: Indirect Economic Impacts 2016 | 203-1 | Infrastructure investments and services supported | Compliance – Community Investment and Social Stewardship (72), Digital Inclusion (180) | | | | |
| | 203-2 | Significant indirect economic impacts | Compliance – Community Investment and Social Stewardship (72), Digital Inclusion (180) | | | | |
| **Network Quality and Expansion** | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 | Management of material topics | Network Quality and Expansion (174) | | | | |
| **Digital Inclusion** | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 | Management of material topics | Compliance – Community Investment and Social Stewardship (72), Digital Inclusion (180) | | | | |
| GRI 203: Indirect Economic Impacts 2016 | 203-1 | Infrastructure investments and services supported | Compliance – Community Investment and Social Stewardship (72), Digital Inclusion (180) | | | | |
| | 203-2 | Significant indirect economic impacts | Digital Inclusion (180) | | | | |
| GRI 413: Local Communities 2016 | 413-1 | Operations with local community engagement, impact assessments, and development programs | Compliance – Community Investment and Social Stewardship (72), Digital Inclusion (180) | | | | |
| | 413-2 | Operations with significant actual and potential negative impacts on local communities | Compliance – Community Investment and Social Stewardship (72), Digital Inclusion (180) | | | | |

| GRI standard/ other source | Disclosure | | Location (Page No.) | Omission | | | |
|---|---|---|---|---|---|---|---|
| | | | | Requirement(S) Omitted | Reason | Explanation | Remarks |
| **Responsible Procurement** | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 | Management of material topics | Responsible Procurement (196) | | | | |
| GRI 204: Procurement Practices 2016 | 204-1 | Proportion of spending on local suppliers | Responsible Procurement – Spending on suppliers (199) | | | | |
| GRI 308: Supplier Environmental Assessment 2016 | 308-1 | New suppliers that were screened using environmental criteria | Responsible Procurement – Monitoring supplier compliance (199) | | | | |
| | 308-2 | Negative environmental impacts in the supply chain and actions taken | Responsible Procurement – Monitoring supplier compliance (199) | | | | |
| GRI 408: Child Labor 2016 | 408-1 | Operations and suppliers at significant risk for incidents of child labor | Responsible Procurement – Monitoring supplier compliance (199) | | | | |
| GRI 414: Supplier Social Assessment 2016 | 414-1 | New suppliers that were screened using social criteria | Responsible Procurement – Monitoring supplier compliance (199) | | | | |
| | 414-2 | Negative social impacts in the supply chain and actions taken | Responsible Procurement – Monitoring supplier compliance (199) | | | | |
| **Cybersecurity and Data Privacy** | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 | Management of material topics | Cybersecurity and Data Privacy (202) | | | | |
| GRI 418: Customer Privacy 2016 | 418-1 | Substantiated complaints concerning breaches of customer privacy and losses of customer data | Cybersecurity and Data Privacy (202) | | | | |

# SLFRS S1 and S2

## Governance

| Topic | Description | Code | Location (Page No.) | Notes |
|---|---|---|---|---|
| Governance | The objective of climate-related financial disclosures on governance is to enable users of general purpose financial reports to understand the governance processes, controls and procedures an entity uses to monitor, manage and oversee climate-related risks and opportunities (S2.05). | S2.06a-i(1) | Environmental Performance and Climate Action – Report on CRROs – Governance (98) | |
| | | S2.06a-i(2) | Environmental Performance and Climate Action – Report on CRROs – Governance (98) | |
| | | S2.06a-ii | Environmental Performance and Climate Action – Report on CRROs – Governance (98) | |
| | | S2.06a-iii | Environmental Performance and Climate Action – Report on CRROs – Governance (98) | |
| | | S2.06a-iv(1) | Environmental Performance and Climate Action – Report on CRROs – Governance (98) | |
| | | S2.06a-v(1) | Environmental Performance and Climate Action – Report on CRROs – Governance (98) | |
| | | S2.06a-v(2) | Environmental Performance and Climate Action – Report on CRROs – Governance (98) | |
| | | S2.06b-i(1) | Environmental Performance and Climate Action – Report on CRROs – Governance (98) | |
| | | S2.06b-i(2) | Environmental Performance and Climate Action – Report on CRROs – Governance (98) | |
| | | S2.06b-i(3) | Environmental Performance and Climate Action – Report on CRROs – Governance (98) | |
| | | S2.06b-ii(1) | Environmental Performance and Climate Action – Report on CRROs – Governance (98) | |
| | | S2.06b-ii(2) | Environmental Performance and Climate Action – Report on CRROs – Governance (98) | |

# Strategy

| Topic | Description | Code | Location (Page No.) | Notes |
|---|---|---|---|---|
| Climate-related risks and opportunities | The objective of climate-related financial disclosures on strategy is to enable users of general purpose financial reports to understand an entity's strategy for managing climate-related risks and opportunities (S2.08). | S2.10a | Environmental Performance and Climate Action – Report on CRROs – Strategy (99-104) | |
| | | S2.10b | Environmental Performance and Climate Action – Report on CRROs – Strategy (99-104) | |
| | | S2.10c | Environmental Performance and Climate Action – Report on CRROs – Strategy (99-104) | |
| | | S2.10d(1) | Environmental Performance and Climate Action – Report on CRROs – Strategy (99-104) | |
| | | S2.10d(2) | Environmental Performance and Climate Action – Report on CRROs – Strategy (99-104) | |
| | | S2.12 | Environmental Performance and Climate Action – Report on CRROs – Strategy (99-105) | |
| Business model and value chain | An entity shall disclose information that enables users of general purpose financial reports to understand the current and anticipated effects of climate-related risks and opportunities on its business model and value chain (S2.13). | S2.13a | Environmental Performance and Climate Action – Report on CRROs – Strategy (99-104) | |
| | | S2.13b | Environmental Performance and Climate Action – Report on CRROs – Strategy (99-104) | |
| Strategy and decision-making | An entity shall disclose information that enables users of general purpose financial reports to understand the effects of climate-related risks and opportunities on its strategy and decision- making (S2.14). | S2.14a-i(1) | Environmental Performance and Climate Action – Report on CRROs – Strategy (99-104) | |
| | | S2.14a-i(2) | Environmental Performance and Climate Action – Report on CRROs – Strategy (99-104) | |
| | | S2.14a-i(3) | Environmental Performance and Climate Action – Report on CRROs – Strategy (99-104) | |
| | | S2.14a-i(4) | Environmental Performance and Climate Action – Report on CRROs – Strategy (99-104) | |
| | | S2.14a-ii | Environmental Performance and Climate Action – Report on CRROs – Strategy (99-104) | |

