Embracing
Sustainable Values

Dialog
The Future.Today.
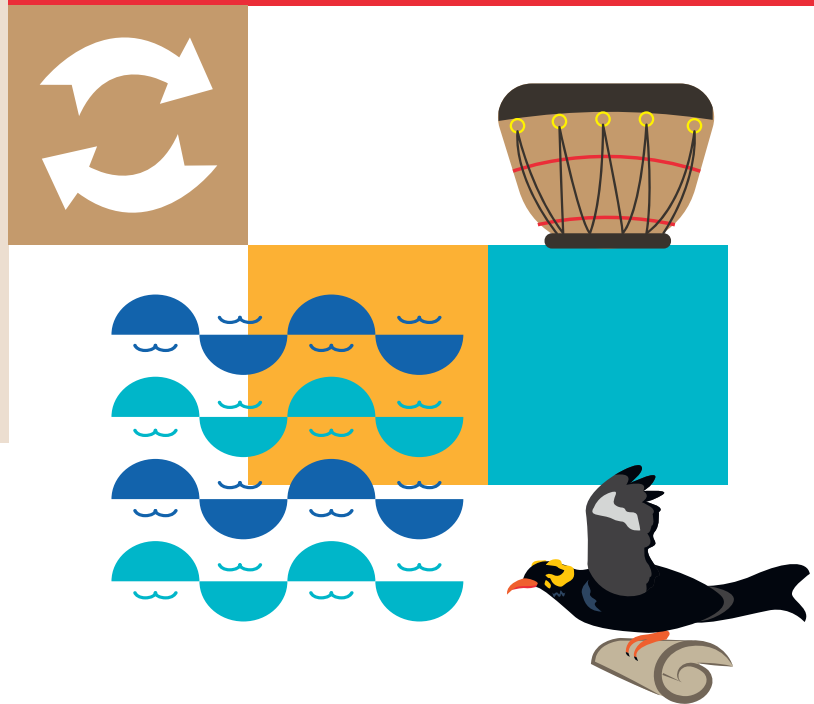
SUSTAINABILITY REPORT
2020

We believe in moving forward with a common purpose – to share a legacy of sustainable values and principles that will impact the future of our nation.

Sri Lanka is a nation built on sustainable values – preserving and renewing valuable resources since time immemorial. Our predecessors have always shared a deep connection with our environment and those around them, constantly remaining conscious of their impact on people and the planet.

Relying on a spirit of innovation and unmatched technologies, Sri Lanka's sustainable resource management theories and practices have inspired experts from a multitude of industries. These values continue to inspire us, and shape what we do even today.

Read on and discover how they can inspire you, too.

Embracing

Sustainable Values

Sri Lanka is a land rich in tradition and technology; a nation intrinsically linked with principles of sustainability that echo down through the ages.
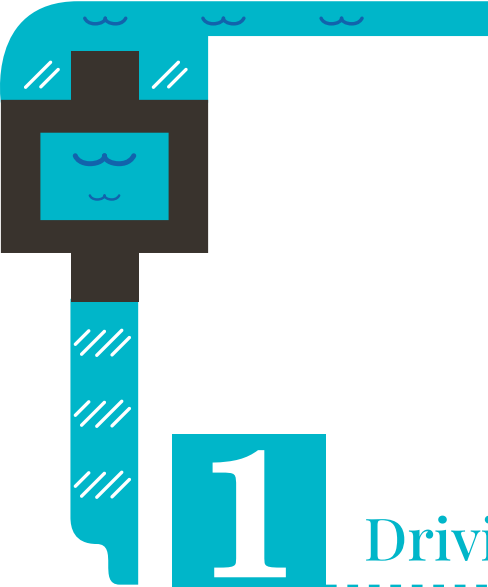
At Dialog, we too are built around values of resourcefulness, innovation and a sense of community, which have long served as the foundation to our journey of sustainable value creation.

As a company designed for the future, we have continued to grow and expand on our nation's spirit of sustainability – ensuring the people's progress in all we do.

Today, we mark a new stage in our journey of holistic growth. This report details the strategies of the past, and our plans for the years to come – even as we seamlessly merge local values with futuristic perspectives.

Dialog is stepping into an era of new possibilities and is shaping a future built on sustainable values.

Dialog
The Future.Today.

SUSTAINABILITY REPORT 2020

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Strategies of
Sustainability

The 'bisokotuwa' is an ancient engineering marvel built on principles of sustainability. Designed with precision and purpose, this truly unmatched technology dates back 2,000 years – focused on regulating the flow of water, sustaining massive reservoirs, and maintaining their structural integrity. It stands today as a testament to our nation's commitment towards resource management and sustainability.

The concepts of efficiency and sustainability are at the heart of Dialog's corporate ethos. The Company strives to use resources responsibly when serving our nation. Through our extensive digital transformation drive to optimise systems and processes, we've continued to sustainably manage resource consumption and enable significantly positive economic and environmental value creation.

Driving Sustainable Value Creation

An Overview of the Reporting Year

13th Annual Sustainability Report

Economic

Revenue

LKR 120.1 Bn

Net Profit After Tax

LKR 12.0 Bn

Customer Base

16.2 Mn

Workforce

2,721

'Api' Dialog team members

Key Achievements in Human Resource Management

Hours spent on Learning and Development

107, 308

Hours per employee on average

33.20

Sustainability Performance

Total Energy Saving

2020 : 16,279.59 GJ
2019 : 5,835.33 GJ

Emissions avoided through initiatives

2020 : 1,722.90 GJ
2019 : 585.47 GJ

Energy consumption (per customer)

2020 : 42.77 MJ/ Customer
2019 : 44.27 MJ/ Customer

Significant Social Impact Created

Nenasa Smart School Programme - Improving the education experience.
No. of students impacted –
Over 78,000

Vision 2020 - Screened over **900** individuals across two eye camps in Galenbindunuwewa and Jaffna, and distributed **653** pairs of custom-made spectacles to individuals in need of them.

Launched **Nenasa 1377**, a distanced learning helpline for students facing their GCE Ordinary Level Examination in the midst of the COVID-19 pandemic.

Govi Mithuru / Uzhavar Thozhan app reached a total of **65,904** total users since its launch in June 2019.

Saviya Dairy Advisory Service reached **10,000** users at the end of 2020.

Sayuru - over 1.5 million calls and **7.5 million** SMSs sent throughout the year.

Yeheli / Thozi Expert Advisory Service - Achieved 23,968 new app downloads as of 31st December 2020.

Our Values

Service from the Heart

- Passion for delighting external and internal customers
- Place customer experience at the centre of our work ethic and corporate ethos
- Uphold a 'yes we can' attitude
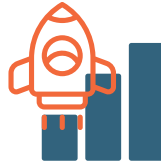
Create the Future

- Set paradigms for others to follow
- Incessantly extend leadership in multi-sensory connectivity through innovation and forward thinking
- Irrepressible desire to create a better future for the nation through empowering and enriching Sri Lankan lives and enterprises
- Be incessantly ignited by the desire to innovate and extend boundaries

Exceptional Performance

- An irrepressible desire to be the best in whatever we do
- Delivering excellence in quality and value creation consistently
- Single-minded resolve to push boundaries and exceed expectation

Uncompromising Integrity

- An exemplary culture of transparent and ethical behaviour
- A zero-tolerance orientation towards the enforcement of a high integrity ethic across everything we do
- Leadership that is caring
- Leadership that drives sustainability and creates shared value

Responsible Leadership

- Leadership that delivers value to stakeholders

Champions of Change

- Embrace change, constantly and as a way of Dialog life
- Agile, flexible and fast in action, adaptation and reaction
- Courageous and bold in leading change

One Team

- An 'Api Dialog' team which pursues a common purpose in accordance with the Dialog Values, together
- A team which delivers the utmost in care and respect to each other, values diversity and is proud of collective achievement and excellence
- A team that embodies a culture that makes Dialog a great place to work and a second home to the team

About Dialog Axiata PLC

Dialog Axiata Group, a subsidiary of Axiata Group Berhad (Axiata), operates Sri Lanka's leading Quad-Play Connectivity Provider. Dialog Axiata PLC, listed on the Colombo Stock Exchange, supplements its market leading position in the Mobile Telecommunications sector with a robust footprint and market presence in Sri Lanka's Fixed Telecommunications and Digital Television markets through its fully owned subsidiaries Dialog Broadband Networks (Private) Ltd (DBN) and Dialog Television (Private) Ltd., (DTV). Dialog Axiata Group is Sri Lanka's largest Foreign Direct Investor (FDI) with investments totalling USD 2.8 Billion.

The winner of six Global Mobile Awards, Dialog has the distinction of being voted by Sri Lankan Consumers as the Telecom Service Provider of the Year for eight years in succession at the SLIM-Nielsen People's Choice Awards. Dialog was also voted by Sri Lankan consumers as the Internet Service Provider of the Year for seven years consecutively and has topped Sri Lanka's Corporate Accountability rankings from their inception, for eight cycles in all succession, and is an ISO 9001 certified company. The Company has received numerous local and international awards including the National Quality Award and Sri Lanka Business Excellence Award and endorses the worldwide Sustainable Development Goals (SDGs) which aim to build a sustainable future for all by 2030.

Dialog has been at the forefront of innovation in the mobile industry in Sri Lanka since the late 1990's, propelling the nation's mobile telephony infrastructure to a level of advancement on par with the developed world. The company delivers advanced mobile telephony and high-speed mobile broadband services to a subscriber base in excess of 16.2 Million Sri Lankans, via 2.5G, 3G/3.5G,4G/4.5G and 5G networks.

How to read this report:

Across this report we have referred to the GRI Sustainability Reporting Standards and Axiata's 4 pillars of sustainability. Further details can be found on page 6. For ease of reference, they are indicated as follows:

GRI ▸

Axiata's 4P approach to Sustainability:

Process Excellence & Governance   *Nurturing People*   *Beyond Short-term Profits*   *Planet & Society*

About this Report

This document is Dialog Axiata PLC's (Dialog) thirteenth annual Sustainability Report complementing the Company's Annual Report to shareholders. This report outlines Dialog's economic, social and environmental performance for the financial year from 1st January to 31st December 2020[1].

Report Scope and Boundary

GRI 102-45, 102-46, 102-48, 102-49

The report addresses the twelve material topics identified by the Company and its stakeholders. This report has been prepared in accordance with the GRI Standards: Comprehensive option. The management approaches and data related to thirteen topic-specific GRI Standards beyond the general Standards, are also disclosed herein, corresponding to applicable topics of material importance.

This Sustainability Report also serves as Dialog's 13th consecutive Communication of Progress (COP) and 9th consecutive Advanced COP for the United Nations Global Compact's (UNGC) 24 Advanced Criteria under the UNGC's Ten Principles, in the areas of Human Rights, Labour, the Environment, and Anti-Corruption.

The reporting boundary for each material topic is derived by a two-part process. First, a mapping of the material topic to its relevant GRI Standards-Specific topic was performed. Second, the relevant GRI Standards-Specific Topics for each respective material topic were mapped out to the entirety of Dialog's value chain, the output of which is illustrated on page 28[2]. In alignment with the Axiata Group Berhad (Axiata) reporting approach, where applicable this report references Axiata's 4P approach to Sustainability – Process Excellence, Nurturing People, Beyond short-term Profit, and Planet and Society.

The reporting boundary for the period spans Dialog's wholly and non-wholly owned subsidiaries excluding associate companies where Dialog owns a minority stake. In the reporting year, Dialog acquired Dialog Network Services, which operated as wholly owned subsidiary. The triple-bottom line performance of subsidiaries is currently not reported on an exhaustive basis. Dialog has committed to strengthening disclosures of non-wholly owned subsidiaries where Dialog is the majority shareholder. Dialog currently reports on the majority of its subsidiaries' economic and environmental performance, and a limited range of Human Resource related measures, reflecting the less mature development of early-stage companies in this portfolio.

Dialog's passive network infrastructure, was onboarded and is now managed by Dialog Network Services Pvt Ltd (DNS), a subsidiary of the Dialog Group. DNS provides infrastructure and network services to multiple Sri Lankan mobile network operators[3]. The data related to Dialog Network Services environmental performance for the reporting year is tracked and comprehensively disclosed within this report.

Context and Completeness

This report addresses Reporting Principles for defining report content, as per the GRI 101: Foundation Standard. In addition to the principles of Materiality and Stakeholder Inclusiveness, this report focuses on the organisation's performance throughout the reporting year, highlighting its triple-bottom line impacts – positive and negative – and action plans for future improvement. The report also addresses the principle of Completeness by ensuring adequate coverage of all material topics within the defined Scope and Boundary, in a manner that can be easily assessed by all Stakeholders.

Restatements

Restatements of previously reported data have been disclosed as footnotes, within each of the respective sections.

Feedback

Contact point for queries/feedback on report content or sustainability matters:

Head – Group Sustainability, Dialog Axiata PLC,
No. 57, Dharmapala Mawatha, Colombo 00300, Sri Lanka.

Direct: +94 777 088 806. Email: sustainability@dialog.lk

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1. Dialog's most recent (previous) report, the 2019 Sustainability Report, was released in June 2020.

2. Please refer page no. 28, for the materiality value-chain mapping chart.

3. As per the Greenhouse Gas Protocol's Corporate Value Chain (Scope 2) Accounting and Reporting Emissions.

Independent Limited Assurance

This Sustainability Report has been independently assured by 'DNV GL' Business Assurance Lanka Private Limited to a moderate level of assurance as defined by the AA1000 Assurance Standard. For details on the subject matter and the scope of assurance, please refer to DNV GL's assurance statement on page 122.

Significant Changes in Locations of Operations in 2020

There were no significant changes in the Company's locations of operations. The Company did however shift to a 'Work From Home' operating model during the periods of lockdown imposed by the Government and health authorities to curb the spread of COVID-19. The aforementioned practice was in place for approximately five months, across two separate instances.

How We Create Value

Through its diverse range of products and services, Dialog creates value for over 16.2 Mn customers and other stakeholders. The key aspects of the business, processes involved in delivering said products and services and key stakeholders, from a life cycle perspective are shown below.

1

Manufacturers / Service Providers / Vendors

Sourcing
SIMs, Recharge Cards, Devices, Network Services, Content, Channel Partner

Operations
Warehousing, Distribution, Charging and Billing, Transmission Testing, Packaging

Distributors

2

Retailers

3

Outbound Logistics
Sales Channels, Dialog Outlets

Media

Marketing
Channel Launch, Products, Services, Digital Solutions, Value-Added Services

4

5

Employees / Customers

Service

Dialog Outlets, Franchise, Contact Centre, Selfcare / Digital, Service Channels

6

Outsourced Services

After Sales Support

Customer Field Support Services, Technical Assistance Centre

Regulators / Customers

7

Reclamation

Faulty Devices, End-of Life Cycle Equipment

Regulators / Recycler

8

Responsible Disposal

Mobile Phones, Accessories, Set-top Boxes, Antennae

Group Chief Executive's Review

> **The 2020 period accelerated Creative Disruption in technologies and business models, and indeed in social constructs, a phenomenon that appears to be continuing unabated in 2021.**

Supun Weerasinghe
Director / Group Chief Executive

Dear Stakeholders,

When I penned my review of 2019, a year ago, I alluded to the unprecedented volatility and uncertainty the world was facing as the pandemic shook all human enterprises to the core. As expected, the January to December 2020 period accelerated Creative Disruption in technologies and business models, and indeed in social constructs, a phenomenon that appears to be continuing unabated in 2021.

Response to a Global Shock

Your Company took rapid steps to protect its Api Dialog team; adapt to the transforming needs of our customers; preserve shareholder value; assist the efforts to protect and care for the nation's citizens; and look ahead to create the necessary conditions for economic recovery.

Through all of this, as I stressed a year ago, the support and alignment of all our stakeholders with the long-term and people-centric, nation-minded view we took as a Company gave us the courage to take tough decisions and make unprecedented commitments to our customers, our Api Dialog team, and our nation. Despite the sharp macroeconomic shock, your Company made a lot of sacrifices, to bolster our customers, secure our staff, and strengthen the medical infrastructure in its time of greatest need.

We had what would have been, in any other year, an extremely weak performance in the first half of 2020. However our commitments to our customers, staff and nation, and our unique social contact with shareholders paid off, when the Api Dialog team took your Company to a full-year Net Profit of LKR 12 billion – our highest ever – with sheer teamwork, focus, resilience, dedication and sacrifice, often putting themselves at risk for a higher calling.

It is my pleasure to report to you on a year that, despite much grief and displacement also created some hope and a glimpse of what a more self-aware, sustainability-conscious society might look like – sooner rather than later. Driven by the pandemic and resulting disruptions, your Company continued to launch new services, deepen its commitment to strengthen our infrastructure and enhance access to digital platforms.

Progress in the Face of a Pandemic

Powering Agriculture through Technology

Saviya

At the dawn of the year, the "Saviya" ["Strength"] voice-based service, developed in partnership with the government's USAID-funded Market-Oriented Dairy [MOD] programme, extended to the smallholder dairy sector the revolutionary, easy-to-use and highly affordable model we pioneered with the "Govi Mithuru"/ "Uzhavar Thozhan" ["Farmer's Friend" in Sinhala and Tamil, respectively] agronomy advisory service. Saviya, charging the same LKR 1 +

taxes a day, dispatches "must know" voice-based advice to small-herd dairy men and women on a mass-customised model tailored to each customer, for maximum applicability. Beyond the targeted 300,000 plus small-scale dairy herders whose productivity it seeks to improve, this initiative can have a significant impact on the nation's balance of payments considering that only 30-40% of domestic fresh milk demand is produced locally.

Govi Mithuru / Uzhavar Thozhan

The Govi Mithuru platform which saw an unprecedented, rapid rural technology uptake when farmers finally found livelihood-related value in their phones, led to perhaps the world's only smartphone app for agriculture developed in response to genuine user demand, with a sustained, paying user base. I am pleased to report that Saviya too is slated to claim a space in this app.

Sayuru

Among the poorest and most marginalised communities in the country, day-boat fishermen do not carry expensive GPS and satellite phone equipment in their open boats. Aware of the increasingly volatile weather phenomena caused by climate change and based on the insight that such fishermen do carry a basic mobile phone, and usually navigate by, and within, mobile signal range, your Company developed the Sayuru service to reduce loss of lives and marooning caused by unexpected extreme weather. On 1 March, your Company launched its "Sayuru" ["Oceans"] service for day-boat fishermen, accessed by the short code 828. The basic, free service provides daily 24-hour weather forecasts by SMS, and emergency voice calls in hazardous situations, all customised to the language and coastal region specified by the user. Key partners in this initiative are the Department of Fisheries and the Meteorological Department of the Government of Sri Lanka.

Empowering Marginalised Communities

Yeheli / Thozi

As a sign of your Company's commitment to upholding gender equality and women's empowerment in the Digital Inclusion space, our Yeheli / Thozhi ["female friend" in Sinhala and Tamil, also available in English] web and app-based free, anonymous expert advice service marked two major milestones. The trilingual service, primarily geared to serve women and girls who often find it most challenging to seek advice in times of difficulty or personal crisis, saw over 20,000 new users accessing the service across the reporting year, with over 6,000 new queries asked, and expert-responses provided. The service showcases a series of previous anonymous queries and responses for first-time visitors to build confidence and to find information they were seeking. The service offers advice from qualified experts in the fields of counselling, psychology, medicine, law, women's affairs and the local legal framework.

Group Chief Executive's Review Contd.

Suraksha

Launched primarily with the purpose of connecting parents with children, another notable debut at the start of the year was the new "Suraksha" ["Safety"] device for children, backed by a parental control app. The device allows parents to define restricted numbers that may dial in to, or be dialled from the device, define speed-dial numbers and geofences including 4 SOS numbers that can be triggered by the dedicated SOS button. Also, in January, serving the other end of the age range, your Company hosted several senior citizens at a "Dialog Prashansa Future Connect" forum. At this event for users of Dialog's Prashansa mobile package for pensioners, Dialog and its partner Derana 60+ guided participants on smartphone basics, selecting apps for their lifestyles, online resources and online services like banking, commerce and accessing government services.

> ❝ In February Your Company and its parent, Axiata Group Berhad, extended its investment in Sri Lanka and her people by another USD 254.1 million.

Investing in Network Expansion

In February your Company and its parent, Axiata Group Berhad, extended its investment in Sri Lanka and her people by another USD 254.1 million or LKR 46.1 billion, bringing the total investment since 1994 to USD 2.8 billion or LKR 320 billion. In the form of two supplementary agreements under Dialog Axiata PLC and its subsidiary Dialog Broadband Networks (Private) Limited, the investments in ICT infrastructure encompass the expansions of mobile and fixed 4G-LTE networks, the evolution of IP and fibre networks, and the further development of the Group's Wi-Fi and broadband networks. The investments are also intended to enable the deployment of 5G connectivity and submarine cable and landing station development to offer more reliable and cost-effective internet connectivity.

Introducing cutting edge broadband connectivity through easily accessible 5G is therefore a Company priority, as it moves to more comprehensively serve customers through the new norm, enhancing affordability due to the significantly lower cost of production. Your Company initiated a cross-country tour to enable Sri Lankans to experience and see the potential of 5G technology. The kick-off event was in Kegalle, in the Central Province, at the Kegalle Balika Vidyalaya (a girls' school) but had to be suspended thereafter due to the COVID-19 outbreak. Demonstrations included 360^0 Video Calling, 4K video streaming, ultra-high definition live video streaming through drones, VR gaming, Holographic Video Calling, AI Powered Digital Twins mechanism mimicking human actions in real-time and a Robotic Arm demonstrating the various possibilities of robotics in the field – all of which are only possible to demonstrate in real-time through a 5G wireless network which provides the required High Bandwidth, Ultra Low Latency and Massive Connectivity.

The SLIM-Nielsen People's Awards 2020 revealed that Sri Lankan consumers voted your Company as the 'Service Brand of the Year', 'Youth Choice – Service Brand of the Year', and for a record ninth year running, the 'Telecommunication Brand of the Year'. Winners are chosen by people's votes through a nationwide quantitative research process, conducted by Nielsen Sri Lanka covering males and females between the ages of 15 to 60 years, over a period of five months.

> ❝ Your Company also acquired Excellence Awards in the Customer Experience and Trust category at the TM Forum 2020 and was named as the Most Valuable Consumer brand, Most Valuable and most loved Telecommunications brand in Sri Lanka by Brand Finance.

Realigning to the uncertainties of COVID-19

Bolstering Health Awareness and Health Infrastructure

In the first few days of increasing concern and anxiety as the Novel Coronavirus 2 began to spread in the country, your Company launched a free trilingual COVID-19 Information Hotline, accessed by dialling 1390 from any network. Developed in partnership with Wavenet International (Pvt) Ltd and MyDoctor (My Health Solutions Pvt Ltd), this hotline was the first of its kind, aiming to provide Sri Lankans with all the required information including symptoms to note and precautions to take in order to prevent further spread of the disease. The detailed information regarding COVID-19 was contributed by a Professor of Microbiology, with further referral to a qualified doctor via the 'doctor on call' service.

As the medical infrastructure responded to the systemic threat posed by the fast-spreading disease, your Company worked with the health ecosystem at multiple levels to invent new ways of working in the exceptional circumstances. In April, 20 hospitals treating potentially infected patients were provided with web cameras, WiFi routers and smart phones enabling doctors to treat patients while minimising unnecessary exposure. Several hospitals and the Ministry of Health itself received fixed and feature phones for basic coordination. Your Company assisted major hospitals by sourcing and procuring vital Personal Protective Equipment (PPE) kits that were in short supply due to peak demand.

The Sri Lanka Medical Association, the apex body for the medical fraternity, received an SMS platform to send its members safety measures, informative facts and updates about the virus. At the same time your Company provided connectivity solutions and devices to the National Child Protection Authority to establish a Remote National Psycho-Social Support Service (RNPSSS) to support children during a time of intense pressure and changed family dynamics.

> **As the medical infrastructure responded to the systemic threat posed by the fast-spreading disease, your Company worked with the health ecosystem at multiple levels to invent new ways of working in the exceptional circumstances.**

Water-proof, sealable phone pouches initially intended for the recently launched Sayuru service's fisherfolk users, were dispatched instead to the doctors at the specialised Infectious Diseases Hospital where the most critical patients were treated. By reducing hygiene protocols because the phones could be used while inside the pouches, this initiative allowed for a more efficient utilisation of key medical personnel.