| Topic | Description | Code | Location (Page No.) | Notes |
|---|---|---|---|---|
| | | S2.14a-iii | Environmental Performance and Climate Action – Report on CRROs – Strategy (99-104) | |
| | | S2.14a-iv | Environmental Performance and Climate Action – Report on CRROs – Strategy (99-104) | |
| | | S2.14a-v | Environmental Performance and Climate Action – Report on CRROs – Strategy (99-104) | |
| | | S2.14c | Environmental Performance and Climate Action – Report on CRROs – Metrics and Targets (110) | |
| Financial position, financial performance and cash flows | An entity shall disclose information that enables users of general purpose financial reports to understand the current and anticipated effects of climate-related risks and opportunities on its financial position, financial performance and cash flows for the reporting period (S2.15). | | | Dialog has applied the following transition relief in compiling this report: SLFRS S2, paragraphs 15 (b), 19-21 – Disclosures of qualitative and quantitative information on current and anticipated financial effects of CRROs. |
| | In providing quantitative information, an entity may disclose a single amount or a range (S2.17). An entity need not provide quantitative information about the current or anticipated financial effects of a climate-related risk or opportunity if the entity determines that those effects are not separately identifiable or the level of measurement uncertainty involved in estimating those effects is so high that the resulting quantitative information would not be useful (S2.19). In addition, an entity need not provide quantitative information about the anticipated financial effects of a climate-related risk or opportunity if the entity does not have the skills, capabilities or resources to provide that quantitative information (S2.20). | | | Dialog has applied the following transition relief in compiling this report: SLFRS S2, paragraphs 15 (b), 19-21 – Disclosures of qualitative and quantitative information on current and anticipated financial effects of CRROs. |
| Climate resilience | An entity shall disclose information that enables users of general purpose financial reports to understand the resilience of the entity's strategy and business model to climate-related changes, developments and uncertainties, taking into consideration its identified climate-related risks and opportunities. The entity shall use climate-related scenario analysis to assess its climate resilience using an approach that is commensurate with its circumstances (see S2.B1–B18). In providing quantitative information, the entity may disclose a single amount or a range. (S1.22) | | | Dialog has applied the following transition relief in compiling this report: SLFRS S2, paragraph 22 – Climate scenario analysis. |

# Risk Management

| Topic | Description | Code | Location (Page No.) | Notes |
|---|---|---|---|---|
| Risk Management | The objective of climate-related financial disclosures on risk management is to enable users of general purpose financial reports to understand an entity's processes to identify, assess prioritise and monitor climate-related risks and opportunities, including whether and how those processes are integrated into and inform the entity's overall risk management process (S2.24). | S2.25a | Environmental Performance and Climate Action – Report on CRROs – Risk Management (105) | |
| | | S2.25a-i | Environmental Performance and Climate Action – Report on CRROs – Risk Management (105) | |
| | | S2.25a-ii | Environmental Performance and Climate Action – Report on CRROs – Risk Management (105); Environmental Performance and Climate Action – Report on CRROs – Strategy (104) | |
| | | S2.25a-iii | Environmental Performance and Climate Action – Report on CRROs – Risk Management (105); Environmental Performance and Climate Action – Report on CRROs – Strategy (104) | |
| | | S2.25a-iv | Environmental Performance and Climate Action – Report on CRROs – Risk Management (105) | |
| | | S2.25a-v | Environmental Performance and Climate Action – Report on CRROs – Risk Management (105) | |
| | | S2.25b(1) | Environmental Performance and Climate Action – Report on CRROs – Risk Management (105) | |
| | | S2.25b(2) | Environmental Performance and Climate Action – Report on CRROs – Risk Management (105); Environmental Performance and Climate Action – Report on CRROs – Strategy (104) | |
| | | S2.25c | Environmental Performance and Climate Action – Report on CRROs – Risk Management (105) | |

# Metrics and targets

| Topic | Description | Code | Location (Page No.) | Notes |
|---|---|---|---|---|
| Greenhouse gases | An entity shall disclose information relevant to the cross-industry metric category of greenhouse gas emissions generated during the reporting period | S2.29a-i | Environmental Performance and Climate Action – Report on CRROs – Metrics and Targets (105-110) | Dialog has applied the following transition relief in compiling this report: SLFRS S2, paragraph 36 (b)/C4 (b) – Scope 3 reporting. |
| | | S2.29a-ii(1) \| S2.B28a S2.29a-ii(2) \| S2.B28b | | Dialog measures it's Greenhouse gas emissions in accordance with the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard(2004) |

| Topic | Description | Code | Location (Page No.) | Notes |
|---|---|---|---|---|
| | | S2.29a-iii(1) | Environmental Performance and Climate Action – Report on CRROs – Metrics and Targets (105-110) | |
| | | S2.29a-iii(2) | Environmental Performance and Climate Action – Report on CRROs – Metrics and Targets (105-110) | |
| | | S2.29a-iii(3) | Environmental Performance and Climate Action – Report on CRROs – Metrics and Targets (105-110) | No changes to the measurement approach have been made in measuring the greenhouse gas emissions during the year 2023. |
| | | S2.29a-iv | Environmental Performance and Climate Action – Report on CRROs – Metrics and Targets (105-110) | |
| | | S2.29a-v(1) | Environmental Performance and Climate Action – Report on CRROs – Metrics and Targets (105-110) | |
| | | S2.29a-vi(1) | Environmental Performance and Climate Action – Report on CRROs – Metrics and Targets (105-110) | Dialog has applied the following transition relief in compiling this report: SLFRS S2, paragraph 36 (b)/C4 (b) – Scope 3 reporting. |
| | | S2.B56a | Environmental Performance and Climate Action – Report on CRROs – Metrics and Targets (105-110) | Dialog has applied the following transition relief in compiling this report: SLFRS S2, paragraph 36 (b)/C4 (b) – Scope 3 reporting. |
| | | S2.B56b | Environmental Performance and Climate Action – Report on CRROs – Metrics and Targets (105-110) | Dialog has applied the following transition relief in compiling this report: SLFRS S2, paragraph 36 (b)/C4 (b) – Scope 3 reporting. |
| Greenhouse gases – financed emissions | An entity shall disclose its financed greenhouse gas emissions generated during the reporting period (S2.29(vi)(2) | | | Dialog has applied the following transition relief in compiling this report: SLFRS S2, paragraph 36 (b)/C4 (b) – Scope 3 reporting. |

| Topic | Description | Code | Location (Page No.) | Notes |
|-------|-------------|------|---------------------|-------|
| Other cross-industry metrics | An entity shall disclose the cross-industry metric categories of climate-related physical risks, transition risks, opportunities, capital deployment, internal carbon prices and remuneration (S2.29(b)-(g); S2.B64), considering the aspects included in S2.B65. In preparing disclosures to meet the requirements in paragraph 29(b)−(d), an entity shall use all reasonable and supportable information that is available to it at the reporting date without undue cost or effort (S2.30). | S2.29b | Environmental Performance and Climate Action – Report on CRROs – Strategy (104) | |
| | | S2.29c | Environmental Performance and Climate Action – Report on CRROs – Strategy (104) | |
| | | S2.29d | Environmental Performance and Climate Action – Report on CRROs – Strategy (104) | |
| | | S2.29e | Environmental Performance and Climate Action – Report on CRROs – Strategy (104) | |
| | | S2.29f-i(1) S2.29f-i(2) S2.29f-ii S2.29g-i(1) S2.29g-i(2) S2.29g-ii | | Dialog does not consider internal carbon pricing for targets or metrics, and climate-related considerations are not factored into employee remuneration. |
| Industry-based metrics | An entity shall disclose industry-based metrics that are associated with particular business models, activities or other common features that characterise participation in an industry. In determining the industry-based metrics that the entity discloses, the entity shall refer to and consider the applicability of the industry-based metrics associated with disclosure topics described in the Industry-based Guidance on Implementing SLFRS S2 (S2.32). | S2.32 | Environmental Performance and Climate Action – Report on CRROs – Metrics and Targets (109) | |
| Climate-related targets | An entity shall disclose the quantitative and qualitative climate-related targets it has set to monitor progress towards achieving its strategic goals, and any targets it is required to meet by law or regulation, including any greenhouse gas emissions targets (S2.33). In identifying and disclosing the metrics used to set and monitor progress towards reaching a target described in S2.33–34, an entity shall refer to and consider the applicability of cross-industry metrics (see S2.29) and industry-based metrics (see S2.32), including those described in an applicable SLFRS Sustainability Disclosure Standard, or metrics that otherwise satisfy the requirements in SLFRS S1 (S2.37). | S2.33a | Environmental Performance and Climate Action – Report on CRROs – Metrics and Targets (109) | |

| Topic | Description | Code | Location (Page No.) | Notes |
|---|---|---|---|---|
| | | S2.33b | Environmental Performance and Climate Action – Report on CRROs – Metrics and Targets (109) | |
| | | S2.33c | Environmental Performance and Climate Action – Report on CRROs – Metrics and Targets (109) | |
| | | S2.33d | Environmental Performance and Climate Action – Report on CRROs – Metrics and Targets (109) | |
| | | S2.33e | Environmental Performance and Climate Action – Report on CRROs – Metrics and Targets (109) | |
| | | S2.33f | Environmental Performance and Climate Action – Report on CRROs – Metrics and Targets (109) | |
| | | S2.33g | Environmental Performance and Climate Action – Report on CRROs – Metrics and Targets (109) | |
| | | S2.33h | Environmental Performance and Climate Action – Report on CRROs – Metrics and Targets (109) | |
| | | S2.34 | Environmental Performance and Climate Action – Report on CRROs – Metrics and Targets (109) | |
| | | S2.34a | Environmental Performance and Climate Action – Report on CRROs – Metrics and Targets (109) | |
| | | S2.34b | Environmental Performance and Climate Action – Report on CRROs – Metrics and Targets (109) | |
| | | S2.34c | Environmental Performance and Climate Action – Report on CRROs – Metrics and Targets (109-110) | |
| | | S2.35 | Environmental Performance and Climate Action – Report on CRROs – Metrics and Targets (109-110) | |
| | | S2.36b | Environmental Performance and Climate Action – Report on CRROs – Metrics and Targets (109) | |
| | | S2.36c(1) | Environmental Performance and Climate Action – Report on CRROs – Metrics and Targets (109) | |
| | | S2.36c(2) | Environmental Performance and Climate Action – Report on CRROs – Metrics and Targets (109) | |
| | | S2.36e<br>S2.36e-l<br>S2.36e-ii<br>S2.36e-iii(1)<br>S2.36e-iii(2)<br>S2.36e-iii(3)<br>S2.36e-iv | | Dialog do not consider carbon credits in achieving its net zero targets but may do so in in the future. |