As the world witnessed the cruel logistics of how the pandemic overwhelmed ICUs through sheer numbers, in April your Company pledged a commitment of Rs. 200 million for urgently required ICU capacity development at hospitals selected by the Ministry of Health (MOH). I must applaud the Api Dialog team, the ministry, hospital officials, doctors and contractors who worked tirelessly to make good on this pledge, by converting a building at the Negombo District General Hospital into a state-of-the-art 10 bed ICU in just 21 days, and setting up a brand-new 12 bed ICU at the Homagama Base Hospital within 45 days in November 2020.

Finally, as the pressure built to create a safe pathway for travel to the country, your Company procured high-speed robotic PCR testing capacity to be installed at the Bandaranaike International Airport, with a large initial supply of consumables. This equipment would reduce the waiting time from 8 hours down to 2.5 hours for arriving passengers.

Relief to Vulnerable Families During Lockdown

With many vulnerable families facing severe hardship in fulfilling their daily needs due to strict lockdowns and supply shortages, your Company joined hands with Manusath Derana, Siyatha Lengathukama, and ITN Manushyathwayei Sathkaraya to provide relief to those most in need by distributing dry rations worth over LKR 78Mn to over 174,000 people in over 400 villages across 22 districts during the lockdown periods.

> **Your Company, in partnership with the Ministry of Education, deployed a suite of educational content and applications without any data charges.**

Continued Education for Students

As schoolchildren entered their second week without access to a normal learning pattern or resources, your Company, in partnership with the Ministry of Education, deployed a suite of educational content and applications without any data charges. We provided free access to the e-learning platforms Guru.lk, e-thaksalawa and the Nenasa App for over 16 million mobile customers and 600,000 Home Broadband customers. Moreover, over 1.5 million homes using Dialog Television received unparalleled free access to Nenasa TV, Revision TV and Kids TV. Additionally, your Company extended free access without any data charges to the Dialog ViU App for all of its mobile customers. Dialog ViU is Sri Lanka's largest Video and Live TV Collection and gives ready access to a range of edutainment channels including the Discovery Channel, National Geographic and BBC Earth, along with Revision TV and Nenasa TV.

Guru.lk by Dialog subsidiary Headstart (Pvt) Ltd is the largest trilingual e-learning eco-system in Sri Lanka. Guru School covers approximately 60% of the Grade 5 to 12 school curriculum in both Sinhala and Tamil Medium. The e-thaksalawa platform (www.e-thaksalawa.moe.gov.lk) is the national trilingual e-learning portal by the Ministry of Education, carrying content for school curricula for all grades from 1 to 13. For students missing vital classroom hours ahead of key examinations, your Company worked with the Ministry of Education to launch the Nenasa 1377 helpline in March, available free to all Dialog subscribers. Serving students preparing for the G.C.E. Ordinary Level examination, the helpline connected callers with a panel of government-trained teachers able to answer queries in key subjects ranging from Mathematics, Science and English to Sinhala and Tamil.

With the support of the University Grants Commission and the Telecommunications Regulatory Commission, your Company also provided free access to the state universities' official e-learning platforms effective 23rd March.

Later, in June, with the support of key partners Huawei and Simsyn, your Company created a seamless voice and video conferencing environment where students using smart devices or basic phones could connect to their own teachers to join remote lessons from outside the school environs, free of all call charges from any network. Trialled with an initial 100 rural schools, the solution was a demonstration of the innovative and empathetic approaches that would be required to create inclusive and affordable learning opportunities for all students across the island.

> **We worked with our enterprise customers to enable safe and productive Work From Home opportunities for their staff.**

Supporting Work from Home

As employers struggled with the choices and challenges of ensuring the safety of workers and their families despite the financial challenges of lost work, and as students and their parents continued to adjust to the demands of online learning, your Company rolled out several additional services beyond those already described.

Your Company worked with enterprise customers to enable safe and productive Work From Home opportunities for their staff. Your

Group Chief Executive's Review Contd.

Company offered a special 50% discount on its enterprise bundle by combining Microsoft Office 365 Business Essentials with additional mobile data. For those requiring online access to Microsoft Office 365, your Company launched a special data bundle on Mobile and Home Broadband including an Unlimited option. Your Company also introduced 'BizConferencing', a flexible and cost-effective Voice Conference Solution that is secure and easy to use anytime and anywhere. While the 100% data bonus offered for Home Broadband and Postpaid mobile subscribers was applicable for all Enterprise usage, special Enterprise data plans were also provided to those requiring them.

Effective 16th March, customers received a 100% bonus on data extensions on post-paid mobile and home broadband accounts. Prepaid mobile customers received a 100% 4G Anytime bonus effective 23rd March.

To help Sri Lankans stay in touch with their loved ones Dialog enabled 100% bonus Talk Time / SMS / Data on daily / weekly Voice and Combo packs from 22nd March 2020. To ensure our subscribers could access accurate and verified news, several news alert services were made free on a time limited basis.

As Sri Lankans struggled to carry out day-to-day tasks on customary schedules with restrictions, additional responsibilities, and health fears, Dialog extended credit periods for bill payments, and provided additional emergency credit.

> **The Company placed emphasis on accelerating digital transformation across the value chain, with a variety of internal and external process digitisation initiatives, aimed at enhancing customer service.**

With the growing challenges and fears around travelling for all but essential tasks, and with your Company's own concern for its Api Dialog team, additional resources were provided for, and customers were encouraged to reduce unnecessary exposure by accessing our digital selfcare platforms (www.dialog.lk or the MyDialog App) for help on Dialog products and services. Your Company placed emphasis on accelerating digital transformation across the value chain, with a variety of internal and external process digitisation initiatives, aimed at enhancing customer service, while delivering a smooth, seamless experience. The MyDialog App already gave customers the ability to manage family/business services, along with the ability to reload any Dialog connection conveniently. In addition to the digital platforms, customers were recommended to use dedicated payment kiosks for cash transactions such as reloads, bill payments and eZ Cash top-ups. Customer care was also made available on WhatsApp, for Dialog customers to conveniently WhatsApp Dialog on 777 678 678 anytime and anywhere.

Ensuring Business Continuity

During all these challenges, your Api Dialog team did not neglect their daily commercial duties, in fact redoubling their efforts to recover from the disastrous effects upon the economy and individual customers' wallets.

Bridging the Digital Divide

Your Company partnered with Petralex, the global leader in smartphone-based hearing enhancement solutions, to announce the launch of the Petralex app for all popular mobile devices. Petralex allows users to utilise their smartphone with any wired or Bluetooth headset as a hearing enhancement tool. The revolutionary app is an affordable and accessible solution targeted at those experiencing hearing impairment or concerned that they may be experiencing hearing loss. In exchange for carrying out the localisations for the Sri Lankan market, your Company negotiated an unprecedented price reduction for its customers.

Another prime example of Dialog's external efforts to advance digital transformation was the adoption of 'LANKAQR' in September, in partnership with Dialog Finance PLC and Lanka Clear. The National Quick Response (QR) Code Standard for local currency payments introduced by the Central Bank of Sri Lanka, enabling a cashless Sri Lanka. Dialog's aim is to provide over 50,000 of its partner merchants with access to the LANKAQR platform for digital financial transactions. The adoption of this universal LANKAQR standard by your Company on a national level will enable any LANKAQR user to purchase goods and services through Dialog merchants accepting LANKAQR payments at no transaction cost with instant payment notifications. Furthermore, committed to enabling cashless retail, over 50,000 Dialog merchant outlets will enjoy a zero set up cost, lower transaction costs, zero maintenance cost and instant notification receipts. Dialog's eZ Cash mobile wallet customers can now make payments through LANKAQR using their eZ Cash mobile wallet and Genie payment app customers can pay through LANKAQR using any bank account, or ez Cash at any online or offline LANKAQR merchant

These unbroken efforts by the Api Dialog team fuelled a remarkable turnaround from an extremely gloomy outlook at the end of 1H 2020, to a net profit of LKR 12 billion on a full-year basis – a figure easily comparable to more stable periods. I reiterate my humble appreciation of the sacrifices made, and risks taken on behalf of the Company, by each and every member of the team.

> **Your Company renewed its focus on mitigating its carbon footprint and is currently devising a long-term strategy towards carbon neutrality.**

Strengthening Environmental Governance

On the environment front too, your Company continued its efforts beyond the added demands of supporting the nation's pandemic response. The cross-functional collaboration to fulfil the requirements for the ISO 14001 Environmental Management System proceeded in novel and creative ways to work around the restrictions on required implementations and actions, pre-audit assessments, and audits certifying parties whose principals are based abroad. Dialog placed importance on nurturing a culture revolving around 'sustainability in the workplace' through an extensive awareness and engagement campaign for all staff. Further, the Company spent great effort towards measuring and mitigating its environmental impact, across the entirety of its operations. Having ensured environmental compliance and strengthened governance, your Company renewed its focus on mitigating its carbon footprint and is currently devising a long-term strategy towards carbon neutrality. Dialog's most immediate task is to synchronise itself with the Axiata Group's move to commit to a significant carbon footprint reduction as per the United Nations Science Based Targets initiative and extend the implementation of large-scale renewable power generation to power its expansive tower network. Your Company's product responsibility work entered a new phase with the electronic waste programme under a new name, "eKunu" ("e trash" in the colloquial). In this phase a comprehensive and systematic collection by our certified partner from all Dialog sites commenced in 2020.

Risk Landscape and Expectations for 2021

> The impacts of climate change on our customers and, so far to a lesser extent, on the ICT sector, have become increasingly visible, tangible and concerning.

The effects of the pandemic will stay with us for a long period, some effects becoming permanent. Macroeconomic pressures could significantly affect businesses as well as consumer spending capacity, and any short-term decisions to alleviate the latter could further exacerbate fiscal risks. The tangible and already observed health risk to the Api Dialog team, requires constant monitoring and recalibration of exposure to the public and between staff, to prevent and contain infections.

Another phenomenon of the pandemic, high network utilisation, sometimes over 100%, could drive changes in investment and technology choices not previously forecasted or modelled. This comes in the face of a pending transition away from 3G technology to 4G, and the need to free spectrum for 5G technology. These investment decisions will also be coloured by the regulator's introduction of Number Portability (NP) as soon as 2H 2021. An excellent opportunity for the consumer and a welcome challenge for the Best Service Team to prove its mettle, NP could drive hyper competition among providers if unsustainable patterns of repeated switching or other behaviour emerge. A worrying trend in

the midst of the pandemic, as more people carried out their work connected only digitally, was the spread of cyber-attacks not only against individuals but against IT infrastructure at every level. This increased cyber risk will not go away, and requires investment, vigilance and agility.

> 2020 was one of the most difficult years your Company has experienced, and I am grateful once again to all the stakeholders who pulled together to make it a positive one.

Finally, the impacts of climate change on our customers and, so far to a lesser extent, on the ICT sector, have become increasingly visible, tangible and concerning. The extreme weather that has so far mostly spared our infrastructure is unlikely to continue to be so kind – and it has already affected our customers, and therefore their spending, and as a Company we have expended great effort to assist in their recovery from those disasters. The more macro-level economic impacts are still barely discernible over multi-year horizons, but are certain to magnify as climate change accelerates, requiring investment, driving up the costs of business including distribution, energy costs, employee mobility and network availability, to give a few examples. An effort is planned to undertake a systematic review at a division level to uncover, assess and address these risks in a sustainable manner that protects the Company's investments and ability to do business.

2020 was one of the most difficult years your Company has experienced, and I am grateful once again to all the stakeholders who pulled together to make it a positive one. The challenges however are carried forward into 2021 and have already materially changed many of our activities for years to come if not permanently. I thank each of our stakeholders for the trust placed in the Api Dialog team and your unstinting support. I look forward for that to continue, and on behalf of the team, pledge to keep delivering on our targets through whatever adversity the future brings. In all this, your value as a stakeholder in our shared success has only become more apparent and significant. For this, you are truly appreciated, and we look forward to your candid feedback and positive contribution to all changes we must make to support our customers and deliver the Future. Today.

Sincerely,

Supun Weerasinghe
Director/Group Chief Executive

Materiality Assessment 2020

Material Issues are defined as issues that may have certain impacts on the environment, economy and society and that which would affect the decisions of the Company and its stakeholders.

According to the GRI reporting framework, reporting and disclosure on the most material issues serves the Company by highlighting concerns material to its performance. The materiality of issues during the 2020 reporting period is determined by plotting them on relative scales based on inputs from Stakeholders and the business.

1 Materiality of issues among external Stakeholders is determined by,

I.   A two-part comprehensive study consisting of qualitative and quantitative surveys on issues considered material to a large majority of stakeholders.

II. A benchmarking exercise of global industry peer organisations to identify topics considered to be material for the industry globally.

2 Materiality of issues to the Company is determined using,

I.   The Company's Enterprise Risk matrix for 2020.

II. The Group Chief Executive's (GCEO's) Key Performance Indices (KPIs) and Corporate dashboard outlining business focus for 2021.

III. A rating assigned to the level of policy coverage and implementation of best practices across the operations.

Stakeholder Engagement

Stakeholder opinions, perspectives and concerns are key considerations in the Company's assessment of its operating environment and priorities. The Company's Board of Directors have assigned the responsibility of stakeholder engagements and consultations on triple bottom line related matters, to Group Sustainability. Topics and issues found to be material to different stakeholders through different cyclical engagement processes are a key input towards determining issues that are material to the business and its operations. This Sustainability Report summarises and describes the Company's treatment of such issues, as well as other engagement cycles driven by stakeholder and issue specifics.

As input for the 2020 Sustainability reporting cycle, following on from the previous year's dip-stick study – the 2nd part of a two- year comprehensive engagement cycle, towards further engaging with stakeholders to assess their feedback, the Company commissioned a comprehensive independent two-part stakeholder study, of which the first was a qualitative method of determining the issue areas material to each key stakeholder group, from which the second part which is an in-depth, quantitative survey engaging the identified material stakeholder groups on the material issue areas, was arrived at. This comprehensive level of assessment was undertaken to measure the impact of, and Dialog's performance relating to the identified issue areas. The key focus of which was identifying the shift in importance placed on the underlying stakeholder issues from the previous year to measure the impact of, and Dialog's performance relating to, identified issue areas.

Face-to-face interviews and a quantitative online survey were actioned as part of the study across all material stakeholder groups, based on the suitability for each group. The results of the study were matched against the GRI Sustainability Reporting Standards, as well as against the previous year's results, and functioned as a key input for the determination of Dialog's Materiality Matrix for 2020.

Prior to this, a high-level strategic review of the material issue areas arising from the previous year's dipstick study was conducted with targeted actions approved by the Group Senior Management Committee.

With the majority of stakeholder groups having been identified and engaged by this methodology, the FY 2020 period saw the closure (and refresh) of major engagement loops, while allowing engagement cycles to emerge and inform Dialog's accountability processes that may not correspond to the financial year cycle.

Stakeholder Engagement Contd.

	Type of Engagement, Methodology and Frequency	General Stakeholder Concerns
1 **Customers**	■ Net Promoter Score Survey across all groups of Customers - Annually ■ Independent Stakeholder Engagement Survey conducted locally - Annually	1. Quality products and services 2. Affordability of products and services 3. Ethical business practices 4. Data protection and privacy
2 **General Public**	■ Independent Stakeholder Engagement Survey conducted locally - Annually	1. Quality products and services 2. Transparency and ethical practices 3. Data protection and privacy
3 **Shareholders**	■ Annual General Meeting of Shareholders - Annually (Held in June 2020) ■ Investor Forum - One forum held within the Reporting Year ■ Earnings call with local and foreign analysts - Quarterly ■ Regular one-on-one engagements - Eight one-on-one meetings/ calls ■ Overseas roadshows - Three virtual roadshows conducted	1. Dividends 2. Stability 3. Long-term growth
4 **Civil Society Organisations**	■ Project-wise / Regular business-as-usual interactions ■ Independent Stakeholder Engagement Survey conducted locally - Annually	1. Financial governance and compliance 2. Ethical business practices 3. Customer data privacy 4. Stringent information security practices 5. Mitigating the Company's environmental footprint

	Type of Engagement, Methodology and Frequency	General Stakeholder Concerns
5 **Regulators**	- Continuous active engagement across scope of operations - Independent Stakeholder Engagement Survey conducted locally - Annually	1. Economic compliance 2. Effectiveness of corporate stewardship activities 3. Community investment 4. Waste management
6 **Employees**	- Employee Engagement Survey conducted by the Axiata Group - Annually - Independent Stakeholder Engagement Survey conducted locally - Annually	1. Transparency and fairness in recruitment and performance management 2. Comfortable workplace environment 3. Adequate learning opportunities for skills development and personal growth 4. Remuneration 5. Career development
7 **Retailers/ Distributors**	- Regular one-on-one engagements - Dialog 5-Star Partner Initiative - Independent Stakeholder Engagement Survey conducted locally - Annually	1. Enhanced retailer and distributor engagement 2. Customer data privacy 3. Ethical business practices 4. Stringent information security practices
8 **Suppliers**	- Supplier Site Assessments and Regular On-going Engagement - Independent Stakeholder Engagement Survey conducted locally - Annually - Regular business-as-usual interactions/ Procurement-based interactions, both daily	1. Financial governance and compliance 2. Customer satisfaction and service quality 3. Higher levels of engagement with supplier base
9 **Media**	- Regular one-on-one engagements - Independent Stakeholder Engagement Survey conducted locally - Annually	1. Economic compliance 2. Ethical business practices 3. Affordability of products and services 4. Stringent information security practices

Managing Risk

GRI 102-15, 102-30

Enterprise Risk Management enhances an organisation's ability to effectively manage uncertainty. Dialog has adopted a systematic approach to respond to the risks that pose a challenge to the day-to-day business operations that may prevent the Company from achieving its strategic objectives in the long-term.

Enterprise Risk Management Framework

Benchmarked against leading global risk management standards including ISO 31000:2009, Dialog's Enterprise Risk Management (ERM) framework ensures that risk is systematically and consistently integrated into the strategic decision-making processes at all levels of the business.

Dialog's ERM Framework employs a Horizon Scan to map the risk universe associated with specific events, and to consider their impact on the company vis-à-vis multiple parameters, among them financial, customer, employee, and reputation. The rating considers the picture 'pre-' and 'post-' impact in order to provide a clear understanding of inherent and residual risk status applicable within the current operating context. The basis of the ERM Process is a continuous cycle anchored on five key steps: Identify, Analyse, Respond, Monitor and Report.

Dialog's ERM Process

Report 5
On the status of risk responses

1 Identify
Internal and external risks within Dialog' s operating context

2 Analyse
Potential impact and likelihood of risks

3 Respond
By prioritising and implementing appropriate action

Monitor 4
Internal and external environment for changes to potential risks and ensure risk responses continue to be effective

All five elements of the ERM process are captured in a Risk Register which serves as the main source document to report and communicate company-wide risk. The risk register is also used to document ownership in managing risk along with specific deliverables and timelines aimed at promoting a risk-preparedness culture across the company. Risk Champions in each division are appointed as custodians of specific segments of the risk register and are tasked with driving risk compliance and culture within the respective pillars under their purview. Risk champions are the engine of the ERM process and in carrying out their duties are expected to seek the guidance of the heads of each respective division and the function's Chief Officer.

Risk Governance

The leadership for Dialog's ERM process is primarily driven via Dialog's Group Leadership Committee (GLC), made up of all Chief Officers and chaired by the GCEO. All communication and guidance in managing and governing risk is governed by the GLC. This ensures that the tone at the top serves as a guiding direction for the rest of the company to embrace leading risk management practices.

The Risk Management Function under the guidance of the GLC oversees compliance with risk management policies and procedures, and reviews adequacy of the risk management framework in relation to the risks faced by the company. Responsibilities of the Risk Management Function include carrying out quarterly business impact analyses as part of the risk management cycle. The process gives due consideration to stakeholder needs through the inputs provided by cross-functional stakeholder representatives (risk champions outlined above under the risk register mechanism).

The GLC along with the Board Audit Committee endorses this quarterly risk update, prior to it being presented to the Board. The duties of the Board Audit Committee include an annual review of the risk governance framework to ensure the most relevant standards and best practices are in place for the effective management of risks in the day-to-day business operations.

Assessing Climate Risk

Dialog has defined Key Risk indicators to be tracked in relation to climate change impact, with divisional desk assessments scheduled for the following reporting year to ensure the potential risks and opportunities are comprehensively assessed. For more information on the preliminary climate impact assessment conducted in 2017, please refer the 2017 Sustainability Report at: https://dlg.dialog.lk/sustainability-report.

Matters of
Material Importance – 2020

GRI ▸ 102-47

Dialog's material activities remain a mix of those within the ever-evolving Information and Communications Technology industry, limiting the scope of specific topics considered material towards the business. The 2020 report focuses on the top twelve most significant issues given below, to provide a concise measure of materiality.

Cybersecurity and
Data Privacy

Customer
Satisfaction

Environmental
Performance
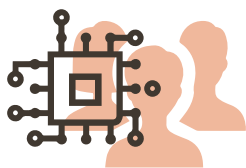
Digital
Inclusion

Economic
Performance

Employee
Competence

Occupational Health
and Safety

Community Investment
and Social Stewardship

Innovation

Affordability

Responsible Procurement

Anti-Corruption
and Ethical Business
Practices

Materiality 2021

External Inputs

- High
- Medium
- Low

Cybersecurity and Data Privacy ⋆

Environmental Performance ⋆

⋆ Customer Satisfaction

Occupational Health and Safety ●

Responsible Procurement ●

Digital Inclusion △

Community Investment and Social Stewardship △

Training and Development (Employee Competence) ●

Innovation ●

Anti-Corruption and Ethical Business Practices ●

Affordability ●

Economic Performance ⋆

△ **Low**   ● **Medium**   ⋆ **High**

Internal Inputs

Materiality 2020

External Inputs

- High
- Medium
- Low

Cybersecurity and Data Privacy ⋆

⋆ Customer Satisfaction

Environmental Performance ●

Responsible Procurement ●

Occupational Health and Safety ●

Community Investment and Social Stewardship ●

Digital Inclusion ●

Training and Development (Employee Competence) ●

Innovation ●

Anti-Corruption and Ethical Business Practices △

Affordability ●

Economic Performance ⋆

△ **Low**   ● **Medium**   ⋆ **High**

Internal Inputs

Value Chain Mapping

Illustrated below are the material topic-specific Standards, as per the GRI Sustainability Reporting Standards, corresponding to those topics identified as being material for the reporting year. The value chain mapping follows the model described by Porter and Kramer in their paper, "Strategy and Society – the Link between Competitive Advantage and Corporate Social Responsibility."

Material Topic	Relevant GRI topic-specific Standard	Internal			External								Reference
		Wholly-owned subsidiaries	Non-wholly owned subsidiaries	Associate Companies	General Public	Customers	Employees	Suppliers, Distributors, Retailers	Media	Regulators/ Government	Community and Civil Society	Shareholders	
Cybersecurity and Data Privacy	Customer Privacy	✓	✓	✓		✓	✓	✓		✓			Page 102
Occupational Health and Safety	Occupational Health and Safety	✓	✓	✓		✓	✓	✓			✓		Page 80
Innovation	*	o	o	o		o	o	o	o				Page 84
Affordability	*	o	o	o	o	o	o	o	o	o	o	o	Page 86
Anti-Corruption and Ethical Business Practices	Anti-Corruption	✓	✓	✓		✓	✓	✓					Page 100
Digital Inclusion	*	o	o	o	o	o	o		o		o		Page 87
Employee Competence	Training and Education	✓	✓			✓	✓	✓					Page 72
Customer Satisfaction	*	o	o			o	o	o	o			o	Page 58
Economic Performance	Economic Performance	✓	✓	✓			✓	✓		✓	✓	✓	Page 54
Environmental Performance	Economic Performance	✓			✓	✓	✓	✓	✓	✓	✓		Page 54
	Energy	✓	✓	✓			✓	✓					Page 60
	Emissions	✓	✓	✓			✓	✓			✓		Page 61
Social Stewardship	Indirect Economic Impacts	✓			✓	✓	✓		✓		✓	✓	Page 38
	Local Communities	✓			✓	✓	✓		✓		✓	✓	Page 38
Responsible Procurement	Supplier Social Assessment	✓	✓				✓	✓		✓			Page 104
	Supplier Environmental Assessment	✓	✓				✓	✓		✓			Page 104

*For those topics that cannot be mapped to a corresponding GRI topic-specific Standard, the management approach concerning the respective topic has been brought out within each individual section within this Report, where applicable. Further the GRI Standard-Specific topics of Environmental Compliance and Socioeconomic compliance were reported on due to the material nature of such topics, and the emphasis placed on adhering to such topics across the Company.