# SASB Compliance Table

| Topic | Metric | Unit of measure | Code | 2023 |
|---|---|---|---|---|
| **Environmental Footprint of Operations** | (1) Total energy consumed | Gigajoules (GJ) | TC-TL-130a.1 | 739,129.84938 |
| | (2) percentage grid electricity and | % | | 91.68 |
| | (3) percentage renewable | % | | 2.30 |
| **Data Privacy** | Number of customers whose information is used for secondary purposes | Number | TC-TL-220a.2 | – |
| | Total amount of monetary losses as a result of legal proceedings associated with customer privacy | LKR | TC-TL-220a.3 | – |
| | (1) Number of law enforcement requests for customer information | Number | TC-TL-220a.4 | 35,464.00 |
| | (2) Number of customers whose information was requested | Number | | 1,628,976.00 |
| | (3) Percentage resulting in disclosure | % | | 100.00 |
| **Data Security** | (1) Number of data breaches | Number | TC-TL-230a.1 | – |
| | (2) Percentage that are personal data breaches | % | | – |
| | (3) Number of customers affected | Number | | – |
| **Product End of-life Management** | (1) Materials recovered through take-back programmes, percentage of recovered materials that were | Tn | TC-TL-440a.1 | 1,977.00 |
| | (2) reused | % | | – |
| | (3) recycled | % | | 96.00 |
| | (4) landfilled | % | | – |
| **Competitive Behaviour & Open Internet** | Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behaviour regulations | Count | TC-TL-520a.1 | – |
| | FIXED NETWORK: Actual average sustained download speed in Megabits per second (Mbps) of own, commercially associated and non-associated content | Mbps | TC-TL-520a.2 | 8.67 |
| | MOBILE NETWORK: Actual average sustained download speed in Megabits per second (Mbps) of own, commercially associated and non-associated content | Mbps | | 13.07 |
| **Activity Metrics** | Number of wireless subscribers | Number | TC-TL-000.A | 5,272,101.00 |
| | Number of broadband subscribers | Number | TC-TL-000.B | 176,258.00 |
| | Number of Dialog TV subscribers | Number | Additional | 193,187.00 |
| | Network traffic | Gigabytes | TC-TL-000.D | 467,834,564.00 |

# GSMA Compliance Table

| Pillar | Topic | Metric (family)/ KPI code | Metric (name) | Time period (calendar year) **2023** |
|---|---|---|---|---|
| **Environment KPIs** | **Emissions** | **Science-based targets** **GSMA-ENV-01** | **1.1a** Disclose whether the Company has set, or committed to set, near-term science-based targets: [Yes/No] | Yes, Axiata which is Dialog's parent company committed to the Science Based Targets initiative (SBTi) Business Ambition for 1.5°C campaign in 2021. (p 107-109) |
| | | | **1.1a i.** If answer to 1.1a is yes, provide the: temperature alignment | Limiting temperature rise to below 1.5°C |
| | | | **1.1a ii.** If answer to 1.1a is yes, provide the: target approval/validation status | Targets for Scope 1 and 2 are set and approved.Targets for Scope 3 are pending SBTi validation. |
| | | | **1.1b** Disclose whether the Company has set a corporate net zero target (covering Scopes 1, 2, and 3): [Yes/No] | Yes |
| | | | **1.1b i.** If answer to 1.1b is yes, provide the: Net zero target year | 2050 |
| | | | **1.1b ii.** If answer to 1.1b is yes, provide the: target approval/validation status | Approved by SBTi |
| | | **Scope 1 and 2 GHG emissions** **GSMA-ENV-02** | **1.2a i.** Scope 1 emissions (tonnes CO2e) | 7,877.33 |
| | | | **1.2a ii.** Scope 2 emissions, location-based (tonnes $CO_2e$) | 114,016.73 |
| | | | **1.2a iii.** Scope 2 emissions, market-based (tonnes $CO_2e$) | N/A |
| | | | **1.2a iv.** Percentage change in combined Scope 1 + 2 emissions since last reporting period (specify if Scope 2 emissions are location-based or market-based) | (17%) Scope 2 is location-based |
| | | | **1.2a v.** Combined Scope 1 + 2 emissions per unit total revenue (tonnes CO2e per currency) (specify if Scope 2 emissions are location-based or market-based) | 6.402E-07 MTCO2e per LKR Scope 2 is location-based |
| | | **Scope 3 GHG emissions** **GSMA-ENV-02** | **1.2b i.** Total Scope 3 emissions (tonnes CO2e) | 17,632.0416 |
| | | | **1.2b ii.** Scope 3 emissions, by category (tonnes CO2e) | 1. **Category 3:** Electricity - Transmission and Distribution losses- 11,401.67<br>2. (Air travel : 47.1757) **Category 6:** Business travel- 1,097.66<br>3. **Category 7:** Employee commuting- 5,041.15<br>4. **Category 5:** Waste- 91.57 |
| | **Energy** | **Energy consumption** **GSMA-ENV-03** | **1.3a i.** Total energy consumption (MWh) | 205,313.85 |
| | | | **1.3a ii.** Purchased electricity, total (MWh) | 188,231.73768 |

| Pillar | Topic | Metric (family)/ KPI code | Metric (name) | Time period (calendar year) |
|--------|-------|---------------------------|---------------|------------------------------|
| | | | | **2023** |
| **Environment KPIs** | **Energy** | **Energy consumption** | **1.3a iii.** Purchased electricity, from renewable sources (MWh) | N/A |
| | | **GSMA-ENV-03** | **1.3a iv.** Generated electricity consumed by the company, from renewable sources (MWh) | 4,725.83 |
| | | | **1.3a v.** Total diesel consumption in generators (litres) | 1,160,989.50 |
| | | **Network energy consumption** | **1.3b i.** Total network energy consumed, including core, fixed, and mobile networks (MWh) | 175,042.74664 |
| | | **GSMA-ENV-03** | **1.3b ii.** Energy consumed by mobile networks (MWh) | 164,887.154 |
| | | | **1.3b iii.** Total network energy consumed per unit data (MWh/PB) or subscription (kWh per subscription) | 0.00045 GJ/GB of data |
| | | | **1.3b iv.** Percentage change in network energy intensity (MWh/PB or kWh per subscription) since the last reporting period | Network energy consumption per 1GB of data decreased by 1.05%. |
| | **Circular economy** | **Circularity of network equipment** **GSMA-ENV-04** | **1.4a i.** Percentage of network equipment decommissioned in the reporting period that was repaired, reused, or sold to another company (%) | Percentage of recycled network equipment in tons. Dialog uses as denominator the total of network equipment managed as waste and not the total deployed equipment: 100% |
| | | | **1.4a ii.** Percentage of network equipment installed in the reporting period that was reused or refurbished, as a share of total network equipment installed in the reporting period (%) | Dialog does not report waste indicators calculated by a share of total network equipment installed, as this variable may be influenced by various factors (inflation, asset depreciation, etc.). |
| | | **Circularity of mobile devices** **GSMA-ENV-04** | **1.4b i.** Used mobile devices collected through operator take-back schemes in the reporting period as a percentage of new mobile devices distributed directly to customers in the reporting period (%) | Information unavailable/incomplete, will be included in 2024 report. |
| | | | **1.4b ii.** Percentage of used mobile devices collected through operator take-back schemes in the reporting period that were repaired, reused, or recycled, i.e. diverted from landfill or incineration (%) | 100% |
| | | | **1.4b iii.** Percentage of refurbished, repaired, or used mobile devices distributed to customers for reuse in the reporting period, as a share of all mobile devices distributed directly to customers in the reporting period (%) | Information unavailable/incomplete, will be included in 2024 report. |
| | | **Circularity of customer premises equipment (CPE)** **GSMA-ENV-04** | **1.4c i.** Used CPE collected through operator take-back schemes in the reporting period as a percentage of CPE distributed to customers in the reporting period (%) | Information unavailable/incomplete, will be included in 2024 report. |
| | | | **1.4c ii.** Percentage of used CPE collected through operator take-back schemes in the reporting period that were repaired, reused, or recycled, i.e. diverted from landfill or incineration (%) | 100% |
| | | | **1.4c iii.** Percentage of refurbished, repaired, or used CPE distributed to customers in the reporting period as a share of all CPE distributed to customers in the reporting period (%) | Information unavailable/incomplete, will be included in 2024 report. |
| | | **Electronic waste** **GSMA-ENV-05** | **1.5a i.** Total electronic waste generated (tonnes) | Information unavailable/incomplete, will be included in 2024 report. |
| | | | **1.5a ii.** Percentage of electronic waste reused or recycled, by weight (%) | Information unavailable/incomplete, will be included in 2024 report. |

| Pillar | Topic | Metric (family)/ KPI code | Metric (name) | Time period (calendar year) **2023** |
|---|---|---|---|---|
| **Digital Inclusion** | **Network coverage** | **Population covered by mobile network** **GSMA-INC-01** | **2.1** Percentage of population covered by operator's mobile network. Please disclose each network generation (3G, 4G, 5G) separately | 3G: 0% (network has been shut down) 4G: 96.08% 5G: (currently in trial phase) |
| | **Affordability** | **Device and subscription affordability** **GSMA-INC-02** | **2.2a** Retail price of the most affordable smartphone (please use local currency and include country name) | Information unavailable/incomplete, will be included in 2024 report. |
| | | | **2.2b** Retail price of the most affordable way of purchasing 1GB of data (please use local currency and include country name) | Information unavailable/incomplete, will be included in 2024 report. |
| | **Digital skills** | **Digital skills programmes** **GSMA-INC-03** | **2.3** Number of people (excluding employees) who have completed a basic, intermediate or advanced digital skills training programme divided by total subscribers | Information unavailable/incomplete, will be included in 2024 report. |
| **Digital Integrity** | **Data protection** | **Customer data incidents** **GSMA-INT-01** | **3.1a** Number of data breaches, per million subscribers | 0 |
| | | | **3.1b** Percentage of data breaches involving Personal Identifiable Information (PII) | 0 |
| | | | **3.1c** Number of customers affected, per million subscribers | 0 |
| | | | **3.1d** Number of regulatory actions for data protection violations (e.g. marketing-related complaints, data breaches), per million subscribers | 0 |
| | **Digital rights** | **Digital rights policy** **GSMA-INT-02** | **3.2** Is there a policy specifically covering digital rights protection and transparency, privacy, freedom of expression, government mandates to shut down or restrict access, and/or government requests for data? (yes/no) | Yes |
| | **Online safety** | **Online safety measures** **GSMA-INT-03** | **3.3** Do you have controls or programmes in place to improve online safety for children and other vulnerable groups? (yes/no) | Yes |
| **Supply Chain** | **Sustainable supply chain** | **Sustainable procurement policy** **GSMA-SUP-01** | **4.1a** Do you have a sustainable procurement policy in place? (yes/no) | Yes, covered within Group Procurement Policy |
| | | | **4.1b** If answer to 4.1a is yes, how many of the following elements does it cover? Please state which elements it covers. a. Organisational governance b. Human rights c. Labour practices d. Environment e. Fair operating practices f. Consumer issues g. Community involvement and development | i. Organisational governance: decision making processes and structures – Yes ii. Human rights – Yes iii. Labour practices – Yes iv. Environment – Yes v. Fair operating practices – Yes vi. Consumer issues – Yes vii. Community involvement and development – Yes (p 196-201) |
| | | **Supplier assessments** **GSMA-SUP-02** | **4.2a** Percentage of suppliers screened against the sustainable procurement policy using company defined and documented assessment procedure, within the previous two years to the reporting period | 100 |
| | | | **4.2b** Percentage of suppliers assessed against the sustainable procurement policy through site visits, within the previous two years to the reporting period | 20 |