Sustainability and Governance

Strategic Sustainability Approach

Dialog's perspective on sustainability is anchored on its three-pillar approach to sustainable growth. To realise our vision to contribute to the overall well-being of the people of Sri Lanka, Dialog looks Beyond short-term profit and strives for Process Excellence, while investing to Nurture People and working for the betterment of the Planet and Society.

Developing operational strategies for each pillar, we are bound by the guiding principles laid out under Dialog's strategic sustainability framework, namely;

- Deliver strong and sustained economic performance that benefits all stakeholders

- Maintain solid governance principles and oversight systems to monitor compliance, while managing its business with transparency and integrity

- Act responsibly and engage with stakeholders to identify opportunities beyond compliance to create benefits for both society and the company

- Develop leading-edge telecommunication services that contribute to economic, social and environmental sustainability of the country

A Community Investment policy governs Dialog's approach towards the social aspects including Stakeholders, Public Policy and pro-bono engagements. Major community investments are channelled through the Dialog Foundation, which is governed by its Deed of Trust.

Policy Improvements in 2020

The Sustainability KPI dashboards were implemented for the fifth consecutive year in 2020, with more comprehensive best-practice focused line items assigned to all Chief Officers. The incorporation of Sustainability Line items focuses on driving recurring as well as transformation-oriented imperatives. A variety of different inputs were used to develop the line items, to ensure that they comprehensively cover all possible risks/ challenges and opportunities.

The inputs were as follows:

- Sustainability Assurance Recommendations and Targets set

- Best practice benchmarking exercise focused on international industry leaders

- Enterprise Risk Management inputs

- Specific issues arising from various stakeholder engagements/activities

- Sustainable Development Goals and sub-targets/ indicators

Sustainability-driven line items developed in this manner were then cascaded to functional heads, as per the previous cycle, with the 'Sustainability Task Execution Score' used to measure the performance of each functional head.

Performance objectives for functional heads measured through the 'Sustainability Task Execution Score' relate to specific goals and includes shared cross-portfolio tasks needed to achieve integrated outcomes. The main aim of this exercise is to develop a collaborative culture across the company in order to augment overall performance management.
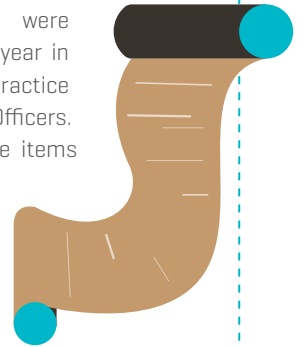
Sustainability and Governance Contd.

Sustainability Governance

The ultimate authority for the company's sustainability performance lies with the Board of Directors (BOD). The BOD has delegated the responsibility of decision-making and oversight on sustainability issues (including economic, environmental and social impacts) to the Nominations and Remuneration Committee (NRC). Further to this, the Board/ NRC is briefed on sustainability performance-related matters by the Head of Group Sustainability. The Group Chief Executive and Group Chief Corporate and People Officer, along with other Chief Officers and Senior Management are directly engaged in seeking assurance and take part in management discussions as part of the Annual Sustainability Report Assurance process.

Board of Directors

Nominations and Remuneration Committee

GCEO

Group Chief Corporate and People Officer

Group Chief Officers (CxOs)

Group Sustainability

*Group CEO maintains executive-level responsibility for economic, environmental and social topics.

Key Governance Highlights for 2020

Quarterly presentations were conducted for the Nominations and Remuneration Committee (NRC) to provide updates on the most recent achievements and challenges faced, from a sustainability viewpoint. Further to the Board's extensive review of the Company's Annual Plan and Long-Range Plan (LRP) in late 2016, integrated discussions were carried out on a wide range of Sustainability topics including a segment focused on the Sustainability Function's achievements and plans. Further updates to the LRP were discussed in 2020, and the review process will continue on an annual cycle. Alongside updates to the Board on progress and short-term target achievement, the review enabled discussion on the full breadth of sustainability activities, their planned evolution, and actions to be taken to further enhance targeted outcomes. Sustainability was also considered to be a prominent topic within the Group Senior Management Committee's monthly meetings, in which an annual action plan, drafted based on the findings of Dialog's comprehensive Stakeholder Engagement efforts, was drawn up and closely tracked in subsequent meetings. Further, the quarterly Board Audit Committee meets quarterly to review updates on possible risks/opportunities related to Sustainability Governance procedures and other sustainability performance related topics.

The Board also had the opportunity to examine the outcomes of an independent review and to review plans under topics including,

- Maintaining accountability to stakeholders

- Strengthening awareness and understanding of key policies

- Further improving governance and controls with standards frameworks and management systems

- Engaging stakeholders on the many important topics Dialog focuses on under its Sustainability portfolio

Compliance

GRI ▸ 102-41

Compliance forms the basis for all decisions and ensures the Company's actions remain sustainable. Given the increasingly complex and highly competitive environment in which Dialog operates, the Company's commitment to compliance has become a key differentiator that places Dialog ahead of peers not only locally but across the region as well.

Dialog's compliance mechanism is structured to ensure that the Company remains fully compliant with the laws applicable to each core business vertical. The core businesses are bound by the rules and regulations of their respective governing bodies – Dialog's telecommunication business operates under the system license issued by the Telecommunications Regulatory Commission of Sri Lanka (TRCSL), while Dialog TV is governed by the operating license issued by the Ministry of Mass Media. Meanwhile, certain products such as eZ Cash, being financial tools, come under the direct purview of the Central Bank of Sri Lanka.

In addition to fulfilling these mandatory requirements, Dialog is committed to benchmark globally accepted best practices in order to gain a competitive edge in the market through the delivery of consistent, high-quality telecommunication services.

Environmental Compliance

Across various segments of the company, Dialog continues to roll out International Standardisation Organisation (ISO) accredited standards as part of the ongoing commitment to process improvement. The Quality Systems and Process Management (QSPM) unit provides oversight for the proper implementation of quality management systems in accordance with the guidelines stipulated by the respective certification bodies. Also, under the purview of the QSPM unit is the Certification Governance, which includes regular monitoring and reporting of issues that may impact the quality of service. QSPM conducts monthly customer forums to determine potential issues, with concerns raised being escalated for corrective action within a stipulated time frame. The role of QSPM is to ensure preventive action is put in place to avoid future occurrence. QSPM also drives the re-certification process through the facilitation of the external audits for each certification renewal cycle.

As tower operations comprises a highly material area of its operations, Dialog ensures that it closely follows up with the Dialog Network Services function on compliances to the requisite environmental approvals and license-renewal requirements in setting up and maintaining tower infrastructure. This process primarily deals with obtaining clearance from the Telecommunications Regulatory Commission and environmental protection license from the Central Environmental Authority, alongside approvals from relevant local authorities.

Dialog has not identified any non-compliance against, and faced no fines or penalties related to breaches of regulatory, environmental or economic laws and regulations throughout the reporting period. The Company plans to develop a comprehensive legal register covering all aspects of its operations, in compliance with ISO 14001 requirements.

Collective bargaining

Dialog does not oppose collective bargaining; however, no such trade unions exist within the Company. Dialog is a registered member of the Employers' Federation of Ceylon, who advises on social harmony to nurture a balanced and healthy employer-employee relationship. Quarterly Town-hall meetings, skip-level meetings and one-on-ones with senior management, on an as-needed basis, are channels to discuss and resolve issues in case of clarifications, concerns and grievances. Further to this, employees may raise such grievances through the whistle-blower process.

Sustainability and Governance Contd.

Dialog's Certification Journey

Certification		Business Segment	Initial certification (Year)	Last periodic audit date	
ISO 9001:2015	Quality Management Systems	Entire Company	1999	January 2020	
ISO 27001:2013	Information Security Management	Internet Data Centre	2007	September 2019	
		Group IT	2012		
		Group Technology	2017		
Payment Card Industry Data Security Standard Ver 3.2 (PCIDSS)		'Genie'– Mobile Payments App	2017	n/a	
GSMA Mobile Money certification – Toolkit Ver 3.0		eZCash	November 26, 2018	n/a	
ISO 14001: 2015	Environmental management System	Entire Company	Formally recommended for certification in May 2021	n/a	

Dialog Axiata PLC

	Renewal Cycle no.	Current Validity Period
	Re-certified every 3 years	Dialog successfully completed the re-certification audit in March 2021 with inclusion of Dialog Network Service (DNS) scope to the certification. DNS is the newly incorporated 100% owned subsidiary of Dialog Axiata PLC, carrying out business of providing network, development, operations and maintenance services. The certification is valid up to 28th May 2024.
		The Information Security Management System(ISMS) Certification audit for Group Technology, Group IT and Dialog Broadband – Data Center Services were conducted as one audit with integration of the 3 management systems in December 2020. The certification for the Integrated Management System of ISMS is valid up to 2nd January 2024.
		2nd Jan 2021
	–	3rd Dec 2020
	Valid for one-year period from issuance	28th June 2021
	Every 3 years	25th November 2021
	Re-certified every 3 years	The Validity will be from May 2021 to May 2024.

Sustainable Development Goals

The Sustainable Development Goals, more commonly known as the SDG's, are a collection of 17 interconnected Global Goals created in 2015 to ensure the successful achievement of the 2030 Agenda for Sustainable Development. These goals were adopted by all the member states of the United Nations including Sri Lanka to safeguard the prosperity of their people and the planet for the future generations. As a member of the United Nations Global Compact network, Dialog Axiata places a great importance on achieving the Sustainable Development Goals and has aligned its corporate strategies towards advancing sustainable development in Sri Lanka.

In order to formulate an appropriate strategy to achieve these targets in the due time, the company extended a significant amount of time and effort to study the existing macro-economic environment of the country, industry-specific indicators and global climate with respect to each Sustainable Development Goal. This was done with the intention of gaining clarity on how the Company could maximise the value created through endorsing and working towards achieving the goals through information and communications technology, and other digital avenues. A key reference point of the study was the Impact report of telecommunication service providers and the ICT industry on the Global Goals created by GSM Association (GSMA).

As a result of the study, Dialog was able to determine five of the seventeen goals in which the most significant positive impact could be made, through the telecommunications industry. The Company is confident that they can contribute towards great strides in securing a reduction in poverty, an increase in the provision of quality education, the integration of innovation and sustainable thinking across business priorities, and development of sustainable infrastructure for the betterment of society, and towards combatting climate change to secure a safer future.

The 5 Global Goals Dialog committed to impacting and thus creating value on, and the avenues through which they may create such an impact are as follows:

Dialog was endorsed in its decision to support the aforementioned Goals, as its parent company Axiata placed priority on the achievement of Goals 4 and 13, across the Group.

Goal 1 – No Poverty

Dialog's objective

- The provision of equal access to economic resources and empowering the poor through digital services

- The use of voice and data services towards galvanising national economic participation

- Ensuring affordable connectivity to all.

Contributing Projects

Goal 13 – Climate Action

Dialog's objective

- The development of Disaster Risk Reduction platforms and early-warning networks to safeguard livelihoods and be proactive when responding to disasters.

- Implementing sustainable resource management schemes towards reducing negative environmental impact and cultivating a sustainable attitude.

Contributing Projects

Goal 4 – Quality Education

Dialog's objective

- Providing access to good education through increased connectivity to schools and increased access to digital resources for education
- Using mobile financial solutions towards driving and supporting education-related services throughout the country

Contributing Projects

Nenasa SMART SCHOOL | Nenasa | Diriya.lk | Dialog Merit SCHOLARS

Goal 5 – Gender Equality

Dialog's objective

- Empowering women, making them more connected and safer, as well as providing access to information, services and life-enhancing opportunities including health information, financial services and employment opportunities.

Contributing Projects

Yeheli.lk

Goal 9 – Industry, Innovation and Infrastructure

Dialog's objective

- Implementing top-of-the-range innovative technologies across the value-chain leading the expansion, upgrading and increased sustainability of existing infrastructure
- Internet-of-Things related innovations towards increased efficiencies across social, environmental and economic dimensions
- Promoting Digital Inclusion and thereby influencing the embedding of equality and development of digital skills for all of society, without discrimination

Contributing Projects

SARU Powered by Dialog | PETRALEX Dialog | VAAYU Powered by Dialog

A Wellspring of
Wisdom

In Sri Lanka, indigenous knowledge and wisdom is often passed down from generation to generation, often through word of mouth and cultural rituals. Written records on ola leaf manuscripts were also a means of connecting with the members of our society, enabling us to share vast stores of knowledge that would empower the youth to preserve our values, and sustain our future for generations to come.

Dialog engages with its stakeholders to drive sustainable value across society, the economy and the environment. We are driven by a commitment to strengthen both the formal and informal economy, and ensure their continuity well into the years ahead. The wide-ranging knowledge and insights we impart to our stakeholders cascade down to every level of society – helping us uplift lives and shape our nation's infrastructure, while inspiring new generations to achieve true greatness.

Connecting
with the
Community

Community Investment and Social Stewardship

With a subscriber base comprising of over two-thirds of Sri Lanka's total population and an indirect economic footprint of close to 1% of the nation's GDP, Dialog has an extensive reach – through which it extends technologies that not just connect, but also empower all of its stakeholders. This not only creates long-lasting value, but also further enriches their livelihoods, particularly in times of adversity.

Dialog has, from inception leveraged its technologies and capabilities to create value for stakeholders beyond its corporate boundaries. The Company strives to develop long-term interventions that serve communities across the island and range from providing access to Quality Education; services and assistive technologies to assist those with impairments in Hearing, Sight and Speech, and services focused on Disaster Risk Reduction and Recovery.

To create a significant impact and achieve ownership by stakeholders while leveraging best-in-class domain knowledge, Dialog partners with industry, like-minded organisations, international research bodies, respective government bodies, local authorities and community groups unique to each scenario. The key drivers of Dialog's social stewardship strategy are innovations for social needs, strategic partnerships and stakeholder consultations for the long-term viability of such interventions

Dialog worked extensively on measuring the social impact of its Digital Inclusion and Social Innovation-oriented products and services, throughout the reporting year. The impact measurement framework implemented utilised the 'Theory of Change' social impact model to determine the net impact with specific assigned parameters set as rulers to measure the net overall impact. The results of such assessments have been highlighted in each of the project descriptions in this Report, that follow.

EDUCATION	HEARING, SIGHT AND SPEECH	DISASTER RISK REDUCTION AND RECOVERY
■ Extending access to quality education to students across the country ■ Ensuring individuals build the necessary skills to thrive in an increasingly digitised world ■ Increasing the quality of knowledge and content bases that students are exposed to	■ Promoting early detection and support for individuals who suffer from hearing, sight, and speech deficiencies.	■ Protecting citizens through timely awareness to reduce the impact of disasters ■ Developing mechanisms to enhance social resilience to disasters and empowering post-disaster recovery.

DIALOG'S SOCIAL INNOVATION STRATEGY

Dialog Foundation

The Dialog Foundation was established in 2012 to unify Dialog's major Public-Private-Partnerships and provide a cohesive framework to drive the company's social stewardship activities. Recognising not only that Dialog is a part of the Knowledge Economy, but also that education is the single most powerful tool for long-term change, the Dialog Foundation's main thematic areas of focus from the inception have been the development of the country's formal primary and secondary education system, assistance for those with hearing, sight and speech deficiencies or impairments, disaster preparedness and response, and health and support for marginalised communities; as part of the Dialog Foundation's current and future mandate, making up its comprehensive social stewardship strategy.

As part of its commitment to the Sustainable Development Goals, the Dialog Foundation reviews its stakeholder-focused activities on an annual and multi-year basis, to ensure that the Company always tackles relevant social and environmental issues keeping up with the ever-changing needs of society. Working to accelerate social and economic development in Sri Lanka, the Dialog Foundation focuses on areas that are deemed national priorities. The projects undertaken as per the Company's social stewardship agenda, are sustained, long-term interventions that have the capacity to deliver lasting change for the betterment of the country and its people.

Rally to Care Scholarship disbursement in Batticaloa 2019

Eye Camp held in Padikaramaduwa Maha Viduhala , Galenbindunuwewa 2020.

'Shilpa Diriya' Scholarship disbursement event 2019

Rally to Care Scholarship disbursement in Batticaloa 2019

Rally to Care

The Rally to Care initiative by the Dialog Foundation was launched to aid those who were worst affected by the tragic incidents of 21st April 2019. Having provided immediate term out-patient support for victims of physical disability and trauma, the initiative continues its mission of long-term educational support for 500+ children and psychosocial rehabilitation for 250+ families, together with its partners World Vision Lanka, the Sarvodaya Shramadana Movement (Sarvodaya), My Doctor, Vision Care and the Ratmalana Audiology Centre.

Rally to Care concluded its fundraising on 24th May 2019, with the generous support of Dialog customers, individual donors (overseas and local), business partners and enterprises, resulting in the creation of a fund amounting to LKR. 116.69 Million. A key part of Rally to Care was the scholarship programme created to support the long-term education of 353 children affected by the tragic Easter Sunday attacks. The initiative aims to help the affected children through their education until the age of 19 and ensure that they have a bright future ahead – one filled with hope and opportunity.

Rally to Care

	LKR Mn
Dialog customer, individual and corporate donations	37.71
Dialog Axiata PLC contribution	43.72
Axiata Group donation	35.26
Total Funding through Rally to Care	**116.69**

Beyond Short-term Profits

Planet & Society

'Shilpa Diriya' Scholarship disbursement event 2019

IMPACT CREATED IN 2020

Psychosocial support to over

1,500

families in Katuwapitiya **and** Kochchikade

Dedicated Centre opened in Katuwapitiya for Psychosocial efforts
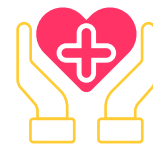
All requests were **medically validated and fulfilled**

Provided scholarships for **Children from Easter Sunday attacks** **365**

185 Katuwapitiya	102 Kochchikade	70 Batticaloa

For the year 2020, the **Dialog Foundation** ensured the quarterly disbursement of the **Scholarships to the 365 children in Katuwapitiya, Kochchikade and Batticaloa.**

Dialog Axiata pledges Rs. 200mn for ICU development

Dialog Axiata and Huawei donate Telepresence infrastructure

Opening of ICU at Negombo General Hospital

COVID-19 Relief Efforts

The COVID-19 pandemic reared its head in Sri Lanka in mid-March of 2020 and due to the timely lockdown of the country, all economic activities came to a gradual halt. As the impact on the society grew, and many individuals were forced to work and study at home, the Company pledged to ensure high quality connectivity and uninterrupted service to all citizens to reduce the overall discomfort of the situation.

At the onset of the COVID-19 pandemic, the Company's first response was to enable its Business Continuity Plans; which equipped all but the most crucial field, operational and back-office staff to work completely from home. The Company also rolled out concessions to all customers struggling to maintain usable credit on their connections, including access to all Dialog TV channels without an extra charge and distributed free credit/talk time and data to keep all Dialog mobile subscribers connected.

During this period Dialog also extended its capabilities and resources to the Government of Sri Lanka's efforts to contain, mitigate, detect, treat and eradicate the outbreak. The Company invested LKR. 200 million towards the Health Ministry's efforts to develop ICU capacities in hospitals of the Ministry's choice.

The Company commenced immediate civil reconstruction for the expansion and provision of all equipment to establish a fully functional Intensive Care Unit (ICU) at the Negombo District General Hospital. The funding enabled the establishment of a fully-fledged ICU complex with a Medical Intensive Care Unit (MICU), a Surgical Intensive Care Unit (SICU) and increased the capacity from 4 beds to accommodate 10 beds - complete with state-of-the-art ICU equipment.

In the second installment of the Company's ongoing commitment to empower the national health care efforts during the COVID-19 pandemic, Dialog contributed 4,000 Robotic Arm PCR Testing kits to the Bandaranaike International Airport (BIA). The Robotic Arm PCR Testing facility drastically reduced the time taken to conduct PCR testing and reporting from 8 hours to approximately 2.5 hours and better equipped the healthcare sector and government health authorities to reduce the required man-hours per week.

Beyond Short-term Profits

Planet & Society

Dialog Axiata Enables Ministry of Education to Extend Toll-free Distance Learning Solutions to 1000 Schools in partnership with Huawei and Simsyn

Students utilising the Nenasa 1377 Hotline

ICU at Negombo General Hospital

ICU at Homagama Base Hospital

The final component of the LKR 200 Million invested towards required capacity development in hospitals ended with the ICU development at the Homagama Base Hospital. The fully functional ICU complex at the Homagama Base Hospital was also equipped with a negative pressure unit that has been specially designed to effectively handle infectious diseases such as the Coronavirus and comes complete with state-of-the-art ICU equipment advancing the hospital's capability to serve critical patients.

The Company, in partnership with Huawei Technologies Lanka Co., (Pvt) Ltd, donated Telepresence and connectivity solutions to 30 hospitals covering district general hospitals, teaching hospitals and the designated COVID-19 treatment centres that operate under the aegis of Ministry of Health and Indigenous Medical Services (MOH). The fully-fledged Telepresence platform enabled the MOH with a national collaborative eHealth system to deliver centralised health care, health education, and health information services via remote collaboration technologies. This allows health care providers to discuss medical cases over video conference, forward tests between facilities for interpretation by higher specialists, monitor patients through continuous sharing of updated health data, conduct training for health care staff, coordinate between hospitals and facilities, carry out professional health-related education and conduct public health administration.

In terms of other minor donations, Dialog stepped forward to support the emergency services by contributing free WiFi and Dialog Television services to all the quarantine centres that are managed by the Tri-forces.

During this unprecedented time, Dialog has also enabled MOH to create 27 video-based telemedicine units in 20 hospitals, donated essential Personal Protective Equipment (PPE) kits to hospitals, provided mobile phone connections and handsets free of charge to the National Child Protection Authority to establish a Remote National Psycho-Social Support Service (RNPSSS), contributed free critical internet connectivity solutions, video conference facilities and mobile devices to IDH, and joined hands with Manusath Derana, Siyatha Lengathukama, and ITN Manushyathwayei Sathkaraya to provide relief to those most in need by distributing packages of dry rations daily, covering over 174,000 people in 400 villages across 22 districts.

Hearing text being conducted by an audiologist

Ratmalana Audiology Centre

Dialog's longest standing commitment to addressing the marginalised issues of hearing, sight, and speech impairments is embodied by the Ratmalana Audiology Centre (RAC). This non-profit social enterprise has lived up to its founding aspiration to be a centre of excellence in hearing and speech testing and therapy with the most challenging cases being referred there.

The centre is operated in partnership with the School for the Deaf in Ratmalana. It provides regular free testing and speech therapy for students of the school as part of its mission. The centre's mission also includes providing free testing for members of the public bearing letters from government ENT specialists. Since RAC's inception, Dialog has invested in excess of LKR 70 million rupees in it. As of 2020, the Ratmalana Audiology Center has extended its services to over 100,000 clients over the past 12 years.

Throughout 2019, the Center started to focus more on providing free health camps for individuals living in rural areas and aimed to provide free hearing aids for all of those who require it. These were provided by a plethora of both local and international donors and continued on to the end of 2020. Further, the Center was upgraded with state-of-the-art new machinery, thus enabling it to serve the community better – with Dialog investing approximately LKR. 6.8 million towards this.

Audiologist reviewing results from hearing tests

Throughout 2020, due to the restrictions imposed and the limitations faced, the Centre was able to integrate technology more efficiently to its processes which enabled the Centre to introduce new modes to deliver services through tele-practice, drive through hearing screening and drive through hearing aid checkups and was also able to increase the number of at-home training plans for its customers.

Dialog Axiata PLC

IMPACT CREATED IN 2020

The Ceylon School for the Deaf RATMALANA

Services provided for the School for the Deaf and Blind Ratmalana

Tested students on Thursdays and when necessary -
206 students

(Administered different tests and fitted hearing aids for necessary students.)

Classroom visits completed (from preschool to grade 11) **for wax check** during the first 2 months of 2020 in primary school.