# ISO 26000 Self-Assessment Criteria

| Core Subject | Subcategory | Relevant Sections in the Report |
|---|---|---|
| **Human Rights** | Due diligence | Corporate Governance, Compliance |
| | Human rights risk situations | – |
| | Avoidance of complicity | – |
| | Resolving grievances | Anti-bribery and Anti-corruption |
| | Discrimination and vulnerable groups | Anti-bribery and Anti-corruption |
| | Civil and political rights | – |
| | Economic, Social and Cultural rights | – |
| | Fundamental principles and rights at work | Diversity and Non-discrimination |
| **Labour Practice** | Employment and employment relationships | Diversity and Non-discrimination |
| | Conditions of work and social protection | Diversity and Non-discrimination, Occupational Health, Safety and well-being |
| | Social dialogue | Diversity and Non-discrimination |
| | Health and safety at work | Occupational Health, Safety and well-being |
| | Human development and training in the workplace | Employee Competence |
| **Fair Operating Practice** | Anti-corruption | Anti-bribery and Anti-corruption |
| | Responsible political involvement | Group Chief Executive's Review |
| | Promoting social responsibility in the value chain | Responsible Procurement |
| | Respect for property rights | – |
| **The Environment** | Prevention of pollution | Environmental Performance and Climate Action |
| | Sustainable resource use | Environmental Performance and Climate Action |
| | Climate change mitigation and adaptation | Environmental Performance and Climate Action |
| | Protection of the environment, biodiversity and restoration of natural habitats | Environmental Performance and Climate Action |
| **Consumer Issues** | Fair marketing, factual and unbiased information and fair contractual practices | Group Chief Executive's Review, Corporate Governance, Compliance |
| | Protecting consumers' health and safety | Corporate Governance, Compliance |
| | Sustainable consumption | Group Chief Executive's Review, Digital Inclusion |
| | Consumer service, support, complaint and dispute resolution | Customer Satisfaction |
| | Consumer data protection and privacy | Cybersecurity and Data Privacy |
| | Access to essential services | – |
| | Education and awareness | Customer Satisfaction and Relationships |
| **Community Involvement and Development** | Community involvement | Digital Inclusion, Community Investment and Social Stewardship |
| | Education and culture | Community Investment and Social Stewardship |
| | Employment creation and skills development | Digital Inclusion, Community Investment and Social Stewardship |
| | Technology development and access | Digital Inclusion, Community Investment and Social Stewardship |
| | Wealth and income creation | Digital Inclusion |
| | Health | Digital Inclusion, Community Investment and Social Stewardship |
| | Social investment | Digital Inclusion, Community Investment and Social Stewardship |

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# United Nations Global Compact Advanced Level Communication On Progress

| Criterion and Description | Relevant Section in the Report |
|---|---|
| **Strategy, Governance and Engagement** | |
| 1. Key aspects of the Company's high level sustainability strategy in line with Global Compact principles | Group Chief Executive's Review, Corporate Governance, Compliance |
| 2. Effective decision–making processes and systems of governance for corporate sustainability | Corporate Governance |
| 3. Engagement with all important stakeholders | Stakeholder Engagement and Materiality Assessment, Matters of Material Importance |
| **UN Goals and Issues** | |
| 4. Actions taken in support of broader UN goals and issues | Group Chief Executive's Review, Sustainable Development Goals, Digital Inclusion, Community Investment and Social Stewardship |
| **Human Rights Implementation** | |
| 5. Robust commitments, strategies, or policies in the area of human rights | Diversity and Non-discrimination, Corporate Governance |
| 6. Effective management systems to integrate the human rights principles | Diversity and Non-discrimination, Responsible Procurement |
| 7. Effective monitoring and evaluation mechanisms of human rights integration | Diversity and Non-discrimination |
| 8. Key outcomes of human rights integration | Diversity and Non-discrimination, Responsible Procurement |
| **Labour Principles Implementation** | |
| 9. Robust commitments, strategies or policies in the area of environmental labour | Diversity and Non-discrimination |
| 10. Effective management systems to integrate the labour principles | Diversity and Non-discrimination |
| 11. Effective monitoring and evaluation mechanisms of labour principles | Diversity and Non-discrimination |
| 12. Key outcomes of the labour principles | Diversity and Non-discrimination |

| Criterion and Description | Relevant Section in the Report |
|---|---|
| **Environmental Stewardship Implementation** | |
| 13. Robust commitments, strategies or policies in the area of environmental stewardship | Group Chief Executive's Review, Environmental Performance and Climate Action |
| 14. Effective management systems to integrate the environmental principles | Environmental Performance and Climate Action |
| 15. Effective monitoring and evaluation mechanisms for environmental stewardship | Environmental Performance and Climate Action |
| 16. Key outcomes of integration of the environmental principles | Environmental Performance and Climate Action |
| **Anti-corruption Implementation** | |
| 17. Robust commitments, strategies or policies in the area of anti-corruption | Anti-bribery and Anti-corruption |
| 18. Effective management systems to integrate the anti-corruption principle | Diversity and Non-discrimination, Anti-bribery and Anti-corruption, Responsible Procurement |
| 19. Effective monitoring and evaluation mechanisms for the integration of anticorruption | Diversity and Non-discrimination, Anti-bribery and Anti-corruption, Responsible Procurement, Employee Competence |
| 20. Key outcomes of integration of the anti-corruption principle | Diversity and Non-discrimination, Anti-Bribery and Anti-corruption, Employee Competence |
| **Value Chain Implementation** | |
| 21. Describes implementation of the Global Compact principles in the value chain | Value Chain Mapping, Responsible Procurement |
| **Transparency and Verification** | |
| 22. Information on the Company's profile and context of operation | About Dialog |
| 23. High standards of transparency and disclosure | About this Report |
| 24. The COP is independently verified by a credible third-party | Independent Assurance Statement |

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# Independent Sustainability Assurance Statement

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**Independent practitioner's assurance report to the Board of Directors of Dialog Axiata PLC on the Sustainability reporting criteria presented in the Sustainability Report FY 2023**

## Scope

We have been engaged by **Dialog Axiata PLC** to perform a 'limited assurance engagement,' as defined by Sri Lanka Standard on Assurance Engagements, here after referred to as the engagement, to report on **Dialog Axiata PLC**'s **sustainability reporting information** (the "Subject Matter") contained in **Dialog Axiata PLC**'s (the "Entity's") **Sustainability Report for the year ended 31 December 2023** (the "Report").

Other than as described in the preceding paragraph, which sets out the scope of our engagement, we did not perform assurance procedures on the remaining information included in the Report, and accordingly, we do not express a conclusion on this information.

### Criteria applied by Dialog Axiata PLC

In preparing the Subject Matter, Dialog Axiata PLC applied the following criteria ("Criteria"):

▶ **SLFRS S1 General Requirements for Disclosure of Sustainability-related Financial Information issued by the Institute of Chartered Accountants of Sri Lanka (CA Sri Lanka), publicly available at** https://www.casrilanka.com/casl/index.php?option=com_content&view=article&id=4069&Itemid=341&lang=en

▶ **SLFRS S2 Climate-related Disclosures issued by the Institute of Chartered Accountants of Sri Lanka (CA Sri Lanka), publicly available at** https://www.casrilanka.com/casl/index.php?option=com_content&view=article&id=4069&Itemid=341&lang=en

▶ **The Global Reporting Initiative's (GRI) Standards, publicly available at** https://www.globalreporting.org

▶ **Global System for Mobile Communications Association Reporting Standards (GSMA), publicly available at** https://www.gsma.com/

Such Criteria were specifically designed for **the purpose of assisting you in determining whether Entity's sustainability reporting indicators contained in the Entity's Report is presented in accordance with the relevant criteria;** As a result, the subject matter information may not be suitable for another purpose.

### Dialog Axiata PLC's responsibilities

**Dialog Axiata PLC** management is responsible for selecting the Criteria, and for presenting the Subject Matter in accordance with that Criteria, in all material respects. This responsibility includes establishing and maintaining internal controls, maintaining adequate records and making estimates that are relevant to the preparation of the subject matter, such that it is free from material misstatement, whether due to fraud or error.

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## Ernst & Young's responsibilities

Our responsibility is to express a conclusion on the presentation of the Subject Matter based on the evidence we have obtained.

We conducted our engagement in accordance with the **Sri Lanka Standard for Assurance Engagements Other Than Audits or Reviews of Historical Financial Information (SLSAE 3000 (Revised)**, and the terms of reference for this engagement as agreed with the **Dialog Axiata PLC** on **13 May 2024**. Those standards require that we plan and perform our engagement to express a conclusion on whether we are aware of any material modifications that need to be made to the Subject Matter in order for it to be in accordance with the Criteria, and to issue a report. The nature, timing, and extent of the procedures selected depend on our judgment, including an assessment of the risk of material misstatement, whether due to fraud or error.

We believe that the evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusions.

## Our independence and quality management

We have maintained our independence and confirm that we have met the requirements of the Code of Ethics for Professional Accountants issued by the **Institute of Chartered Accountants of Sri Lanka (CA Sri Lanka)** and have the required competencies and experience to conduct this assurance engagement.

EY also applies International Standard on Quality Management 1, Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services engagements, which requires that we design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

## Description of procedures performed

Procedures performed in a limited assurance engagement vary in nature and timing from and are less in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Our procedures were designed to obtain a limited level of assurance on which to base our conclusion and do not provide all the evidence that would be required to provide a reasonable level of assurance.

Although we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls.

Our procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.

A limited assurance engagement consists of making enquiries, primarily of persons responsible for preparing the subject matter and related information and applying analytical and other appropriate procedures.

**Our procedures included:**

▸ Validated the information presented and checked the calculations performed by the organization through recalculation.

▸ Performed a comparison of the content given in the Report against the criteria given in the selected sustainability standards/frameworks.

▸ Conducted interviews with relevant organization's personnel to understand the process for collection, analysis, aggregation and presentation of data. Interviews included selected key management personnel and relevant staff.

▸ Read the content presented in the Report for consistency with our overall knowledge obtained during the course of our assurance engagement and requested changes wherever required.

▸ Provided guidance, recommendations and feedback on the improvement of the sustainability reporting indicators to improve the presentation standard.

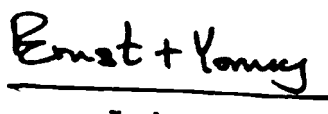We also performed such other procedures as we considered necessary in the circumstances.

## Emphasis of matter

Sustainability data/information are subject to inherent limitations given their nature and the methods used for determining, calculating and estimating such data. Such inherent limitations are common in Sri Lanka.

We also do not provide any assurance on the assumptions and achievability of prospective information presented in the Entity's Report.

## Conclusion

Based on our procedures and the evidence obtained, we are not aware of any material modifications that should be made to **the sustainability reporting information contained in the Sustainability Report of Dialog Axiata PLC for the year ended 31 December 2023,** in order for it to be in accordance with the Criteria.

*Ernst + Young*

30 August 2024
Colombo

# Appendix

## Climate Action and Energy

### Conversion of Fuel Usage
### (Petrol and Diesel)

Energy output of Petrol = 33,526 kJ/liter

Energy output of Diesel = 38,290 kJ/liter

### Conversion of Electricity Usage from
### KWh to Gigajoules

$$\frac{(\text{Amount in kWh} \times 1,000 \times 3,600)}{1,000,000,000}$$

### Emission Calculations – GHG, NO(X) and SO(X)
### (for each emission activity)

Total Emissions =
Unit Measurement of Activity x Individual Emission factor
(according to DEFRA 2022)

## Occupational Health and Safety

### Recordable Work-related Injury Rate

$$\frac{\text{No. of recordable work-related injuries}}{\text{No. of hours worked}} \times 200,000$$

### Occupational Disease Rate

$$\frac{\text{No. of occupational diseases}}{\text{No. of hours worked}} \times 200,000$$

### Lost-day Rate

$$\frac{(\text{No. of lost days} + 220) \times 8.5}{\text{No. of hours worked}}$$