(Those who required wax removal were referred to Kalubowila Hospital ENT clinic for management plan)

Conducted speech therapy for students from grade 1 to grade 10, **261 students had utilised out of 380.**

We have tested and conducted speech therapy for **employees of the schools 28 times**

Free Community services

Test newborn babies from both Kalubowila and Kethumathi Hospital – **191 infants**

Took part in hearing screening camp organised for retired **teachers at Dehiwala Central School and tested 23 teachers.**

Carried out free hearing screening camp at Ratmalana Audiology Centre with **Petralex hearing enhancing app done by Dialog Axiata Sustainability team for World Hearing Awareness Day in March and tested 30 people and gifted them with hearing aids.**

Free tests and other services conducted at **RAC for low income persons and others-**

Pure Tone Audiometry Test (PTA)	186
Middle-ear Test - Tympanometry	105
Otoacoustic Emission (OAE)	36
Speech Therapy	239
Auditory Brainstem Response Audiometry (ABR)	20
Special Education	75
HA FU	448
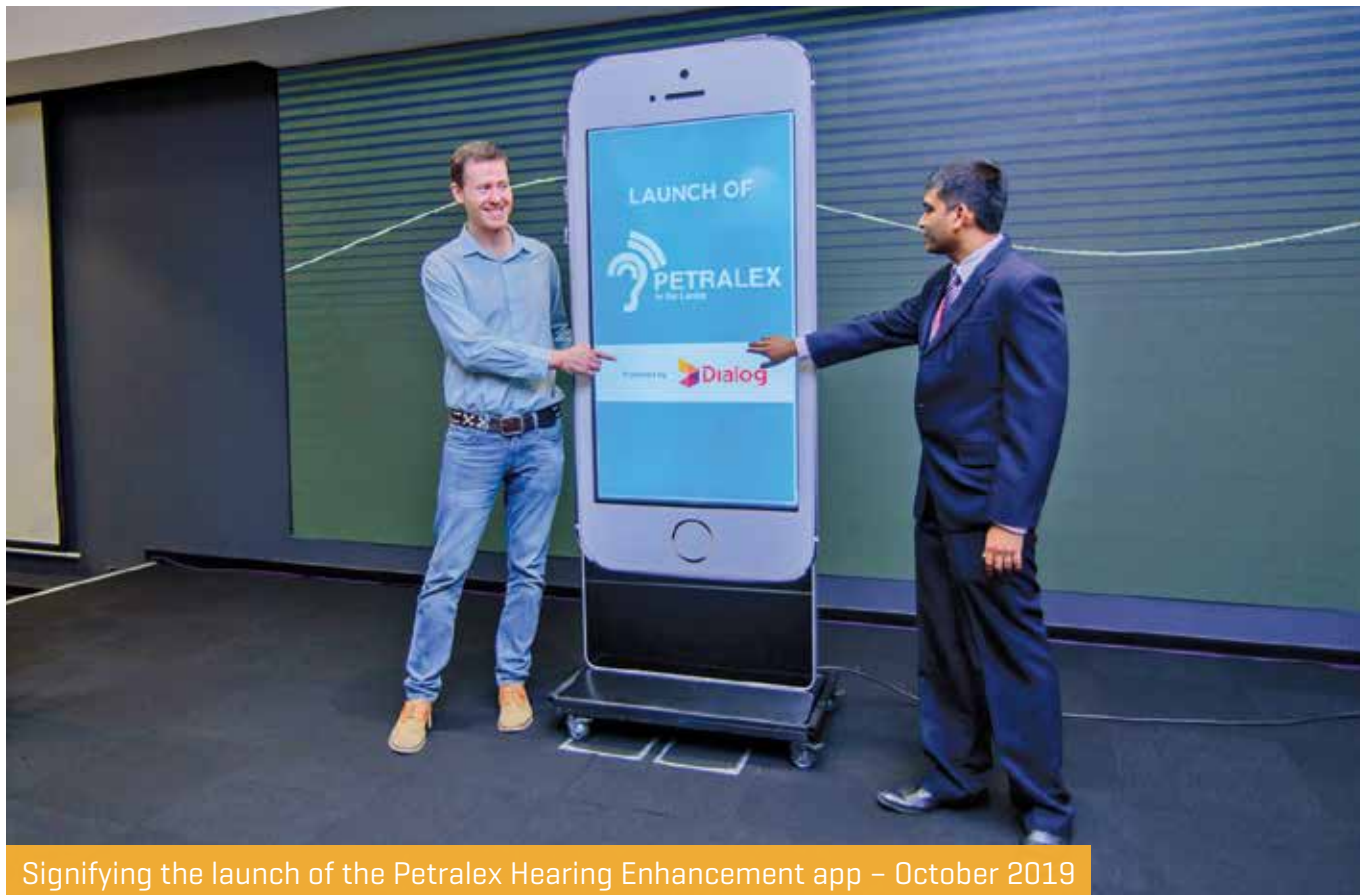
Signifying the launch of the Petralex Hearing Enhancement app – October 2019

Petralex

The ability to hear is crucial for one to carry out their daily tasks without any limitations. It has been found that more than 400,000 hearing impaired individuals exist in Sri Lanka, and one out of three people upon reaching the age of 55 may have a hearing loss. The loss of hearing can have many adverse effects on one's life, and could result in losing access to kn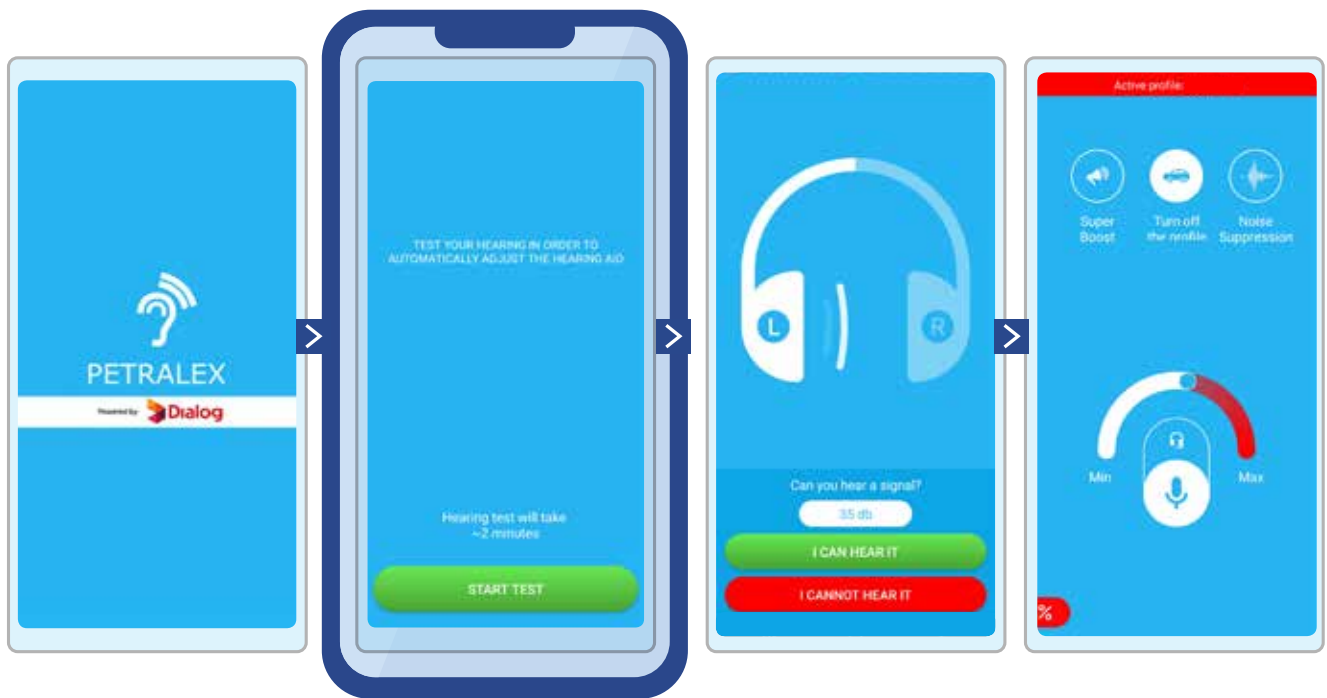owledge, facing isolation, developing Dementia, loss of self-confidence and so on. Many more impacts occur due to hearing loss. Not being able to afford a hearing aid or the inability to access the technology has also been a prominent issue within this group.

In an effort to reinforce and achieve its target of completing the 10th sustainable development goal (reduce inequalities), Dialog partnered with Petralex, the global leader in smartphone-based hearing enhancement solutions. Through this Dialog was able to launch a localised version of the app within Sri Lanka that included the 3 main locally used languages and provided the users with a practical and affordable solution to the barriers they faced. With Petralex you are able to use your mobile device with a pair of regular headsets (including Bluetooth), as a simple yet discreet hearing enhancement device.

The Petralex app facilitates a hearing test using a headset or Bluetooth device, where the app will emit multiple frequencies to identify the most correct frequency for the user to hear better and it will then amplify the sound accordingly. The app actively eliminates unwanted background noises, thereby increasing speech intelligibility. Unlike traditional hearing aids, the need for changing one more battery is negated as the mobile app is enabled by the phone's battery. The solution gives those who have hearing difficulties a tool they will feel comfortable using, with familiar day-to-day devices attracting no extra attention.

In its efforts of ensuring that our services are inclusive, affordable and accessible to all Sri Lankans, a special partnership between Dialog and Petralex has successfully enabled the introduction of the app to the Sri Lankan market at a subsidised rate of only LKR 180+ taxes per month, whereas it was initially available on the Google Play Store and the App Store for LKR 2,000 per month.

PETRALEX
Powered by Dialog

TEST YOUR HEARING IN ORDER TO
AUTOMATICALLY ADJUST THE HEARING AID

Hearing test will take
~2 minutes

START TEST

Can you hear a signal?

35 db

I CAN HEAR IT

I CANNOT HEAR IT

Active profile:

Super Boost Turn off the profile Noise Suppression

Min Max

IMPACT CREATED IN 2020

Initiation of
four
major campaigns

Obtained **5,000+**
App downloads

Facilitated more than
3,250
hearing tests

PLANS FOR THE YEAR 2021

Enhance the App's offerings by including a call amplification system that would allow users to carry on a regular voice/audio call with zero limitations.

Furthermore, Dialog hopes to, include a remote hearing test feature where the user would be connected to a qualified audiologist virtually.

The Company hopes to expand this service across the entire Axiata group as well.

Distribution of Spectacles at event held in Padikaramaduwa Maha Viduhala, Galenbindunuweva August 2020

Vision 2020

The Vision 2020 initiative was introduced by the World Health Organisation (WHO) and the International Agency for the Prevention of Blindness (IAPB) in 1999 and since then has disseminated the knowledge and guidance to international partners around the world to carry out the initiative through national programmes. The Ministry of Health spearheads the programme in Sri Lanka and encourages public-private-partnerships to implement sustainable programmes that add value to the National Healthcare System.

With its overall aim of adding value to the local communities through its reach, Dialog partnered with the Vision 2020 programme in 2015 to carry out these eye-camps across the country and since then has invested approximately LKR 14.8Mn while facilitating 28 eye camps throughout 123 districts where over 20,930 low-income individuals were screened with 18,140 custom made spectacles being distributed free of charge.

Eye clinics are jointly coordinated and organised by the Group Sustainability division of Dialog Axiata PLC, with the support of Regional Sales teams, at which a team of certified optometrists conduct comprehensive screenings at the end of which Dialog team takes the responsibility of providing the required information to Vision 2020 partner opticians to prepare the spectacles. Through this the beneficiaries receive custom-made spectacles to suit their specific needs while been guided to specialised eye clinics or eye surgeons to get the additional treatment they require.

Beyond Short-term Profits

Planet & Society

Dialog Axiata PLC

The Vision 2020 project has been rebranded as "Nethra" in 2021 and all eye camps and related awareness work will be conducted under this name. Nethra will be aligned with other sustainability projects such as Govi Mithuru, Petralex, and Sayuru and will aim to achieve the following objective,

Eliminate avoidable blindness by raising awareness in Sri Lanka.

IMPACT CREATED IN 2020

Screening camps conducted island-wide

02

Persons screened

930

Total cost

232,655

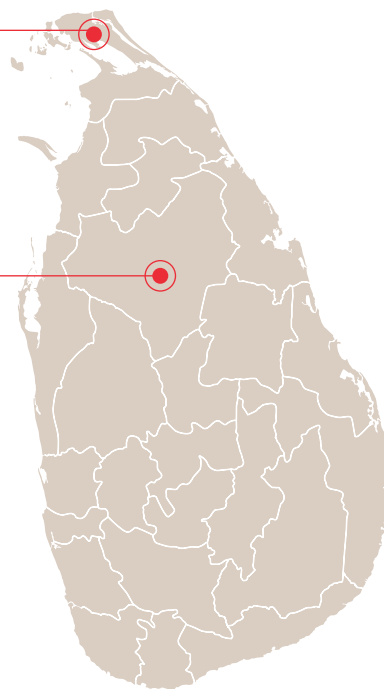**2 eye camps** were conducted in 2020. One in Galenbindunuwewa and one in Jaffna.

Altogether **653 pairs of custom-made spectacles** were donated to beneficiaries.

Jaffna

2 Districts

Anuradhapura

A smart teacher from Hindu College, Colombo 4 conducting a lesson in the presence of Dialog personnel

Education

Nenasa Smart School Programme

The Nenasa Smart School initiative, funded by the Dialog Foundation, commenced in 2017 with the aim to digitally transform the educational landscape in Sri Lanka. This project, to date has onboarded and transformed 153 schools across 8 districts into smart schools from the Western, Southern, Central and Sabaragamuwa Provinces. This initiative is executed by Headstart (Pvt) Ltd in collaboration with the Ministry of Education. At the outset, trainings are conducted at the respective schools where a few selected teachers are trained with train-the-trainer programmes, to be ambassador teachers who will eventually act as catalysts initiating the transformation process within their schools. The ambassador teachers then impart their skills and knowledge to the other teachers within their respective schools creating a smart environment.

The Nenasa Smart School concept was developed in alignment with contemporary global trends in Teaching with Technology (TwT), highlighting Dialog's commitment to the SDG 4 - 'Education for All'

IMPACT CREATED IN 2020

Teachers actively teaching with technology:
8,000+

Online sessions conducted by teachers for their schools' students:
11,000+

Response to COVID-19

- Closely monitored and supported **60 schools** to execute special programmes
- **30+ self-help** content pieces added to the teacher portal to support teachers
- **300+ Teacher** driven webinars conducted on subject matter

Students actively learning with technology:
70,000+

High quality Digital learning material developed:
4,000+ items

Investment in 2020
LKR **16,298,100**

Launch of the Nenasa 1377 school conference facility, held at the Ministry of Education

Nenasa Educational Mobile App

The Nenasa Mobile App, a revolutionary initiative of Dialog, intends to provide an exceptional digital learning platform for children in Sri Lanka. The App was developed in 2019 and launched in 2020, right in time to support students whose education was affected by the COVID-19 pandemic.

The Nenasa App acts as a mobile front-end to the Ministry of Education's national learning content management system "eThaksalawa" [http://www.e-thaksalawa.moe.gov.lk], thus taking "Nenasa" to the digital dimension. Users are able to access the content in English, Sinhala and Tamil without a subscription fee.

The app's main goal is to enhance access to quality primary and secondary-level educational content

- Syllabus guides
- In-built graphical content
- Video based lessons
- Interactive activities
- Quizzes

- Additional Reading Material
- Past Papers pertaining to the grades 1 – 13 of the Sri Lankan local syllabus (General Certificate of Education Ordinary Level and Advanced Level)

All content is either developed by the Ministry of Education with the help of trained teachers or sourced from third parties under strict supervision of the Ministry of Education. Along with the regular syllabus content, the app also delivers a fully-fledged learning experience by engaging users in quizzes and various interactive activities. As society enters an era of fast paced learning, the Nenasa App enhances children's education by enabling greater engagement and interaction between students, parents and teachers. The Android App is set to launch first, followed by the Windows and iOS Apps.

Nenasa - 1377

In its efforts to support students through this tumultuous time and to minimise the disruption to the education system due to the closure of schools, Dialog Axiata PLC, Sri Lanka's premier connectivity partner, in collaboration with the Ministry of Education, has launched Nenasa 1377, a distance learning helpline for all Grade 11 students to continue with their studies whilst staying safe and connected in this prevailing situation.

This special hotline service allows Grade 11 students to get answers for their exam-related queries from an expert panel of government-trained teachers on the G.C.E O/L subjects; Mathematics, Science, Sinhala, Tamil and English. Free of charge for all Dialog customers, this service can be obtained by dialling 1377 from any Dialog mobile. This timely, beneficial initiative for Grade 11 students who sat for their G.C.E O/L Examination in 2020, could be accessed between 9 am and 12 noon on weekdays.

Further to this, a school conference solution was also introduced by Dialog in partnership with 3CX, SimSyn and Huawei to support 92 under-privileged schools selected by the Ministry of Education. The schools were given a cloud-based conference platform to which students and teachers could join on a voice-only basis using any telephone, aiming to bridge the digital divide in the paradigm shift towards distance learning. The entire service was provided free of charge, where the teachers and students could simply dial 1377 from their telephones and join the classes scheduled by the school.

Beyond Short-term Profits

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A scholar from the 2014/2015 A/L cohort receiving the induction certificate from Dialog Axiata Group Chief Executive Supun Weerasinghe

Education

Dialog Merit Scholarships

Established in 2003, the Dialog Merit Scholarship programme recognises the top talent in the country, based on the G. C. E. Advanced Level (A/L) and Ordinary Level (O/L) results and offers a scholarship to students should they choose to pursue higher education.

In the A/L category, Dialog Merit Scholarships are offered to the all-island top performing student, the all-island top performing female student as well as the top ranked students from each district, based on the Physical Science stream results. In the O/L category, 30 students comprising of the island's top five students and the students ranked 1st in each district will become eligible for the Dialog Merit scholarship.

In 2020, the Dialog Merit Scholarship initiative reached a milestone in the form of the first major revision to the respective MoUs Dialog Axiata is having with the Ministry of Education and the University Grants Commission. After a series of discussions, parties agreed to further simplify the selection criteria of both schemes, while addressing some difficulties that have caused major delays in the student selection and disbursement procedures.

The most significant change in the O/L scholarship scheme is the ommission of the requirement of a student selecting the Physical Science Stream for his/her A/L studies in order to be eligible to the scholarship scheme. Similarly, the criteria changed for the A/L scheme, lifting the restrictions that were in place pertaining to the students' undergraduate degree programme selections. Furthermore, several measures were taken to further enhance the operational efficiency and the transparency of the two scholarship schemes.

The operational activities pertaining to the disbursement of scholarship bursaries, including the collection and processing of required beneficiary data, was outsourced to a third party as a strategic measure taken to further streamline the processes. A dedicated Savings Account was also opened for the bursary disbursement management. As a result of these measures taken, data collection and disbursement processing activities of 2016, 2017 and 2018 cohorts could be expedited after getting delayed since 2017. A sum of 13,083,000.00 LKR (all dues for the O/L and A/L beneficiaries selected based on the examination results of 2016, 2017 and 2018) until 31st October 2020 was transferred to the said account in 2020 to be disbursed in the first quarter of 2021, while the 2015 A/L cohort received their last bursaries in October 2020.

Beyond Short-term Profits *Planet & Society*

Diriya.lk Knowledge for Portal MSMEs

Diriya.lk is a comprehensive web-based knowledge portal for entrepreneurs as well as any stakeholder of Micro, Small and Medium Enterprises [MSMEs] including start-ups. As a sustainability and social innovation initiative of Dialog Axiata PLC, Diriya aims to bridge the gaps in business knowledge and awareness among the stakeholders, thereby empowering them to tackle the challenges of the fast-paced contemporary business world. With a comprehensive knowledge base sourced from credible and reliable sources; Diriya.lk provides any stakeholder with technical, financial and management know-how, advices and must-know information to successfully start and run a business.

The website features articles, videos and downloadable material pertaining to:

- Finance
- Human capital
- Management
- Strategy
- Best practices
- Marketing
- Technology
- Women Entrepreneurs
- Sustainability

Video shoot held in Hotel J by Jetwing in Negombo

Furthermore, the platform will showcase a series of inspirational stories from successful and renowned Sri Lankan entrepreneurs, business personnel and young/budding youth in the country while also providing the users with a public forum to discuss their problems and an opportunity to publicly list their businesses free of charge. This will act as a knowledge base for the youth to access reliable information and a motivational tool to the community, promoting new start-ups and encouraging hard work leading to success in existing businesses.

OBJECTIVES

1. To provide stakeholders of MSMEs with knowledge and resources to own and manage a business.

2. To encourage the initiation and development of MSMEs in the country.

4. To motivate employees to develop new skillsets enabling them to more easily adapt to the challenges brought about by the 4th Industrial Revolution.

3. To create an entrepreneurial mindset among the youth of the nation.

5. To inspire students to innovate and follow their dreams in spite of limitations.

Beyond Short-term Profits

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Economic Performance

The year 2020 proved to be filled with immense financial and socio-economic challenges brought about by the COVID-19 pandemic. Economic uncertainty, stringent travel restrictions and the unfathomable impact of the virus required both the Company and the Country as a whole, to adapt or face drastic consequences. Dialog was able to power through these difficulties, while using its strengths as a digital telco to remain at the top of their game as the undisputed market leader in the telecommunications industry of Sri Lanka.

Despite these multifaceted challenges, the Dialog Group continued to consolidate its position as Sri Lanka's premier connectivity provider and achieved significant growth across all key performance indicators. Whilst advancing on its trajectory, Dialog delivered a consolidated revenue of approximately LKR. 120.1Bn for the financial year 2020 with a growth of 2.84% Year-to-Date ("YTD").

Dialog continued onward in its journey to becoming a fully digital telco with the continued digitisation of its operations and business activities as the key focus, along with upgrades to the existing 4G network and a strengthening of the Group's Optical Fibre Network. The Group's total operating cost remained similar to that of the previous reporting year. The Group also continued to upscale their operational and structural Cost Transformation and Rescaling ("CRS") initiatives throughout FY 2020, which resulted in significant cost savings of up to LKR. 3.22 Bn.

Whilst riding a wave of steady revenue growth as well as operational efficiencies, Group Earnings Before Interest Tax Depreciation and Amortisation ("EBITDA") for FY 2020 was LKR. 43.2Bn.

The Company's ability to serve customers efficiently led to strong financial performance for the year, resulting in a 11.1% increase YTD, in the Group's Net Profit After Tax (NPAT), recorded at LKR. 12.0 Bn.

The Dialog Group continued to be an imperative contributor to state revenues, remitting a total of LKR. 33.3Bn to the Government of Sri Lanka ("GoSL") during the financial year ending 31st December 2020. Total remittances included direct taxes and levies (LKR. 11Bn) as well as consumption taxes collected on behalf of the GoSL (LKR. 22.3Bn). Dialog in turn did not receive any financial assistance or compensation from the government and regulatory bodies.

For a more detailed view of Dialog's economic performance, please refer the 2020 Dialog Annual Report, chapter 'Business and Financial Review.'

Direct economic value generated (Group)	YTD 2020 (LKR)
a) Revenues (Net sales plus revenues from financial investments and sales of assets)	120,833,104,000
Economic value distributed (Group)	77,592,746,285
b) Operating costs (Payments to suppliers, non-strategic investments, royalties, and facilitation payments)	55,412,314,222
c) Employee wages and benefits (Total monetary outflows for employees - current payments, not future commitments)	9,350,677,000
d) Payments to providers of capital (All financial payments made to the providers of the organisation's capital)	6,576,781,555
e) Payments to Government (Gross taxes)	5,969,535,748
f) Community investments (Voluntary contributions and investment of funds in the broader community includes donations)	283,437,760
Economic value retained (calculated as Economic value generated less Economic value distributed) - Investments, equity release, etc.	43,240,357,715

Group Value Added Statement

For the year ended 31 December	2020 '000	2019 '000
Value added		
Revenue	**120,141,512**	116,827,341
Other operating income	**357,977**	72,823
Interest income	**333,615**	273,079
	120,833,104	117,173,243
Cost of materials and services bought in	**(55,412,314)**	(51,403,181)
Value creation	**65,420,790**	65,770,062
Distribution of value added		
To employees		
Salaries and other benefits	**9,350,677**	9,021,533
To government		
Taxes, fees and levies [Note1]	**5,969,536**	11,003,854
To lenders of capital		
Interest on borrowings	**2,260,579**	3,398,384
	2,260,579	3,398,384
To shareholders as dividends		
Dividend to shareholders	**4,316,203**	3,013,198
	4,316,203	3,013,198
Retained in the business		
Profit retained	**8,985,520**	7,909,135
Depreciation and amortisation	**34,538,275**	31,423,957
	43,523,795	39,333,092
Total value added	**65,420,790**	65,770,062

Distribution of value added

2020

- 14.29%
- 9.12%
- 3.46%
- 6.60%
- 66.53%

2019

- 13.90%
- 16.69%
- 5.16%
- 4.57%
- 59.68%

- ■ To employees
- ■ To government
- ■ To lenders of capital
- ■ To shareholders as dividends
- ■ Retained in the business

Beyond Short-term Profits
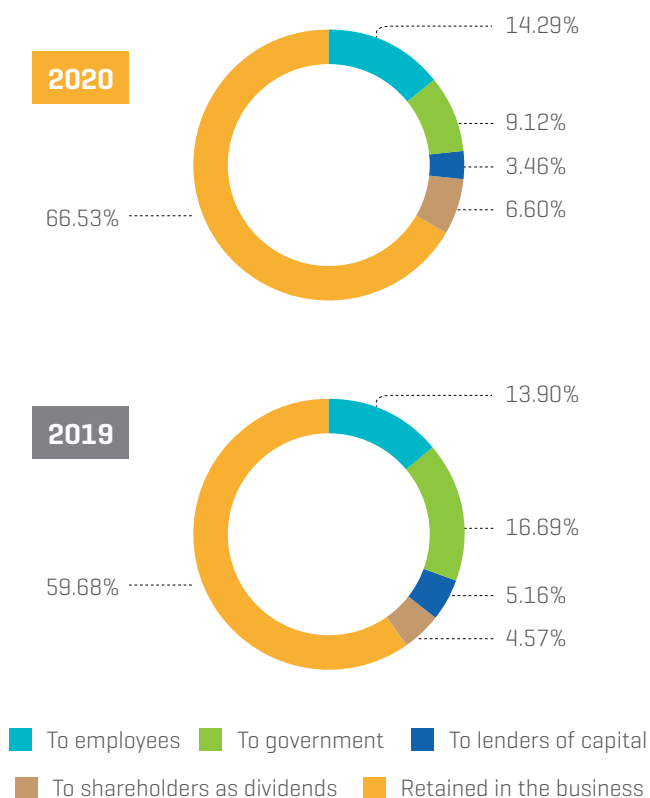
Customer Satisfaction

Dialog's central philosophy has always been that each and every customer plays a crucial role in its business, therefore, striving to provide customers with the best service possible to ensure customer satisfaction and cement its position as the leading digital telecommunications service provider in Sri Lanka is of utmost importance to the Company.

To enhance and enrich its customers' experience is a top priority for Dialog, and the Company's customer engagement strategy in 2020 was centred around the same 3-pillar approach devised in 2019:

- Service excellence and leadership
- Humanising the digital experience
- Instilling a sense of loyalty and trust within customers.

The key differentiator was adapting to account for the difficulties brought about by the pandemic and its resulting consequences. The immediate response was to ensure the provision of high quality uninterrupted service throughout the country, whilst enhancing the speed of its network and improving its capacity to serve customers more efficiently. Furthermore, the travel restrictions and imposed local quarantines impaired the ability of keeping key Customer Experience Centres open to the public. The Company re-allocated roles and responsibilities of over 600 staff-members to ensure call centers were fully operational through the period, enabling the provision of continuous customer service.

Having initiated a number of notable processes throughout 2020, including the revamped WhatsApp channel-based complaint lodging mechanism, and driving incident resolution through digital portals: which enabled Dialog in serving its customers on a customised basis, Dialog took further steps to develop and enhance such processes to create further value for customers, catering to over 100,000 new requests each month.

Dialog's commitment to customers is targeted at providing each customer with a personalised, seamless experience right from the beginning of the customer relationship. Governed by its vision to transform customer experience to one that is streamlined towards a digital future, Dialog aims to humanise digital care and provide an enriched experience revolving around the core concepts of transparency, trust and affordability. The focal point of such an approach was the drive to create simplicity in terms of digital experience. Towards achieving this, Dialog augmented a number of existing channels to form one fully digital channel, leading to the deployment of unmanned kiosks – thereby allowing for the simplification of key process such as sim-changes. The Company revamped the MyDialog application to ensure user-friendliness, and increased accessibility and convenience as Customers were able to carry out financial transactions from the safety of their homes.

Customers can now see the end-to-end journey of the complaint management process, providing greater transparency and instilling a sense of trust in the process. Dialog also worked to more accurately capture customer sentiment through the introduction of a new touch-point measuring mechanism that provides a 360° view of such sentiment, with a greater range of feedback parameters and an improved prediction model, allowing Dialog to better serve customers across ever-evolving scenarios and needs.

Dialog continued to utilise the six-sigma methodology on each and every one of the simplifications and digitisation processes implemented in the reporting year. Dialog moved forward with the cultural transformation process where on top of following the six-sigma methodology throughout projects, staff were encouraged to think in a six-sigma manner. Utilising six-sigma techniques to review customer service-related performance targets and implementing root-cause analysis to better understand how to

reach unmet targets was a key part of the process. The six-sigma efforts were responsible for significant cost-savings, helping the Company achieve cost reduction and scaling targets, through the 60 on-going mini-projects.

Dialog aims to strengthen its ability at serving customers more efficiently via social media and digital (non-traditional) channels as part of its forward-looking plans. Implementing new techniques and technological tools such as big-data analytics, artificial intelligence and smart chatbots to assist in self-help, and the introduction of next-generation kiosks designed specifically to ease customer interactions is testament to how Dialog's vision for service excellence fits within the Company's digitisation vision.

Principles of Preservation
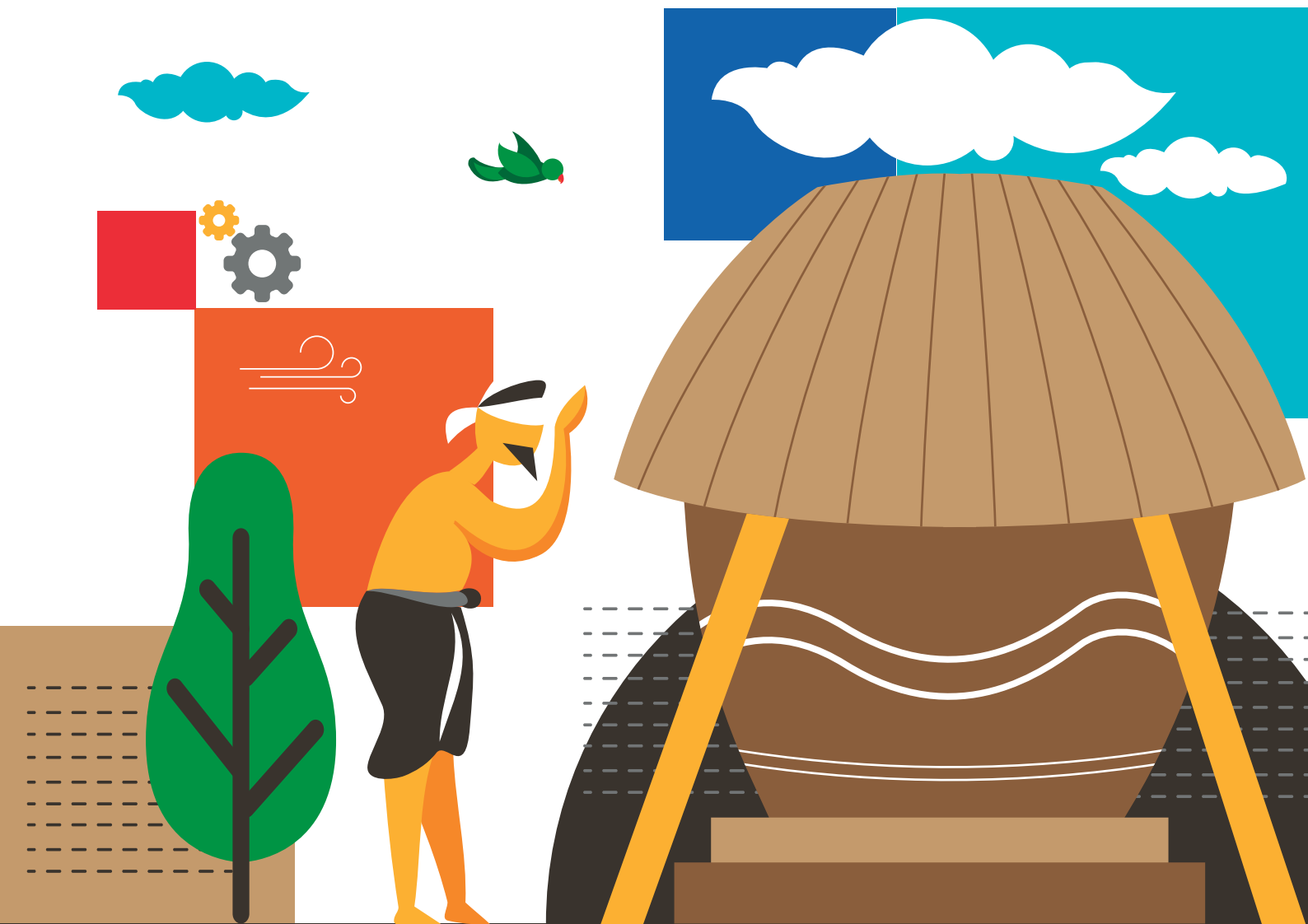
The 'vee bissa' is an innovative means of storing and preserving resources for future use. It serves to elevate the paddy and therefore minimises impact from soil or water. Margosa leaves are placed above the paddy to ensure protection from insects. The structure itself is designed to endure, using material that is durable and provides ventilation, while preventing access to pests and external threats.

Here at Dialog, we believe in preserving value for future generations – ensuring that the resources we enjoy today, will be made available for those yet to come. As we look back on our environmental management journey thus far, we are proud of all we have achieved. The implementation of the ISO 14001 standard and our plans to reduce our carbon footprint are a testament to our longstanding commitment to be a responsible corporate in a changing world; even as we find new ways to realise the future we envision for our nation, by conserving and preserving the resources we manage day after day.

Enabling a Sustainable Future

Environmental Performance

Environmental Performance was found to be among the key material issues for 2020. The vastness of Dialog's operations across the country means that there exists a significant demand for energy to power Dialog's network operations and the sizeable number of Dialog's service centres and back-office locations. As Dialog continuously reviews its systems and processes towards digitising its operations for higher efficiencies and future readiness of the network, it placed great emphasis on mitigating its environmental impact. Dialog has taken great strides towards implementing infrastructure-sharing schemes, with 40% of its operations running on shared-sites owned by other operators.

A number of different energy-saving initiatives and mechanisms were implemented across the scope of Dialog's operations in 2020. The solar-power production system at the Head Office and the extension of such systems to a greater number of tower sites accounted for a significant portion of the saving. Dialog also focused on a mix of operational optimisations and achieved further savings through the conversion and retrofitting of equipment.

Dialog's strategy for the long-term is to gradually move towards an eco-system of tower sites powered primarily by solar power and other forms of renewable energy. At the point of procurement, by actively working with and imposing upon vendors' design efficiency and energy efficiency criteria, and to ensure the procurement of eco-friendly alternatives, Dialog aims to reduce long-term environmental impacts. Dialog continued to use cutting-edge IoT-based technology to more effectively monitor its energy performance, with more accurate live monitoring allowing for quicker turnaround and increase in efficiencies. Dialog plans to expand such technologies to a larger share of office locations and tower sites over the forthcoming years. The physical Energy Management dashboards developed further allowed for more accurate measures of daily electricity savings and better comparison with respect to benchmarks and/or targets. Further initiatives at network sites including the solarisation of generator huts, the implementation of CDC cyclic setups at full-time generator off-grid sites toward optimising the efficiency of Lithium-ion batteries, and the high-capacity net metering introduced at sites with large rooftops played a big role in conserving energy. The majority of the energy and carbon footprint savings over the year arose from the procurement and integration of highly efficient transmission systems and hardware, as the core network strategy moves to devices that consume less energy per unit bandwidth.

The combination of all efforts made to conserve energy and increase energy efficiency at Dialog yielded GHG savings of approximately 2,261.45 tCO_2e over the course of 2020, with Rupee savings amounting to over approximately LKR 120 million across all areas of operation. Further to this, the year-end review of energy consumption efforts at Dialog assessed the extent to which energy usage was managed across the organisation. Upon completion of the review, action plans to modify the approach to energy management within Dialog will be implemented in the forthcoming year. Dialog is nearing the completion of ISO14001 Environmental Management System (EMS) implementation across its operations

– a step towards taking mitigatory measures concerning its potential adverse environmental impacts, including managing its consumption, emissions and waste disposal, through revamped policies and processes, and guided by the Precautionary principle. Dialog worked towards implementing all resulting environmental management plans aimed at mitigating such impacts, and has already successfully passed the 1st audit, ahead of receiving the certification.

Dialog also worked hard to implement a newly improved waste management framework, inclusive of stringent segregation and disposal guidelines, with a focus on recycling – ensuring the elimination of company-wide plastic usage and significantly optimising resource consumption. The 'Digitisation towards a paperless environment' initiative drove the transition from hard-copy paper documents to digital documentation, with a ~71% reduction in paper usage across the Company achieved by the end of the reporting year. This is mostly due to the digitisation of various processes including HR onboarding, payment and bill automation, contact automation and process automation across key divisions such as warehousing, sales and marketing. Further, a Company-wide waste segregation and collection exercise was conducted to ensure all waste irresponsibly stored or disposed of on Dialog premises was accounted for, and moved towards responsible disposal or recycling streams, with the help of a third-party waste recycling vendor.

Dialog continued engage staff and create awareness on the benefits on efficient resource management, and the importance of curtailing the excessive use of air conditioners and similar high-usage equipment. This also included special training sessions for janitorial staff on the optimum utilisation of electrical equipment towards being vigilant on energy saving options and improvements related to monitoring energy saving initiatives. Further, the savings incurred by such activities were communicated on a more regular basis (monthly and/or quarterly depending on the scope of the initiative).

Dialog's fleet management strategy once again followed the outsourced model, ensuring further low maintenance costs, unnecessary fuel usage and operational expenditure. The impact was however dampened due to the greatly reduced need for transport due to the imposed COVID-19 related travel restrictions.

Dialog undertook a comprehensive review of the emission sources across its operations. Due to the variety of portfolios and areas of operation, Dialog's carbon footprint is composed of a number of diverse sources. Dialog once again developed its comprehensive Carbon Footprint consisting of Scope 1, Scope 2 and all feasibly trackable Scope 3 emissions, as per the Greenhouse Gas (GHG) Protocol. The greenhouse gases tracked include Carbon dioxide (CO_2), methane (CH_4) and nitrous oxide (N2O), with the total emissions presented as Carbon dioxide equivalents (CO_2e). As previously, a year-end review was conducted to determine action plans and modifications to current operational procedures with respect to emissions management, for implementation in the

forthcoming year. The majority of NO_x and SO_x emissions arising from Dialog's operations over its lifetime may be attributed to network operations, with primary responsibilities being managed by Dialog Network Services throughout the reporting year. Dialog conducted a comprehensive assessment on generators located across its web of base stations and provided a detailed map of such emissions in the reporting year.
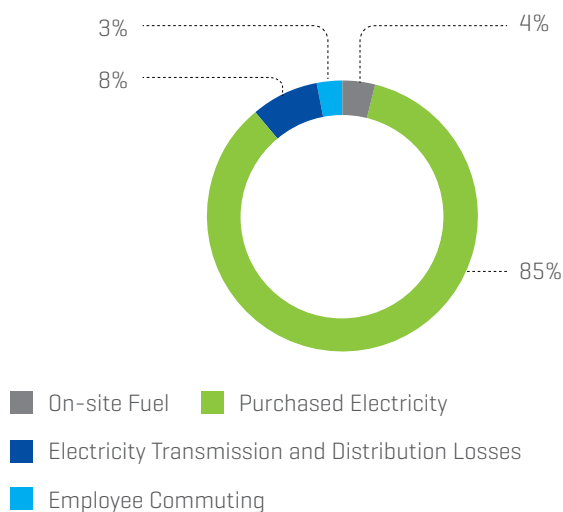
Dialog's total emissions for the year 2020 (Scope 1, Scope 2 and Scope 3) amounted to 122,844.23 tCO_2e. Scope 1 emissions totalled to 5,074.03 tCO_2e (4.13%), while Scope 2 emissions reached 103,876.96 tCO_2e (84.56%) and Scope 3 emissions amounted to 13,893.24 tCO_2e (11.31%).

Dialog looks to the future positively with further emissions reductions planned through the forthcoming emissions reduction target-setting activities with the Axiata Group, and formal commitment to United Nation's Science Based Targets initiative, having already identified areas for improvement across the entire scope of the Company's operations.

Dialog's Total Emissions by Scope

- Scope 1
- Scope 2
- Scope 3

11.31%
4.13%
84.56%

Dialog's Total Emissions by Type

3%
4%
8%
85%

- On-site Fuel
- Purchased Electricity
- Electricity Transmission and Distribution Losses
- Employee Commuting
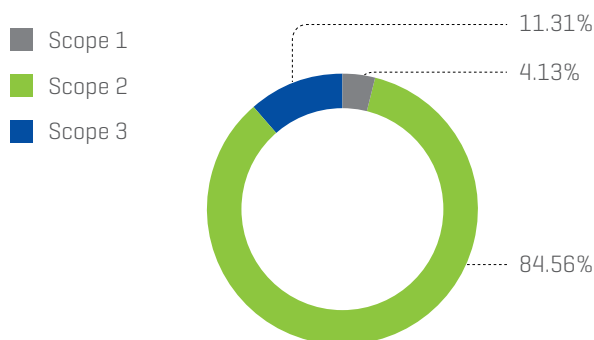
Resource Consumption and Waste Management

Water Management

Total water usage
2020 - **42,805.74m³**
2019 - 58,630.00m³
2018 - 69,959.00m³

Water used per employee
2020 - **10.7 m³/ employee**
2019 - 14.70m³/ employee
2018 - 13.66m³/ employee

Further to the ongoing water accounting practices, and following the recent ISO 14001 implementation, Dialog aims to conduct periodic water audits at key office locations, over a two-year cycle.

Waste [tonnes]

Paper Waste
2020 - **53.00**
2019 - 178.38
2018 - 25.11

Newspapers
2020 - **0.00**
2019 - 0.00
2018 - 0.00

Cardboard
2020 - **0.00**
2019 - 0.00
2018 - 0.00

Resold for recycling [tonnes]

Tyre Waste
2020 - **0.00**
2019 - 0.00
2018 - 1.85

E-Waste
2020 - **787.10**
2019 - 656.74
2018 - 572.58

Planet & Society

Energy Consumed

TOTAL - **692,897.72 GJ**

Indirect -
(Electricity Consumption) (GJ)
2020 - 634,609.42 GJ
2019 - 602,186.46 GJ

Direct -
Fuel Usage (GJ)
2020 - 58,288.30 GJ
2019 - 57,463.42 GJ

Energy Conservation

TOTAL - **1,722.90 tCO$_2$e** [4]
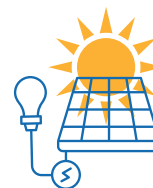
Solar Power and
Process Optimisation - Emissions Saved
2020 - 1,722.90 tCO$_2$e
2019 -   585.47 tCO$_2$e

Energy Intensity

Energy Consumption
Per Customer (MJ/ Cx)
2020 - 42.77 (MJ/ Cx)
2019 - 44.27 (MJ/ Cx)

Energy Consumption
Per Employee (GJ/Employee)
2020 - 5.74 (GJ/Employee)
2019 - 6.81 (GJ/Employee)

Energy Consumption
Per Unit Revenue
(GJ/ LKR)
2020 - 57.74 (GJ/ LKR)
2019 - 61.08 (GJ/ LKR)

Energy Consumption
Per Technical Site
(GJ/ Technical Site)
2020 - 200.50 (GJ/ Technical Site)
2019 - 188.08 (GJ/ Technical Site)

Energy Used for Transport

Diesel
2020 -   231,398.58 L
2019 -   342,158.51 L

Petrol
2020 - 1,309,911.43 L
2019 - 1,768,741.29 L

Total energy related to transport -
Hired Vehicles, Company Owned Vehicles,
Employee Commuting
2020 - 43,041.96 GJ
2019 – 59,020.27 GJ
% change from 2019: - 27.07%

Dialog
DIALOG AXIATA PLC

SCOPE 1

TOTAL - 5,074.03 tCO$_2$e

Fire Extinguishers
2020 - 0.00 tCO$_2$e
2019 - 0.03 tCO$_2$e

Fugitive Emissions - R410A [5]
2020 - 87.80 tCO$_2$e
2019 - 2,387.84 tCO$_2$e

On-site Generator (Fuel)

Diesel	Petrol
2020 - 4,981.12 tCO$_2$e	2020 - 0.00 tCO$_2$e
2019 - 4,910.26 tCO$_2$e	2019 - 0.35 tCO$_2$e

Company Owned Vehicles

Diesel	Petrol
2020 - 5.11 tCO$_2$e	2020 - 0.94 tCO$_2$e
2019 - 80.69 tCO$_2$e	2019 - 0.00 tCO$_2$e

SCOPE 2

TOTAL - 103,876.96 tCO$_2$e

Purchased Electricity
2020 - 103,876.96 tCO$_2$e
2019 - 98,569.76 tCO$_2$e

SCOPE 3

TOTAL - 13,893.24 tCO$_2$e

Electricity – Transmission & Distribution Losses
2020 - 10,387.70 tCO$_2$e
2019 - 9,856.98 tCO$_2$e

Air Travel
2020 - 17.66 tCO$_2$e
2019 - 285.23 tCO$_2$e

Hired Vehicles
Diesel
2020 - 321.48 tCO$_2$e
2019 - 453.49 tCO$_2$e
Petrol
2020 - 27.22 tCO$_2$e
2019 - 107.39 tCO$_2$e

Employee Commuting
Diesel
2020 - 273.69 tCO$_2$e
2019 - 353.42 tCO$_2$e
Petrol
2020 - 2,865.49 tCO$_2$e
2019 - 3,799.83 tCO$_2$e

Total of Scope 1,2 and 3
122,844.23 tCO$_2$e
(1.6% increase)

Waste Disposal Emissions in Total
0.00 tCO$_2$e [6]

Paper
2020 - 53.00 tonnes
2019 - 178.38 tonnes

Cardboard
2020 - 0.00 tonnes
2019 - 0.00 tonnes

Newspaper
2020 - 0.00 tonnes
2019 - 0.00 tonnes

E-Waste
2020 - 787.10 tonnes
2019 - 656.74 tonnes

4 Equivalent to amount of purchase electricity/diesel.
5 R410A refrigerant gas usage is based on the estimated weight of containers used for refills, not on the actual amount of gas used.
6 All waste sent for recycling, so the GHG emissions arising due to the disposal of such wastes is zero.

ISO 14001 – Environmental Management System implementation

Strengthening environmental governance was a firm priority throughout the reporting year. After an intensive multi-stakeholder, cross functional effort to map environmental aspects, followed by the introduction of new policies and processes on various aspects of environmental management, from chemical management to waste management, and the setting of Company-wide environmental objectives, Dialog was successfully able to complete independently verified Stage 1 and Final ISO certification audits and received ISO 14001:2015 certification as of June 1st, 2021. This certification denotes that Dialog now has a robust environmental governance mechanism, the journey toward which has given Sri Lanka's premier connectivity provider better environmental management, environmental compliance, and addressing related risks and opportunities, enabling Dialog to move further in its sustainability journey, guided by the Precautionary Principle.

Key aspects of the Environmental Management System implementation

6 Setting of Environmental Objectives assigned to key functions, focusing on areas for improvement

5 Complete mapping of environmental aspects and related risks and opportunities

4 Revisions to the Company's Environment Policy

1 Comprehensive internal awareness, engagement and training efforts covering all employees

2 Introducing organisational Waste Management Policy and Management Framework

3 Introducing organisational Chemicals Management Policy

e-kunu

As a mobile telecommunications operator, Dialog accepted the responsibility of educating the general public on the ill effects brought about by the improper disposal of mobile waste and the long-term benefits of responsibly recycling this waste.

The Company's "mWaste" project was launched in 2008 and endorsed by the Central Environmental Authority of Sri Lanka, which extended a service to its customers to recycle old phones and accessories, ensuring that improper disposal is prevented. The project also aimed to create an attitude shift among mobile phone users to switch to more responsible alternatives by making them cognizant of the impact of improperly disposed mobile-related devices on the environment and on public health.