### Absentee Rate

$$\frac{\text{No. of absentee days} \times 8.5}{\text{No. of days worked}}$$

### Rate of fatalities as a result of
### work-related injury

$$\frac{\text{No. of fatalities as a result of work-related injury}}{\text{No. of hours worked}} \times 200,000$$

### Rate of high-consequence work-related injurues
### (excluding fatalities)

$$\frac{\text{No. of high-consequence work-related injuries}}{\text{No. of hours worked}} \times 200,000$$

# Abbreviations

| | | | | |
|---|---|---|---|---|
| 2G | Second Generation Network Technologies | | HRP | Human Resources Partner |
| 3G | Third Generation Network Technologies | | ICT | Information and Communications Technology |
| 4G | Fourth Generation Network Technologies | | IDC | Internet Data Centre |
| 4G-LTE | Fourth Generation – Long-Term Evolution | | IoT | Internet of Things |
| AC | Air Conditioning | | ISO | International Organisation for Standardisation |
| AGM | Annual General Meeting | | ITI | Industrial Technology Institute |
| AHT | Average Handling Time | | IVR | Interactive Voice Response |
| API | Application Programming Interface | | Kg | Kilogrammes |
| BAC | Board Audit Committee | | KPI | Key Performance Indicator |
| BI | Business Intelligence | | kWh | Kilowatt-hour |
| BOD | Board of Directors | | L&D | Learning and Development |
| BCM | Business Continuity Management | | LKR | Sri Lankan Rupee |
| BIC | Board Investment Committee | | LPWA | Low Power Wide Area |
| CoC | Code of Conduct | | MJ | Mega Joules |
| CDMA | Code-Division Multiple Access | | MoE | Ministry of Education |
| CMDP | Corporate Management Development Programme | | MOU | Memorandum of Understanding |
| CMMI | Capability Maturity Model Integration | | NB-IoT | Narrowband Internet of Things |
| CO2 | Carbon dioxide | | NBRO | National Building Research Organisation |
| CRS | Cost Rescaling | | NBT | Nation Building Tax |
| CSTA | Customer Service Training Academy | | NPAT | Net Profit After Tax |
| CXO | Chief Officer | | NPS | Net Promoter Score |
| DEFRA | Department for Environment, Food and Rural Affairs, United Kingdom | | NRC | Nominations and Remuneration Committee |
| DFAT | Department of Foreign Affairs and Trade, Australia | | OBD | On-Board Diagnostic |
| DFID | Department for International Development of the UK | | OSS | Operating Support System |
| DMC | Disaster Management Centre of the Ministry of Disaster Management, Sri Lanka | | OTT | Over-the-top |
| | | | PCIDSS | Payment Card Industry Data Security Standard Ver 3.2 |
| DTV | Dialog Television | | PCMM | People Capability Maturity Model |
| EBITDA | Earnings Before Interest, Tax, Depreciation and Amortisation | | PPE | Personal Protective Equipment |
| | | | PR | Performance Review |
| ERM | Enterprise Risk Management | | PWDs | Persons with Disabilities |
| FTK | Full Turn-Key | | QS | Quality Systems |
| FY | Fiscal Year | | R-22 | Chlorodifluoromethane |
| GADP | Group Accelerated Development Programme | | R-401A | Refrigerant mixture of difluoromethane and pentafluoroethane |
| GCEO | Group Chief Executive Officer | | | |
| GCCoO | Group Chief Corporate Officer | | rNPS | relative Net Promoter Score |
| G.C.E. A/L | General Certificate of Examination - Advanced Level | | RPTRC | Related Party Transactions Review Committee |
| G.C.E. O/L | General Certificate of Examination - Ordinary Level | | SCM | Supply Chain Management |
| GHG | Greenhouse Gas | | SDG | Sustainable Development Goal |
| GJ | Giga Joules | | SMS | Short Message Service |
| GLC | Group Leadership Committee | | tCO$_2$e | tonnes of Carbon dioxide equivalents |
| GRI | Global Reporting Initiative | | tNPS | Transactional Net Promoter Score |
| GSMA | GSM Association, the global industry trade organisation for mobile network operators | | TRCSL | Telecommunications Regulatory Commission of Sri Lanka |
| GSMC | Group Senior Management Committee | | UNGC | United Nations Global Compact |
| HCM | Human Capital Management system | | USD | United States Dollar |
| HR | Human Resources | | VAS | Value Added Service |
| HRIS | Human Resources Information System | | VAT | Value Added Tax |
| HRM | Human Resources Manager | | YTD | Year-to-Date |
| | | | YoY | Year-on-Year |

# Revisions to the Dialog Sustainability Report 2023

The following revisions of a substantial nature were made to the version of the Dialog Sustainability Report 2023 published on the Colombo Stock Exchange on 12 August 2024.

1. The "Environmental Performance and Climate Action" chapter (page 096-113), which includes the "Report on climate-related risks and opportunities," has been revised throughout and should be treated as a new chapter. Revisions include adjustments to emissions, energy, waste, and water metrics, along with adjustments to narrative content where necessary. Environmental metrics presented in this current version of the Report should be considered final and assured.

   a. Where these metrics are presented elsewhere, corresponding adjustments have been made to maintain accuracy and consistency of information. Please note corresponding revisions to environmental metrics in the Group Chief Executive's Review (page 037); SASB Compliance Table (pages 224); GSMA Compliance Table (pages 225-226).

2. Employee metrics have been slightly revised, supplemented with further/more granular metrics (to align with GRI requirements), and presented in a slightly altered formatting on page 116.

3. All training metrics on page 126 have been revised.

4. The total 4G population coverage metric on page 177 has been revised, along with a corresponding revision in the GSMA Compliance Table on page 227.

5. Supplier screening metrics have been slightly revised and supplemented with further metrics (to align with GRI requirements) on page 200, along with a corresponding revision in the GSMA Compliance Table on page 227.

In general, where the above revisions have been made, corresponding revisions have also been made to these metrics throughout the Report to maintain accuracy and consistency of information. Additionally, where needed, report indices have been updated to reflect minor changes to the location of information within the Report.

# Notes

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