The initial 'mWaste' initiative was implemented using customised collection boxes stationed at all Dialog arcades and certain franchise outlets, amounting to 147+ collection points across the country. 'mWaste' was unique in that it created an end-to-end internationally and locally [Central Environmental Authority] certified disposal chain, which ensured the recycling of the product, and the mitigation of any environmental harm that the product may have otherwise created.

Over the course of 2019 and early 2020, Dialog expanded the remit of the service to collect a wider variety of e-waste, given the increase in public awareness surrounding the topic, and the severity of environmental degradation due to improper e-waste disposal. The initiative, now known as 'e-Kunu' – a play on the Sinhalese word for 'garbage' or 'waste', is at the forefront of Dialog's revamped company-wide waste management effort and is managed in partnership with Insee Ecocycle.

The 'e-Kunu' programme also played a key role in the process of achieving the ISO 14001:2015 EMS, enabling the company, our valued customers and all Sri Lankans to dispose mobile and electronic waste responsibly through a trusted, accountable and transparent disposal chain.

E-Kunu box placed at … Batticaloa TSc

E-waste collection at …. Pothuarawa IDC

IMPACT CREATED IN 2020

e-waste collected
640 kg

Collection drives
11+

The Promise of
Protection

Throughout history, our nation has always prioritised the people's well-being – in fact, it is believed that ancient Sri Lanka was the first to introduce the concept of hospitals to the world. With time-tested practices and processes designed to safeguard the people, our frameworks were truly unmatched and ahead of their time, while centering around aspects of not just physical, but mental well-being as well.

Our employees have always remained at the core of our existence. We believe in nurturing a culture that is beneficial to every employee, enhancing and strengthening their knowledge and way of life. In a year that was especially challenging, we kept our customers' well-being at the forefront of our operations, ensuring their protection and safeguarding their lives, thus enabling them to work tirelessly towards serving our nation and sustaining its people.

Caring for our People
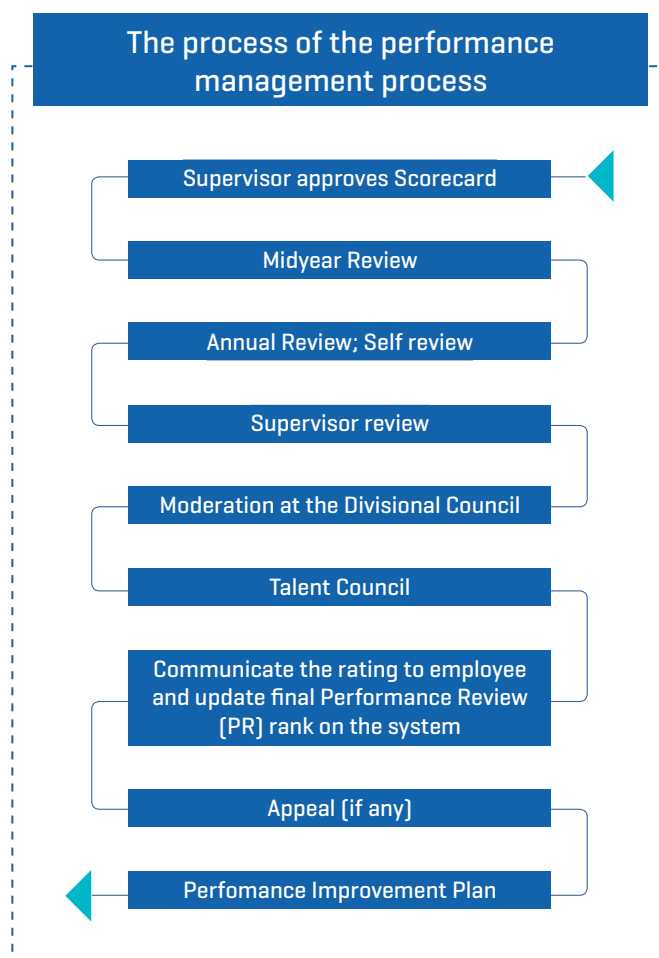
Employee Wellbeing

One of the main driving forces of Dialog's success as a company is its employees. The company emphasises the importance of these key stakeholders by placing them at the heart of the company's operations. At Dialog, the value creation cycle starts and ends with the employees and thus their well-being is of utmost priority to the Company. The human resource-based activities carried out through the year encompasses the provision of safe and secure work places, stringent health and safety policies, learning and development and the protection of the employees' livelihoods.

The difficulties caused by the COVID-19 pandemic were numerous and diverse in nature. Ensuring business continuity by equipping all employees to adapt and perform, while providing adequate support for, and facilitating the care of those who fell sick, were key priorities. The Company also provided daily communications to all staff with guidance on how to secure themselves and their work environment. The Company also disbursed dry rations and essentials to support frontline staff and those employees' impacted by the travel restrictions, and locality-based and island-wide lockdowns.

Further to the automation of the majority of Human Resources-related processes and systems, a revamped employee service portal was launched with the purpose of tracking, through a separate net promoter score, the levels of employee satisfaction and feedback related to their on-going experiences using such systems. Internal activities designed to manage employee engagement and communication towards driving productivity were conducted throughout the year, alongside the implementation of productivity tracking tools.

Building up on the 9-pillar transformation strategy introduced in 2017, the Company once again embarked on the next step of its digital transformation journey, with digitisation and simplification a core part of the strategy, and an end-goal of having all interactions on Human-Resource matters managed digitally. The Company's main objective for the year was operationalising the agile process model, across all functions, while ensuring a smooth transition to the 'Work From Home' operational model implemented to cope with on-going pandemic.

The Company also invested significant effort into implementing a comprehensive awareness and training regime on stress relief, ergonomics and similar topics related to securing employee's physical and mental wellbeing, while adapting to the 'Work From Home' model.

The process of the performance management process

- Supervisor approves Scorecard
- Midyear Review
- Annual Review; Self review
- Supervisor review
- Moderation at the Divisional Council
- Talent Council
- Communicate the rating to employee and update final Performance Review (PR) rank on the system
- Appeal (if any)
- Perfomance Improvement Plan

| Total number of grievances as of the end of most recently completed Performance Review process (for 2019) | **23** |

For the second year running, Dialog benchmarked against industry best practices with respect to remuneration, with a market-alignment exercise aimed at compensation benchmarking and taking relevant action in accordance.

Priority was also given towards providing a greater number of local employment opportunities, as part of developing Dialog's employer brand. Dialog worked closely with a number of universities around the country to ensure Dialog provided internship opportunities and employment to the cream of talent existing among university-leavers.

For more information on Dialog's policies, systems and processes related to Performance Management and Remuneration, please refer the 'Employee Wellbeing' section within the 2019 Sustainability Report at: *https://dlg.dialog.lk/sustainability-report*

Nurturing People

Grand total of

2,098   **Total 2,721**   **623**

Dialog Employees

152   **Total 293**   **141**

Interns

26	141	**Total 320**	145	8
18 - 25 Years	26 - 35 Years		36 - 50 Years	> 51 Years

39   Employee Turnover   **281**

3,627 Employees

	Outsourced Employees/ Managed Services				Outsourced Services Personnel	
509	**Total 571** [7]	62		239	**Total 335**	96

49	54	**Total 121**	14	4
18 - 25 Years	26 - 35 Years		36 - 50 Years	> 51 Years

47	Employee Recruitment	74
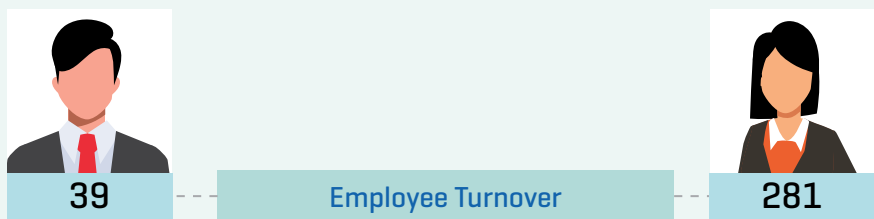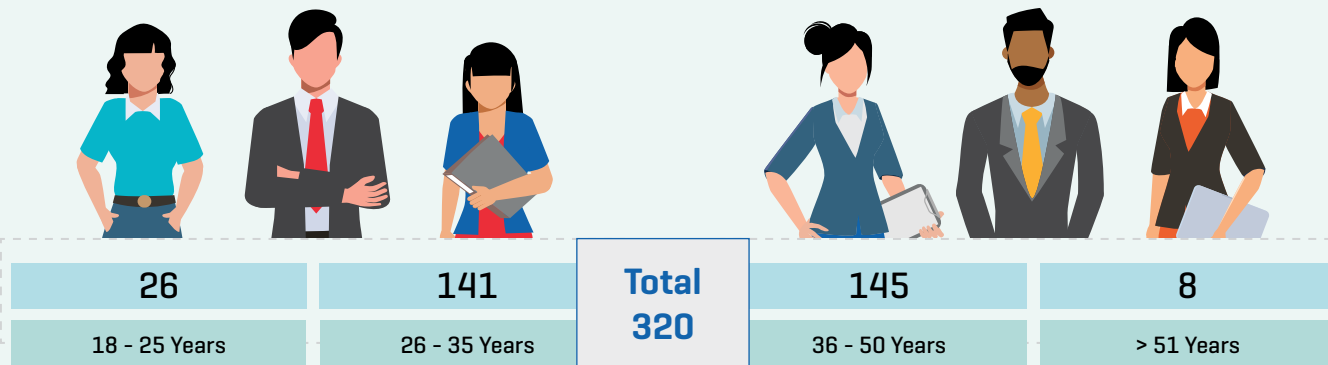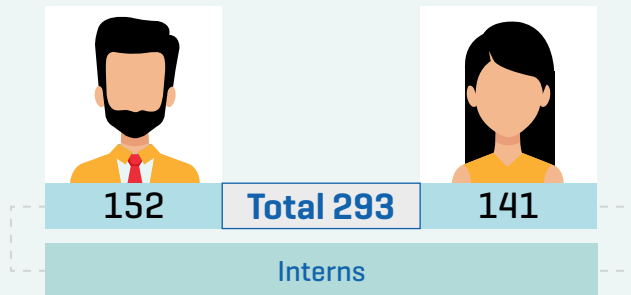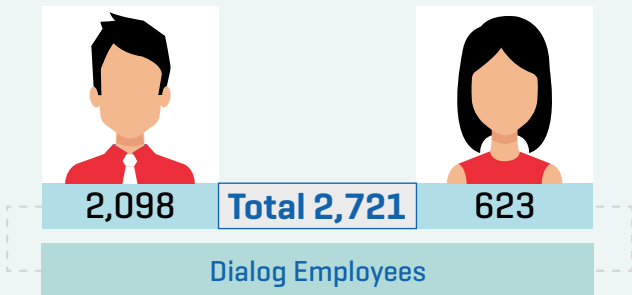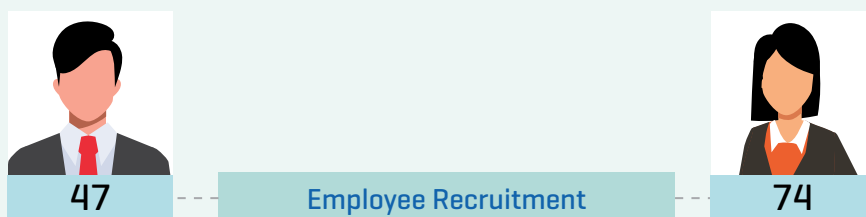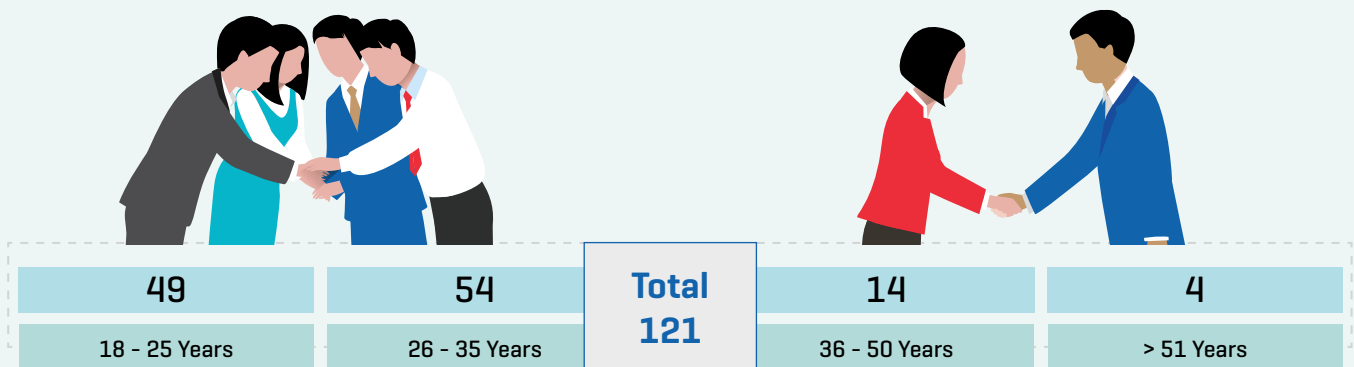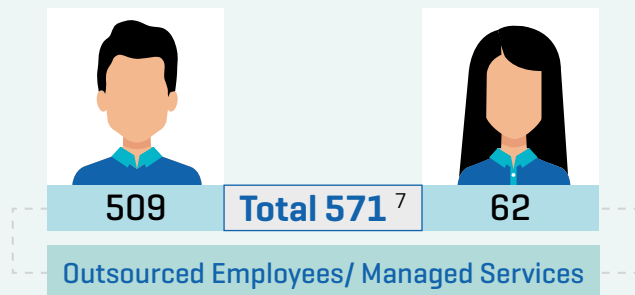
7. This count includes outsourced employees as well as managed services staff.

Nurturing People

Employee Competence

The key to a company's success in an ever-evolving landscape is adaptability. Change in the digital sector is inevitable and thus requires an organisation to prepare and equip its employees with the skill and knowledge to face the future.

Taking into consideration the effects of the COVID-19 pandemic, the Company had to ensure the transition to e-learning platforms was made easier for the employees to adapt to. The work from home situation called for a major change in the Company's Learning and Development and to ensure its successful continuation.

Agile project management, data analytics and lifestyle trainings were given prominence during the year 2020 and with the work from home situation, the trainings were conducted through Zenhance, the Company's e-learning platform. The e-learning stance gave the company the opportunity to feature many local and international facilitators which ensured continued engagement throughout the sessions.

Facilitating the change towards a digital era involves the upskilling and re-skilling of employees, which in turn allows for optimal resource utilisation resulting in a highly-motivated workforce that thrives within the current 'Industry 4.0' environment. Such processes were implemented with a mindset of continuous upskilling on management leadership and technical skills, and to strengthen Dialog's position as a Digital Telco.

The development of selected individuals chosen to be the future leaders of the organisation, towards ensuring continuous growth, was of utmost importance in 2020. The Managers School and similar accelerated development programmes were thus prioritised heavily throughout the reporting year.

Dialog's Learning and Development focus encompasses providing training and development opportunities to all permanent employees of the Group's wholly-owned subsidiaries. To holistically drive our digital talent building exercise over the coming years, Dialog remains committed to scaling up existing digital expertise to build critical digital competencies among all employees across all levels and roles. To imbue the right mindset and build the right competencies among our employees, Dialog continuously experiments with new training and development models and has dedicated significant resources to address employees' digital learning needs. The overarching objective is to ensure employees, think, act, work and innovate with a digital mindset. An online dashboard was introduced for efficiently tracking learning and development activities – allowing for setting specific customised targets and/or outcomes against each individual training programme, and for post-training assessments on the efficacy of such trainings.

The increase in the average training hours across all employee categories was due to the use of e-learning mechanisms such as LinkedIn Learning, where employees were provided with access to a plethora of different job-related or personal-development focused trainings, with each employee required to complete a mandatory minimum number of hours (approximately 8 hours of e-learning on average).

Succession planning is a critical part of Dialog's Talent Management journey, with high performers receiving development opportunities with the aim of them taking on leadership positions in the future. Such successors are currently identified at Chief Officer and 'Chief Officer-1' levels. Dialog however, currently has no programmes focused on alternate external careers or the management of career endings resulting from retirement or termination. The need for such programmes will be assessed as part of the Company's annual review of its Learning and Development priorities, with necessary action planned for a following period if required.

Average Training Hours by Gender

	2020	2019	% change
♂	30.94	52.66	41.25%
♀	39.10	38.59	-1.10%

Average Training Hours by Employment Category

Employment Category	Avg. Training Hours
Senior Management	12.80%
Middle Management	44.99%
Executive	32.95%
Non Executive	26.77%

Average Training Hours by Employment Category

Total training hours in 2020

107,308
(20.62% decrease from 2019)

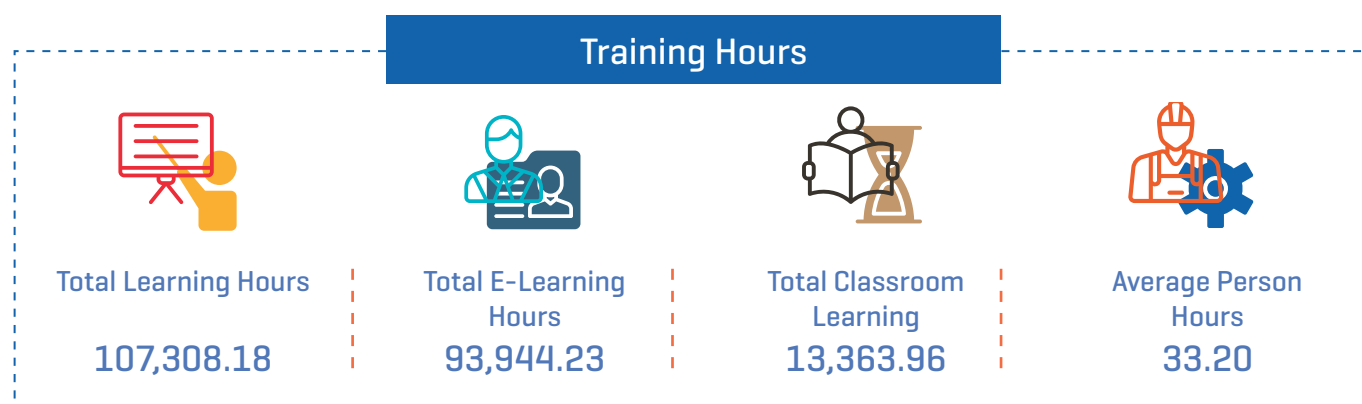| Disclosures on Training	Hours
a. The type and scope of programmes implemented, and assistance provided to upgrade employee skills.	
AXcelerator - Briefing to Non-Selected Nominees	5.0
AXcelerator - Finance for Non Finance	28.0
AXcelerator - Telecoms Mini MBA	189.0
AXcelerator 2020 Onboarding Programme	42.0
AXcelerator 360 Feedback Report Briefing session	28.0
AXcelerator Knowledge sharing Session 2 - Network Operations and Service	42.0
AXcelerator Lounge with Group CEO and Deputy Group CEO	54.0
AXcelerator Talent Development Plan Briefing	3.5
AXcelerator TDP Discussion	21.0
Axiata's Leadership Transition	256.0
CMDP - Assessment Report and Competency Briefing	9.5
CMDP - Presentation Skills	144.0
CMDP - Telecoms Mini MBA	1,120.0
CMDP Coaching Fees - June	28.0
CMDP Inauguration - Dialog: The Future (Briefing on Dialog Strategic Direction, Digital Drive and Project Briefing)	76.0
CMDP Leadership Development as a Corporate Manager	285.0
CMDP Meet the CEO	28.5
GADP (AXcelerator) - Self Development Workshop	114.0
Leader as Coach	560.0
Releasing for Business Success	198.0
Situational Leadership	426.0
Situational Leadership - B1	272.0
Situational Leadership (VC) - Batch 1	202.0
Situational Leadership (VC) - Batch 2	240.0
Talent Meet and Greet session with Axiata's President and Group CEO and Deputy Group CEO	30.0
Transformational Leadership	720.0
Total	5,122.0
a. The total number of hours in the reporting period devoted to training on human rights policies or procedures concerning aspects of human rights that are relevant to operations.	348.0
b. The percentage of employees in the reporting period trained in human rights policies or procedures concerning aspects of human rights that are relevant to operations.	79%

Nurturing People

Employee Competence Contd.

Dialog Academy

The five-pillar structure of the Dialog Academy

The Dialog Academy, developed and introduced in early 2017 in consultation with MTI Consulting (Pvt) Ltd, evolved to address more pertinent skill gaps and tackle skill-related obstacles and deficiencies on the Company's digital transformation journey.

A fifth-pillar was added to Academy's structure in 2018 – the Digital pillar – specifically aimed at disbursing knowledge and developing skills related to creating a digital culture within the organisation, by helping employees apply a digitised thought process when managing their day-to-day tasks and activities. Internal targets were set to convert over 50% of all of the Company's Learning and Development (L&D) activities to those of a digital-format, with over 70% of the organisations cadre to have completed some form of digital learning, in line with the overall transformation of the learning blend: from non-digital to digital.

Dialog Academy

Service and Relationship Management	Leadership and Management	Product, Systems, Operations and Process	Functional	Dialog Digital
No. of Programmes **270**	No. of Programmes **42**	No. of Programmes **39**	No. of Programmes **228**	No. of Programmes **9,377**
Learning hours covered **13,112**	Learning hours covered **7,383**	Learning hours covered **4,053**	Learning hours covered **19,847**	Learning hours covered **60,877**

Training Hours

Total Learning Hours	Total E-Learning Hours	Total Classroom Learning	Average Person Hours
107,308.18	93,944.23	13,363.96	33.20

New-Employee Induction Revamp

The induction programme for newly on-boarded employees was revamped once again in 2020 to cover a wider range of important internal policies and processes. The orientation programme was digitised completely - new employees would now complete 6 e-modules on the company's internal learning management system, Zenlife, within two weeks of joining the company. The modules included educational sessions of Corporate Values, an overview of the Company, Employee Benefits, Occupational Health and Safety, the Code of Conduct, Information security best practices, and remuneration and employee benefits. The structured 'On-boarding NPS' continued to be used to measure the quality and efficiency of the on-boarding process and induction sessions.

Corporate Management Development Programme – 2020 (CMDP – 2020)

Dialog celebrated the successful completion of yet another Corporate Management Development (CMDP) Programme in 2020. The CMDP is designed to uplift the skills and competencies of the Company's future leaders, who are about to enter in to Corporate Management. This programme is designed to enhance the overall skillsets of the selected individuals, further strengthening their leadership capabilities - a key element for their future roles.

In the initial stages, participants go through a psychometric assessment which captures and assesses their personality, behaviour, interest motives, and certain cognitive tests are used to test competency against key Axiata Leadership indicators. As part of the CMDP, participants are required to manage an individual project, which has to be completed within 3 months. The participants get the opportunity to develop and showcase their leadership competencies throughout the lifetime of the project.

Nineteen staff completed the CMDP in 2020. The programme was conducted online for the first time, so as to ensure it progresses while the Company accommodated mandatory Work from Home regulations, due to the pandemic.

Group Accelerated Development Programme (GADP)

The second batch of graduates of the Group Accelerated Development Programme (GADP), completed their training in 2020. The objective of this exercise was to honour and showcase individuals who completed all the key development interventions. Seven staff members were onboarded as AXcelerator (GADP) talent in 2020.

Axiata Champions 2020

The 'Axiata Champions' programme is designed to reward and recognise exceptional performers within Axiata over the course of a particular year. It is built on the Group's shared values of Uncompromising Integrity and Exceptional Performance and in 2020, 11 individuals from Dialog made the Top 0.5% of performers across the Axiata Group for their contributions made within the financial year.

Manager School- Situational Leadership – 119 attended, Leaders as a Coach – 36 Attended, Transformational Leadership – 46 attended.

Customer Service Training Academy

- In addition to the City & Guilds centre certification we are also an approved training centre for 4 courses offered by BCS (UK) and also a recognised training provider for CXPA – USA (Customer Experience Professionals Association)

- Daily bite sized knowledge sharing to all customer touch points through CSTA Daily

- Reduction of training time by 20% through the creation of engaging animated self-learning content

- Groomed 40+ FL staff to become technology and device experts through the A&I Club

- More 14,000 hours of training carried out in 2020, which includes 3,000+ hours of soft skill development

Nurturing People

Employee Competence Contd.

Service From The Heart

The 'Creating a Service Culture – SFH Company-wide Programme' implemented in 2019 as part of the "Service From My Heart" initiative of enriching and uplifting the internal (colleagues / peers) and external (customers of Dialog) service culture within Dialog, was continued into 2020 to ensure all staff below Manager-level completed the programme.

The programme was developed by Mercuri Goldmann India and delivered internally via a Train-the-Trainer programme.

- 500 Magic Moments – Engaging staff to take the Service From The Heart value to the world outside

- Why I Said No – Campaign to encourage staff to escalate policies which stop us from delighting customers

- Digital Stickers – Since email is our prime form of communication still, the digital stickers embedded to outlook which spread a quick positive message in a fun manner have been used more than 500,000 times in 2020

- Engaging staff throughout the organisation during the times of lockdowns through Service Stories, Appreciations, Team Motivational Messages, Online Activities, Messages from Senior Management, Online Avurudu Competition etc

- The SFH Fund Bucket – An empowerment that allows FL staff to waive off up to 5,000 instantly for a customer in order to delight them during an instance of a complaint

- #AskCXO series – that kills hierarchy between layers and allows staff to ask questions directly from CXOs and obtain CXO view on contemporary concerns

- Service From My Heroes – Appreciating FL employees who delight customers

- Everyday Heroes – A video series that shows the lives of the frontline employees who come from different aspects of life coming together to delight customers

Driving Agile Processes at Dialog

Agile adoption was the main theme of the digital drive in 2020. In order to contribute towards this initiative and enhance the organisation's digital capabilities, the Learning and Development team carried out 4 organisation-wide projects

1. Agile / Kanban Training
2. Agile Workshops
3. Agile at Work on LinkedIn Learning
4. Agile Quiz

Agile / Kanban Training

A special training on the Agile methodology, released in the previous reporting year, was developed was once again in 2020 for 148 employees, across 2 individual sessions. The sessions were facilitated by a leading external trainer with 14 years of professional experience in variety of topics such as Programme and Project Management, Enterprise Application Design and Delivery, and Business Development Solutions.

Agile / Kanban Training

Invited Count **148**

Participation **59%**

Programme count **2**
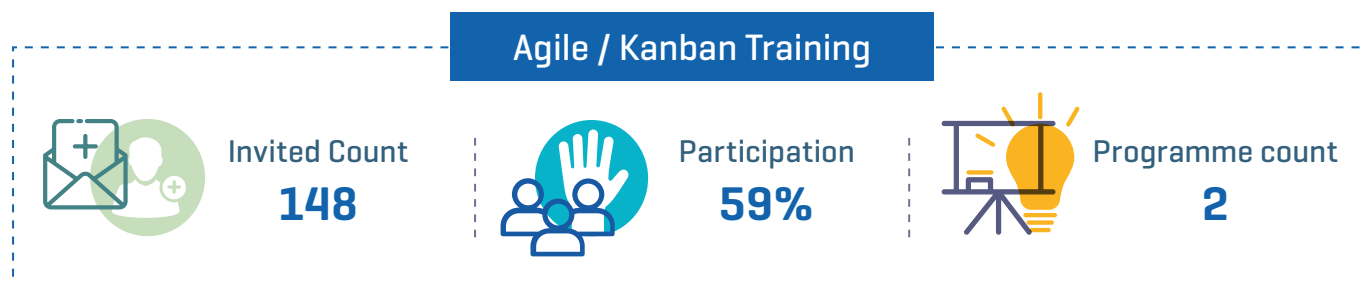
Agile Workshops

The 'Agile workshop' series consisting of 4 sessions covering the key aspects of using Agile methodologies when managing their work was targeted at the population of Manager-level-and-above categories, reaching over 200 employees. The sessions were facilitated by two experienced industry experts from Deloitte India.

Agile Workshops

Invited Count	Participation	Programme count
200	**66%**	**4**

Agile at Work on LinkedIn Learning

The Agile at Work playlist consisted of courses covering the topics of project management, digital transformation, building an agile team, planning with agile user stories, driving productive agile meetings and reporting with agile charts and boards. This playlist was assigned to all users of LinkedIn Learning where over 1957 users completed the course covering over 5,892 training hours in 2020.

LINKEDIN TRAINING (ONLINE LEARNING INTERVENTIONS)

Agile at Work - Training initiated by HR	Volunteer learning on the subject (Agile)	Man Days **736.5**
Total Staff Count **1,957**		Total Training Hours **5,892**

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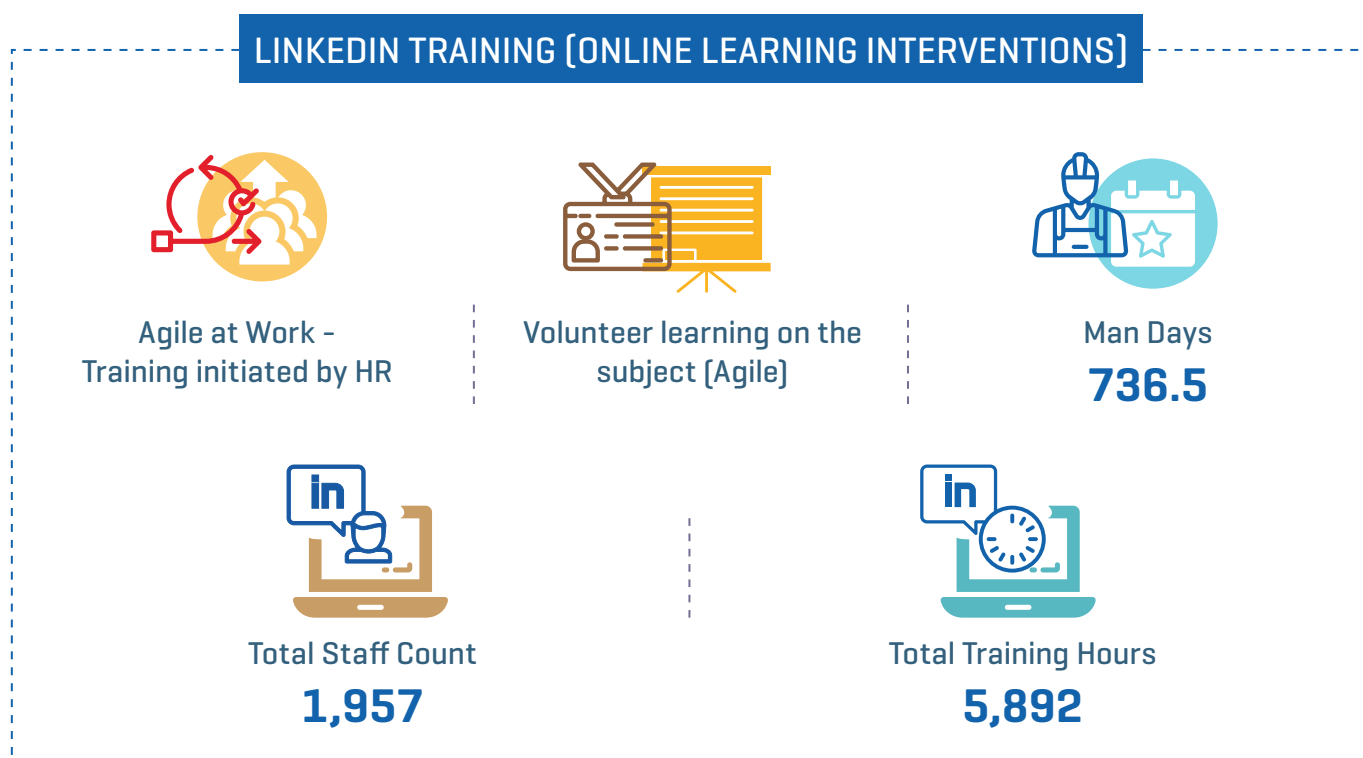
Employee Competence Contd.

Agile Quiz

Upon completion of the classroom programme or the playlist of LinkedIn Learning the participants were given the opportunity to complete the "Agile Kanban Certification" quiz and 'Basic Agile' quiz on Zenlife (an internal learning management platform). 263 and 21 participants who achieved 80% or more on the quiz were awarded with an internal certificate.

Training Programme	Mode	Invited	Completion %
How to make remote Sprint planning and Retrospective meetings successful	Online	239	59%
Improved Business Predictability using Agile Techniques	Online	143	63%
Agile adoption- Are you seeing the results?	Online	59	86%
Certified Scrum Master Programme	Online	10	100%
Certified Scrum Product Owner Programme	Online	18	100%
Product Owner Training Series	Online	60	85%
JIRA training Sessions	Online	73	85%

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Remuneration

Dialog's remuneration policy is aimed at attracting, motivating and retaining employees, and at promoting a high-performance and value-based culture across the business. Our salary structures are competitive and designed to offer fair and equitable remuneration that is often ahead of industry benchmarks. Adjustments to remuneration are performed in line with the Axiata Group's remuneration strategy. With regards to recruitments, remuneration is based on an approved salary matrix and any amendments to the said policy require approvals from authorised individuals. Annual adjustments to remuneration are made based on the increase of cost of living, the annual performance rating assigned to each individual and the results from the most recent salary survey. Such salary surveys are conducted by independent parties, once every two years.

In addition to their salary, Dialog employees also receive a variable bonus annually, based on each year's operating results and each employee's performance for the year. Further, depending on quarterly results achievement there is also a more immediate reward disbursed in the form of a smaller quarterly bonus pay out. All permanent and fixed-term contract employees further receive health insurance cover for hospitalisation and can claim reimbursements of routine medical expenses up to a stipulated maximum irrespective of employee category.

Other benefits made available to all permanent and fixed-term contract employees include; reimbursement of educational expenses and other selected special expenses – birth of a new baby and family events (wedding, death etc.). Dialog also provides a host of recreational facilities to safeguard the wellbeing of its employees.
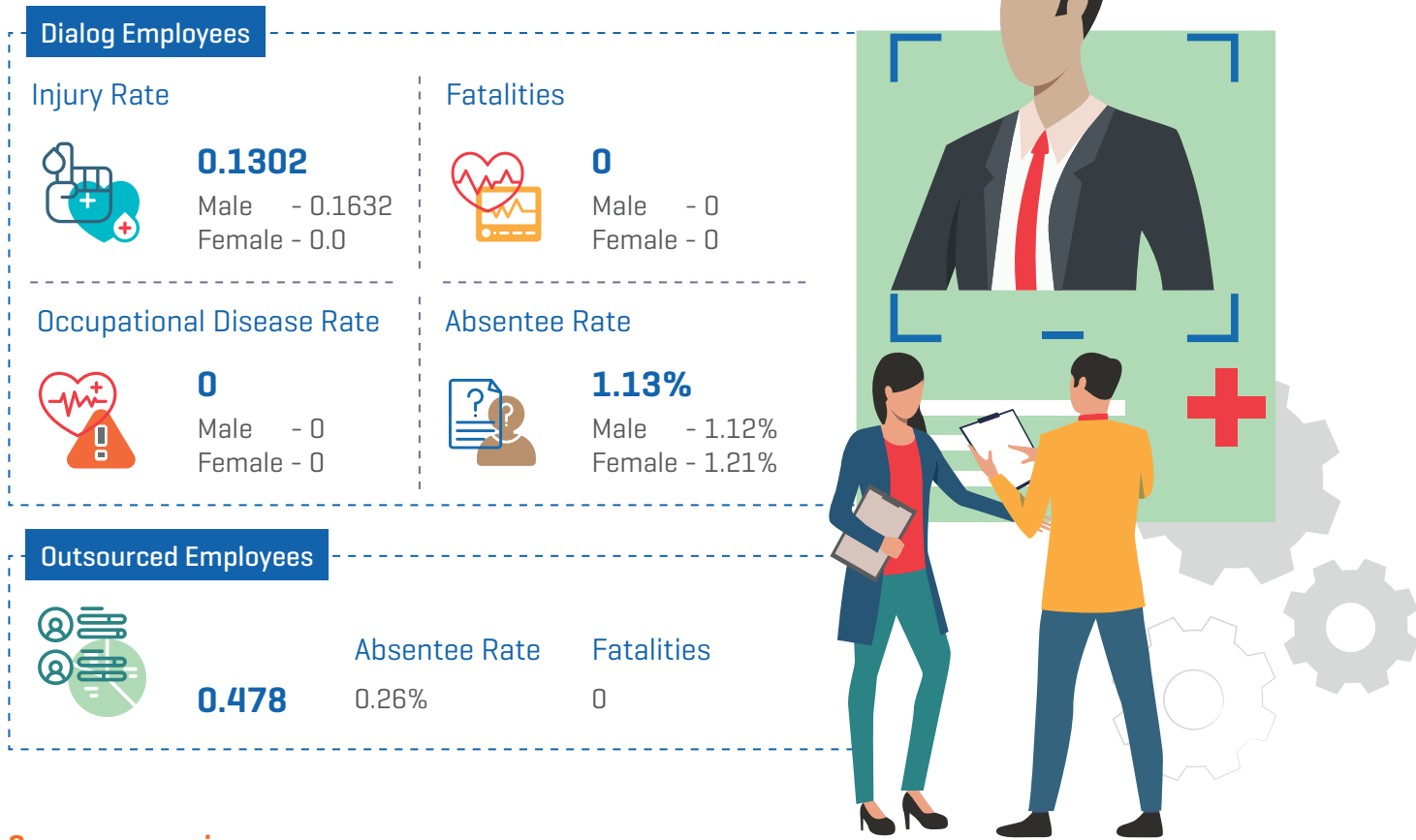
Entry level wage : National minimum wage	**1.70:1**
Ratio between highest paid individual to median pay of all other individuals	**40.36:1** [9]
Percentage increase in the highest-paid individual's compensation from prior year to the reporting year	**52.73%**
Percentage increase of the median total annual compensation from prior year to the reporting year	**8.55%**
Ratio of the annual total compensation percentage increase of the highest-paid individual to the median annual total	**-6.17:1** [10]

Remuneration ratio across staff categories, Female : Male[8]

Category	2020	2019
Non-Executive	**1 : 1.44**	1 : 1.46
Executive	**1 : 1.16**	1 : 1.14
Managerial	**1 : 1.10**	1 : 1.07
Senior Management Level	**1 : 0.76**	1 : 0.75

8 The ratios indicated above are specific to each employment category and include provisions for length of stay at the company, performance-related revisions and other factors affecting individual remuneration. There is however, no difference in the entry-level pay across gender, within each designation, or employee category.

9 Considered salary, statutory payments, bonus, fuel, vehicle allowance, time based allowances, medical payments, housing allowances for this calculation.

10 Considered salary, statutory payments, bonus, fuel, vehicle allowance, time based allowances, medical payments, housing allowances for this calculation. Sales commission and Incentives are not considered for this calculation as it's not within the HR cost.

Occupational Health and Safety

Dialog Employees

Injury Rate
0.1302
Male   - 0.1632
Female - 0.0

Fatalities
0
Male   - 0
Female - 0

Occupational Disease Rate
0
Male   - 0
Female - 0

Absentee Rate
1.13%
Male   - 1.12%
Female - 1.21%

Outsourced Employees

0.478

Absentee Rate
0.26%

Fatalities
0

3-year comparison

	2020	2019	2018
Injury Rate	0.1102	0.1482	0.2671
Absentee Rate (%)	1.13	2.16	2.40
No. of Fatalities	0	0	0

No. of employees covered by an OHSAS-aligned system [11]

100%

No. of high-consequence injuries

0 [12]

11   All data reported on Health and Safety applies across Dialog Axiata PLC's operations, confined to Sri Lanka. Please refer the Appendix on Page 128 to view the formulas used to calculate the information disclosed.

12   Dialog currently tracks the incidence of 'major accidents'- those where employees require over 90 days of leave ahead of resuming their operational roles. It was however noted that while certain employees could be classified under this category, all recovered to their previous state and none were left requiring further recovery significantly after the 90-day period. The classification will herein be reverted to track 'high-consequence injuries' as well, as per the definition included in GRI Standard 403: Occupational Health and Safety 2018.

13   The OHSAS system has been internally audited by the Health and Safety Committee. External audits are planned for when greater maturity of the Health and Safety process has been achieved across a larger cross-section of the Company.

Dialog places paramount importance on the Health and Safety [13] of its stakeholders and has adopted an inclusive approach to provide a safe and healthy working environment for all. Safeguarding the health and wellbeing of over 3,000 of the Company's employees as well as customers, suppliers, contractors or any other party who may be present at any Dialog premises across the country is among its top priorities.

Dialog considers those occupations that could be identified as having potential for risk of occupational illnesses to be those involving field staff in positions such as drivers, riggers and other field-support services roles. Health and Safety trainings and refreshers on best-practices in Field-support services and on the use of Personal Protective Equipment (PPEs) were carried out throughout the reporting year, in addition to an awareness creation

Process Excellence & Governance

Nurturing People

initiative continuing from the previous year of reporting. Safety is nonetheless considered paramount importance in the day-to-day operations of the Company. As such, Dialog has established a formal Health and Safety Committee to provide necessary oversight and ensure compliance. The Safety Committee comprises of cross-functional representation from across the entire Dialog workforce. The Committees' focus for 2020 was to raise awareness on and strengthen the Company-wide safety culture, mainly by making improvements aimed at changing individual behaviour and the work processes, to better combat the ongoing pandemic. The Health and Safety committee represents all individuals employed (permanent and outsourced) at Dialog.

Dialog conducted a number of initiatives to secure the health and safety of its employees amidst the on-going pandemic:

COVID-19 Testing

PCR testing was accommodated, with both random and on-request tests conducted. Over 2,500 tests were conducted on employees (permanent and outsourced) throughout 2020. Treatment was provided to those employees that tested positive. The Company also undertook close and direct contact-tracing, prior to assigning those individuals to internally managed quarantine centres, with further PCR testing throughout and upon finishing quarantine, ahead of release.

Area Sanitisation

All Dialog (front-facing and back office) locations were sanitised fortnightly. On request sanitisation was provided where positive cases at locations were noted.

Supplying PPE

The Company ensured that adequate PPE was supplied to all staff (permanent and outsourced). This included: surgical masks, KN-95 masks, face shields, and gloves.

Self-declaration portal

A self-declaration portal was developed and made accessible to all employees and visitors, who were requested to disclose requested information in the form of a health declaration, titled 'COVID Pass', before being allowed to enter Dialog premises.

Maintenance of Treatment and Isolation Centers

Dialog set up two isolation centers for:

- employees who tested positive
- those classified as close contacts of such employees

Knowledge sharing sessions

The Dialog Health and Safety team conducted portfolio-wise online knowledge-sharing sessions for all front-facing teams through the Microsoft Teams application. This reached approximately 85 people per session, for a total of 300 individuals receiving the training.

Dialog continued to manage occupational health and safety through its comprehensive health and safety audit tool, developed to adhere strictly with OSHAS 18001 requirements, for the identification of hazards at all locations. Site-wise to judge conformity against the standard were not possible for the majority of the reporting year, due to the imposed travel restrictions, with such audits rescheduled for the following reporting year. Specific controls were introduced to manage identified gaps, and were reviewed at the end of the year, with further remedial actions presented to the Group Senior Management Committee, ahead of approval for implementation.

Regular training was conducted throughout the year to improve the understanding of and adherence to workplace safety and reinforce the safety culture among employees. Special safety training was provided for security service personnel, while all Health and Safety representatives were certified for Fire and Emergency Response (National Vocational Qualification Level 2 equivalent) prior to the lockdowns. The Company maintains its previously set target of having all employees having received such certification by end 2021.

In addition to safeguarding their physical safety, Dialog considers the mental and physiological wellbeing of employees to be of equal importance. Therein, Dialog proactively took steps towards conducting wellness programmes throughout the reporting year, encompassing counselling and related services for managing occupational stress, work-life balance and other health issues.

Dialog does not currently possess an active policy/process for individuals to remove themselves from locations deemed to have unacceptable working conditions, however due to constant review and efforts towards providing a comfortable work environment, Dialog has not seen the need for implementing such a policy. The Company ensures that a minimum space allocation of between 65 to 70 sq. ft. per employee is maintained across its operations, in line with existing international best practices. There is currently no specific set of guidelines/standard that governs such space allocation in Sri Lanka.

For more information on Dialog's policies, systems and processes related to reporting and investigating work-related hazards and incidents, please refer the 'Employee Wellbeing' section within the 2019 Sustainability Report at: https://dlg.dialog.lk/sustainability-report

Nurturing People

A Spirit of
Sharing

The environment has long been treated as a shared resource – the results of which are reaped by all those who dwell in it. This practice is especially seen in the 'kurulu paluwa' – where a portion of the cultivated fields are dedicated for birds and insects, thereby ensuring a sense of interconnectedness and community, while extending value to other surrounding entities.

In an age where disparity reigns, Dialog believes in fostering a society of inclusivity – by extending the resources and capabilities we have cultivated thus far to equip and empower those around us. We constantly ensure the accessibility of digital tools that can bridge the digital divide – empowering underserved communities and differently-abled individuals connecting them through the power of technology. Our aim is to create a more inclusive environment through products that are affordable for all, enabling the collective progress and advancement of society.

Enabling an Inclusive Future

Innovation

Dialog has always prided itself in being at the forefront of innovation in Sri Lanka's mobile services industry. The Company has been responsible for developing the nation's mobile telephony infrastructure to a point where it is now on par with the developed world. Dialog has always believed that innovation is a key platform towards enhancing livelihoods and progressing the nation. Dialog thus continues to invest in innovation to fast track its digital transformation journey and elevate Dialog's status in the digital telecommunication sphere. The Company's main goal was to leverage on emerging opportunities and be the first-to-market with path-breaking technologies that are at the same time simple, relevant and affordable. "Innovation-first" is the ethos by which Dialog operates and is something that it has imbued in its culture. The Company chose to seek pertinent social issues and develop simple, applicable interventions to solve them.

The Company's innovation focus for the year was to enable the digitisation of content/service providers and SME's. This was the main driver for most innovation-related activities throughout the year, targeted at enabling and empowering stakeholders with the overall outcome of enriching livelihoods. The innovation model focused on strengthening the existing eco-system by creating awareness on and assisting in the provision of online tools to push vital advisory content during the disruption caused by the COVID-19 pandemic. The main intended outcome was to support stakeholders through the rise of digital e-commerce platforms and a renewed public interest in obtaining information from digital sources.

With regards to driving innovation across the broader community, AppMaker, a template-driven android app development platform, that greatly simplifies the process of developing android apps and enhances society's ability to create practical solutions to widespread social issues, was of utmost importance. App Maker was crucial in enabling the development of app-based distance-learning and educational services, and separately, the setting up of a number of essential service stores, both of which created significant value for all stakeholders during a time of crisis.

South Asia's First Pilot Mobile 5G Service

Following on from previously set 5G milestones, Dialog demonstrated the power of 5G and its capabilities as the number one network in Sri Lanka, through a 5G Showcase which commenced its tour to educate schools and the public on the next generation industrial and consumer applications delivered over 5G. Demonstrations on display included 360^0 Video Calling, 4K video streaming, ultra-high definition live video streaming through drones, Virtual Reality (VR) gaming, Holographic Video Calling, an AI Powered Digital Twins mechanism mimicking human actions in real-time, and a Robotic Arm demonstrating the various possibilities of robotics in the field – all of which are only possible to demonstrate in real-time through a 5G wireless network which provides the required high bandwidth and low latency.

The launch of 5G with speeds of over 1.4 Gbps along with less than 10ms latency and ultra-reliability will spark an unprecedented wave of innovation to enable communication beyond connecting people to bridge a mesh of connected machines all communicating with each other, centred around emerging technologies including Internet of Things (IoT), Artificial Intelligence (AI), Machine Learning (ML), Mixed/Virtual Reality and Robotics fuelling the 4th Industrial Revolution (IR 4.0).

Beyond Short-term Profits

Planet & Society

Affordability

> **"** Dialog has thus understood that affordability is of paramount importance towards increasing its reach and continues to work towards making its services more affordable in order to reach out to as many Sri Lankans as possible.

The COVID-19 pandemic imposed significant strain on the nation's economy, and threatened livelihoods across the country. With traditional value chains disrupted due to the constant travel restrictions, and a redefinition of what was 'affordable' to all stakeholders, Dialog aimed to maximise value creation when delivering a number of high-quality products and services across the plethora of portfolios that exist within the telecommunications and digital services industries, in a manner that was equal parts applicable and equal parts affordable.

The telecommunications industry itself underwent a period of adjustment and adaptation, but Dialog's approach, hinging on inclusivity and accessibility, ensures continuous value creation that impacted a larger portion of society. Ensuring accessibility to rural populations, the elderly, low-income groups and disadvantaged sub-groups of the population, has allowed Dialog to empower all Sri Lankans to reap economic, educational and health-related benefits while dealing with the pandemic. The affordability of devices, data services, voice calls and value-added services is thus a topic of material importance to Dialog and is one that has been raised through multiple instances of stakeholder engagement and studies conducted across core business areas. Dialog has thus understood that affordability is of paramount importance towards increasing its reach and continues to work towards making its services more affordable in order to reach out to as many Sri Lankans as possible.

With an economic environment that fluctuated constantly and national income levels that continue to stagnate, the topic of affordability is one that will continue to be material to stakeholders for many years to come. As such, Dialog plans to continuously introduce initiatives over the forthcoming years as part of its commitment to ensuring customer affordability, including the provision of affordable data and more voice service packages.

Over the years Dialog has pioneered numerous innovative, low-cost mobile-based solutions that have revolutionised the way people manage their day-to-day lives. As a testament to its efforts, Dialog was awarded the title of "Sri Lanka's Most Valuable Brand 2020" by Brand Finance, a leading international independent brand valuation consultancy. Dialog was also accorded the title 'Top Telecommunications Brand' for the 11th consecutive year, by Brand Finance, reaffirming the brand's ethos of consistently enabling a connected future for every Sri Lankan.

Free Wifi and TV services for Quarantine Centres

With immense pressure being placed on the country's medical centres due to COVID-19 outbreak, Dialog stepped forward to support the emergency services by contributing free WiFi and Dialog Television services to all the quarantine centres that are managed by the Tri-forces.

Relief Data, Voice and SMS for mobile customers under curfew

To ensure that Sri Lankans across the country stay connected during these unprecedented times and to further assist customers in areas under continuous curfew, who are unable to pay and use their mobile connection during the curfew period, Dialog provided a special 7-day pack comprising of data, SMS and voice time for all its mobile customers, in addition to the range of comprehensive relief measures already provided in the form of e-Connect, e-Learn, e-Health, e-Tainment, e-Care, and e-Work solutions, to help customers stay safe and connected.

Reiterating its pledge of providing nationwide connectivity, which is now imperative more than ever before, Dialog has extended this service offering to all its mobile customers in areas under continuous curfew, completely free of charge, and regardless of the customer's balance or bill.

LANKAQR – enabling a cashless Sri Lanka

In partnership with Dialog Finance PLC and Lanka Clear, Dialog launched 'LANKAQR' - the National Quick Response (QR) Code Standard for local currency payments introduced by the Central Bank of Sri Lanka, enabling a cashless Sri Lanka, with the aim of enabling over 50,000 of its partner merchants with access to LANKAQR platform for digital financial transactions by end of the year.

The adoption of this universal LANKAQR standard by Dialog on a national level allows any LANKAQR-enabled payment app users to purchase goods and services through Dialog merchants accepting LANKAQR payments at no transaction cost with instant payment notifications. Furthermore, committed to enabling retailers go cashless, over 50,000 Dialog merchant outlets enjoyed zero set up cost, lower transaction cost, zero maintenance cost and instant notification receipts.

Digital Inclusion

Having served the nation as the leader in mobile telecommunications and having carved a robust footprint and market presence in Sri Lanka's Fixed Telecommunications and Digital Television markets, Dialog's journey to break barriers, and create social value for the masses continues at a greater pace than ever before. With landscape of communications evolving at a near exponential rate, the challenges faced in enriching lives are constant and ever-evolving. Therefore, providing access to services and content over new platforms that are more convenient for customers and introducing innovative new technologies that focus on bridging social gaps is of utmost importance.
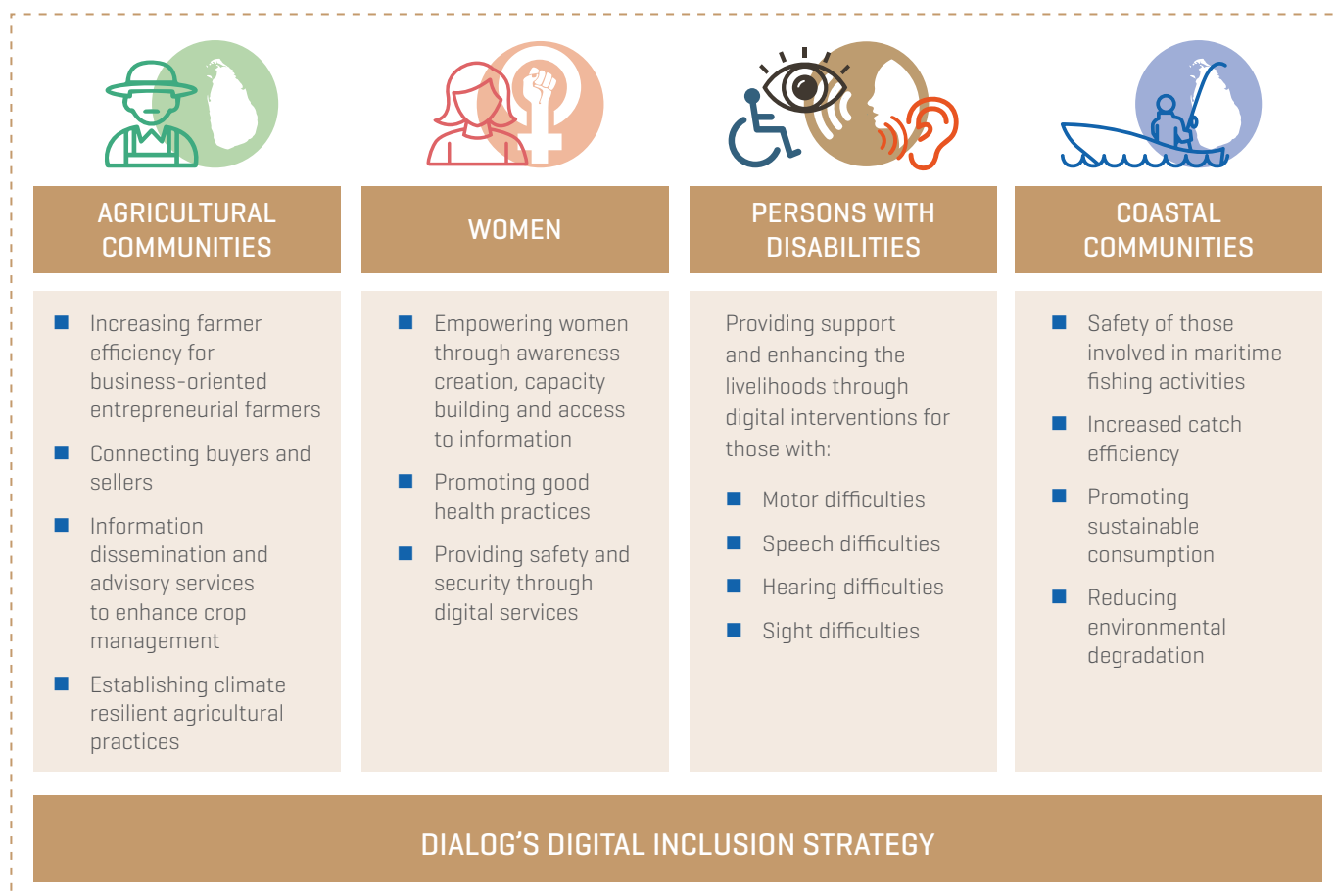
While technological improvements have immensely improved the lives of the urban citizens, they have arguably had their most meaningful impact in the more remote regions, with the citizens who are still peripheral to what a "mainstream user" is defined as. Having built upon the 4A's – Accessibility, Affordability, Availability and Applicability – principles that have guided Dialog throughout its digital inclusion journey, the Company hopes that its inclusivity-oriented innovations and services have helped close the digital gap and have welcomed millions more Sri Lankans into a digitally empowered lifestyle.

Dialog's Digital Inclusion strategy follows a 4A framework, with products focusing on the following stakeholders:

- Agricultural Communities
- Women
- Persons with Disabilities
- Coastal Communities

The strategy was developed by studying the national socio-economic landscape to determine key issues or gaps that exist across society, and then consolidating these with the Company's and Axiata Group priorities. A lot of effort was placed to align digital inclusion projects with key global initiatives as well – the fight to combat climate change and develop climate resilience being one of them. Incorporating attributes related to assisting in response and recovery across the 4 pillars was a challenge, where Dialog chose to follow the GSM Association's model of climate change mitigation when developing its portfolio.

A high-level view of Dialog's Digital Inclusion strategy and the key social issues which it aims to tackle across each key stakeholder group are as follows:

AGRICULTURAL COMMUNITIES	WOMEN	PERSONS WITH DISABILITIES	COASTAL COMMUNITIES
- Increasing farmer efficiency for business-oriented entrepreneurial farmers - Connecting buyers and sellers - Information dissemination and advisory services to enhance crop management - Establishing climate resilient agricultural practices	- Empowering women through awareness creation, capacity building and access to information - Promoting good health practices - Providing safety and security through digital services	Providing support and enhancing the livelihoods through digital interventions for those with: - Motor difficulties - Speech difficulties - Hearing difficulties - Sight difficulties	- Safety of those involved in maritime fishing activities - Increased catch efficiency - Promoting sustainable consumption - Reducing environmental degradation

DIALOG'S DIGITAL INCLUSION STRATEGY

Beyond Short-term Profits

A user who doing Home Gardening based on Advisories from Govi Mithuru service
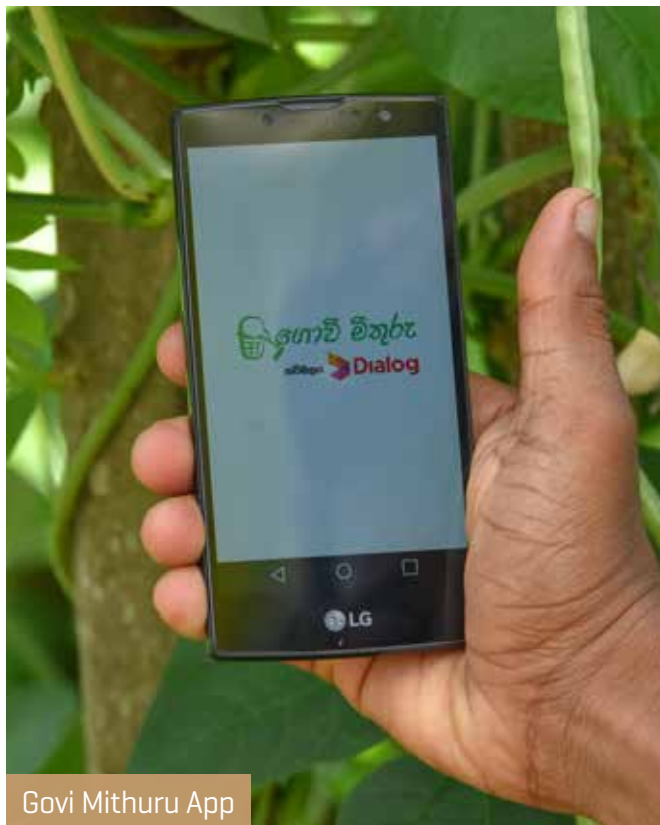
Govi Mithuru mAgri Service

70% of the population in Sri Lanka lives in rural areas and their main livelihood is agriculture. The lack of access to relevant information has always been a prominent issue in this sector and one that the Company hopes to solve. Dialog's Govi Mithuru (Farmer's Friend or Uzhavar Thozhan) mAgri service was launched in 2015 as one of the first initiatives to address the company's commitment to the agricultural community in Sri Lanka. Its vision is to help smallholder farmers to "secure crop and family health" at the grassroot level. This was achieved by sharing agricultural advice for each stage of the farming cycle from land preparation to post-harvest support.

The majority of the country's farmers own a mobile phone and so the service consists of users receiving customised voice recordings regarding changes on their farms based on their location, covering aspects such as seed selection, pest and disease control, home gardening and improving family nutrition. The unique feature of this bi-lingual service is that the information provided to farmers are customised per the farmer's need (customised by stage of cultivation, location, irrigation type, seed type and other relevant information). Registered farmers receive around 4 to 5 calls every week with timely information regarding land preparation, sowing, fertilizer management and pest control as well as information on family nutrition and healthy living. The service was launched in October 2015 with paddy and currently features 28 different crops which cover the majority of the commercially grown crops in Sri Lanka. As of the end of 2020, the Govi Mithuru initiative had 660,000 registered users, boasting a wide range of indirect economic impacts that benefit subscribers and the country's agricultural community.

This service was initiated as a result of a partnership between the GSMA and Dialog, working with the Department of Agriculture, Ministries of Agriculture and Health of the Government of Sri Lanka, in partnership with Industrial Technology Institute and Tea Research Institute and is also funded by Department for International Development (DFID). The project is part of the mAgri Challenge Fund, an initiative by the GSMA targeting improved livelihoods of small holder farmers in African and South Asian countries using mobile services. Dialog is among the six operators worldwide who successfully completed the application process to win the challenge fund from among all mobile network operators in the 13 countries who were eligible for the programme.

Govi Mithuru App

Total users
65,904

Active users
41,000

Revenue
LKR 10 Mn

Price and Crop Look

This service, offered through both the IVR platform and the app, allows farmers to enhance the quality as well as the quantity of their yield, thereby improving their standard of living. The service currently provides access to a wide range of information from sources such as the Hector Kobbekaduwa Agrarian Research and Training Institute (HARTI), and provides wholesale price information collected from major market places and economic centres like Pettah, Kandy, Dambulla, Meegoda, Norochcholai, Thabuthegama, Nuwara Eliya and Kappetipola, on a daily basis. The information is fully verified and validated by HARTI. The Crop Look service provides a bi-weekly summary of which crops need to be cultivated to obtain optimum prices for their harvest. The information is assimilated and vetted through a partnership with the Department of Agriculture, Sri Lanka.

Govi Mithuru App

Sri Lanka possesses a unique agricultural history dating back to over 2500 thousand years. According to the Food and Agriculture Organisation of the United Nations (FAO), more than 28.5% of the Sri Lankan population is employed by the agricultural sector. The society, culture, and economy of Sri Lanka are mainly shaped by agriculture, therefore the development of the agricultural sector is crucial for the development of the Country.

Although the country is primarily agriculture-based, the community faces a number of drawbacks in terms of 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 and low levels of technology adoption.

It is evident that the lack of access to accurate information causes most of the inadequacies and the Company believes this can be solved through the use of mobile technology. Although most of the farmers in the country own a smartphone, they rarely use it to access information other than to receive and answer a call. The Govi Mithuru mobile app, which is an extension of the original service, is designed to deliver timely, quality information in tailored formats according to the user's requirements and thus acts as a one-stop hub for accessing updated, timely information through text as well as rich media formats, on topics such as crop protection and home gardening which assist farmers in the long run.

A user who maintains successful home gardening using Govi Mithuru Advisory Information

Signifying the Saru kit handover to the first farmer cluster in the Agriculture modernisation project (September 2020)

SARU IOT-based Agri Automation Solution

Agriculture employs 25.6% of the workforce and accounts for 44% of land use, yet contributes to a mere 7% of Sri Lanka's GDP. Poor smallholder farmers lack the stability or capital to risk investing sufficiently and continuously in technology or inputs to even approach potential yields for their crops. Concerns are rising about an impending food crisis due to the rapid ageing of local farmers and harvest losses arising from adverse climatic phenomena. An appropriate solution to these challenges would be an affordable climate-smart, automated, protected agriculture that liberates smallholder farmers from the tyranny of the weather and seasonality. Dialog has been developing such a system with university and industry partners with a focus on low cost and ease of use. Preliminary research shows the increment of 57.14% in IoT based protected house compared with conventional protected house.

The result is SARU, an ecosystem of Internet of Things (IoT) applications. SARU (meaning 'bountiful' in Sinhalese) is a low- cost automated "smart farming" kit engineered to maximise productivity and efficiency. By providing the ability to remotely control and monitor the greenhouse conditions via smart devices, the platform liberates farmers from having to manually monitor conditions as hourly, on a regular basis. This system also frees smallholder farmers from the tyranny of weather and seasonal changes whilst providing agricultural know-how for regular operations such as fertilizer application, water management and assessing growth. A local SME partnering Dialog will manage the solution deployment and customer support of the SARU initiative whilst Ravana Agro Ltd will look into the needs of the farmers by assisting them in managing and maintaining the sophisticated technology. Dialog, in collaboration with the University of Ruhuna, is building the crop-specific knowledge bases required to optimise care for each crop, and conducting field tests to ensure practicality and applicability. Low-cost sensors and actuators that are key components of the initiative, are developed in partnership with the Dialog Mobile Communications Research Lab at the University of Moratuwa.

Real-time over-the-air updates or interventions to respond to short-term phenomena will potentially lead to significant positive food-security implications across the country, and will be critical in an era of increasing climate volatility and uncertainty.

Dialog Axiata PLC

SARU kit installed in protected houses in Gampaha and Kandy

IMPACT CREATED IN 2020

1. **Agriculture Sector Modernisation Project-Welimada**

   SARU announced the onboarding of 50 new farmers on the platform. These 50 greenhouse farmers from Welimada, working with the Agriculture Sector Modernisation Project under the Ministry of Plantation Industries and Export Agriculture, were provided with smart solutions enabling a high-productivity, climate-smart farming journey.

2. **Mushroom Model farms**

   ■ The University of Ruhuna, Dialog Axiata PLC and the Vidatha Centre Kamburupitiya (Science and Technology dissemination centre under the Ministry of Science and Technology), started a Mushroom Model Farm project to provide mushroom model farmers with technological guidance and the necessary equipment to develop their cultivation activities.

   ■ Eight mushroom farmers were given the opportunity to improve their cultivation with the use of Dialog's SARU Sensor Kit to measure and monitor the progress of their model farms, under the supervision Department of Agriculture, University of Ruhuna.

Successful Saviya user from Mahakanadarawa, Anuradhapura

Saviya Dairy Advisory Service

This service was created to enhance the livelihoods of small-scale dairy farmers by improving their production capacity, quality of milk produced and health of livestock. The service is provided in partnership with the Market Oriented Dairy (MOD) project which aims to advance sustainable growth in Sri Lanka's dairy sector by supporting farmers and related enterprises. MOD is a project by the Government of Sri Lanka and the United States Department of Agriculture (USDA) 'Food for Progress' initiative. The knowledge service's content is provided by the subject-matter experts of the MOD project and reviewed by the Government's Department of Animal Production and Health (DAPH).

Dairy is the most important sub-sector in the Sri Lankan livestock industry, yet the country meets only 30-40% of fresh milk demand locally. While Sri Lanka is largely self-sufficient in terms of most animal products, its increasing dependence on international suppliers to meet the growing demand for dairy products creates trade risks and consumes scarce foreign exchange. The MOD project's medium-term aim is to enhance the capacities of over

5,000 dairy farmers to improve the quantity and quality of locally produced milk. Overall, the lack of access to relevant information is a prominent issue affecting over 332,335 of Sri Lanka's dairy farmers, and Dialog is committed to making the service available to all.

Saviya addresses the information gap in small-herd dairy production by providing accurate and relevant information on best practices, dairy management, cattle feeding and calf management. These facts are sent straight to the farmer's mobile phone and customised according to their individual requirements and their animal's development stages. Saviya also provides other relevant information such as good nutrition and disease prevention. This service supports the existing extension efforts by DAPH, Provincial DAPHs and Dairy Processing Companies, enabling a broader reach and providing dairy entrepreneurs and farmers with time-bound technical messages linked to the lactation cycle of animals, and care from pregnancy to calving.

IMPACT CREATED IN 2020

Total Users	SMS Sent	IVR
10,000	71,225	71,225

Beyond Short-term Profits

Planet & Society

Dialog Axiata PLC

Fisherman calling Sayuru advisory service to obtain weather alerts before setting out to sea.

Sayuru Coastal Early-Warning System

Sri Lanka being an island nation has a considerable segment of a coastal population whose livelihood is based on day-boat fishing. Such fishermen have access to no more electronic technology than basic mobile phones and their safety and ability to earn an income are highly dependent on the weather and sea conditions. The only form of communication about warnings and weather conditions are provided through national television, radio news bulletins and from the local fisheries harbour masters.

"Sayuru" ["Oceans" in Sinhala] fills this gap by providing accurate weather information and advisory in collaboration with the Department of Fisheries and Aquatic Resources and the Department of Meteorology of the Government of Sri Lanka. The service is designed to accommodate any type of mobile phone owned by fishermen or their families, employing trilingual IVR [voice] and SMS to reach coastal populations in time to warn them ahead of putting out to sea with approaching adverse weather conditions. As most day-boat fishermen remain within mobile network coverage for the majority of their voyages, they have the opportunity for the first time to receive and respond to warnings in real time.

The service enables an automated daily weather forecast dispatch for the next 24 hours that was previously impossible to communicate to fishermen. Users subscribe to the free service by selecting their language and fisheries zone as defined by the two departments according to geography. The high-relevance messages thus received increase engagement and trust among users. In situations of extreme hazard for the entire coast or particular zones, emergency voice messages in the fisherman's selected language are dispatched using Outbound Dialling [OBD] technology. The service aims to address first the most pressing issue of hazard warnings at sea, and to build the trust and targeted reach to spread further education and awareness to make day-boat fishing not only less risky, but also more efficient and environmentally sustainable.

Remotely operated digital signage system, 'Sayuru TV' were also launched in 2020 as a supplementary service where forecasts and emergency weather alerts are broadcasted on digital screens at major harbours along the coast, to raise awareness about the weather & safety among those going out to sea.

IMPACT CREATED IN 2020

Total Number of Calls	Total Number of SMS sent	Fishermen reached per day	COVID-19 related communications
1.5 Mn	7.5 Mn	48,600	28,297

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Vaayu device monitoring Real time air quality

Vaayu Real-time Air Quality Monitoring

Ambient air pollution kills over 4.2 million individuals every year. Rapid urbanisation and its associated industries, transport systems and more have increased air pollution over the years, especially in the country's main cities and industrial areas. In Sri Lanka over 91% of the population resides in areas where air pollution exceeds the World Health organisation's (WHO) annual guideline of 20µg/m^3 for PM10 – a class of particulate matter measured as a proxy for overall air quality.

Most activities related to air quality monitoring and management have been concentrated in Colombo, the main metropolis. The lack of a centralised system to record real-time air quality data over long periods of time has hampered effective monitoring and management of air quality across Sri Lanka.

Dialog together with the National Building Research Organisation (NBRO), the mandated state organisation, set out to close this gap and address the limitations in effective air quality monitoring in the country. The partners will establish an IoT sensor network to monitor selected components such as Particulate Matter 2.5, Particulate Matter 10, Carbon Dioxide, VOC (Volatile Organic Compounds), Nitrogen Dioxide, Carbon Monoxide and Methane in ambient air. These sensors feed into a central platform through which members of the public and any authorised persons can retrieve real-time air quality data. The platform will also act as a data repository, where air quality records will be stored over time, allowing for trend analysis and pattern recognition.

The public will be able to gain awareness about the air quality around Sri Lanka from the Vaayu website [https://vaayu.lk]. The website will show the real-time air quality at a chosen location, past 12-hour readings, explain the pollutants detected in the air and how they can affect a person's health, and how to take precautions according to the situation.

Dialog has made air quality data available to the general public via Vaayu throughout the year 2020. This is achieved by using multiple Vaayu devices placed around the island which send data in real-time to an IoT (Internet of Things) platform, which is then displayed on the vaayu.lk site. There are currently monitors placed in several districts such as, Colombo, Kurunegala, Vavuniya and Jaffna. All of which were made possible by the NBRO.

The project reinforces Dialog's commitment to the global Sustainable Development Goals (SDGs), specifically Goal 9 (Industry, Innovation and Infrastructure), Goal 13 (Climate Action) and Goal 17 (Partnerships)
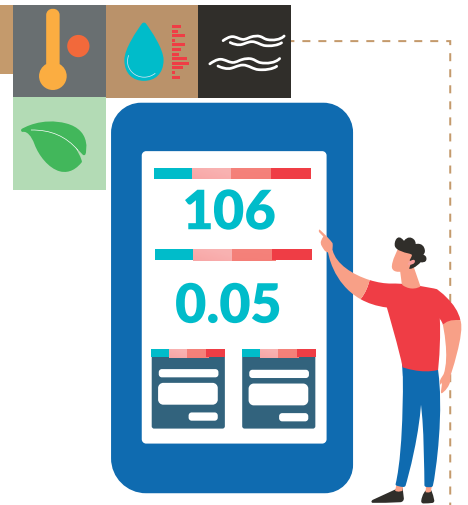

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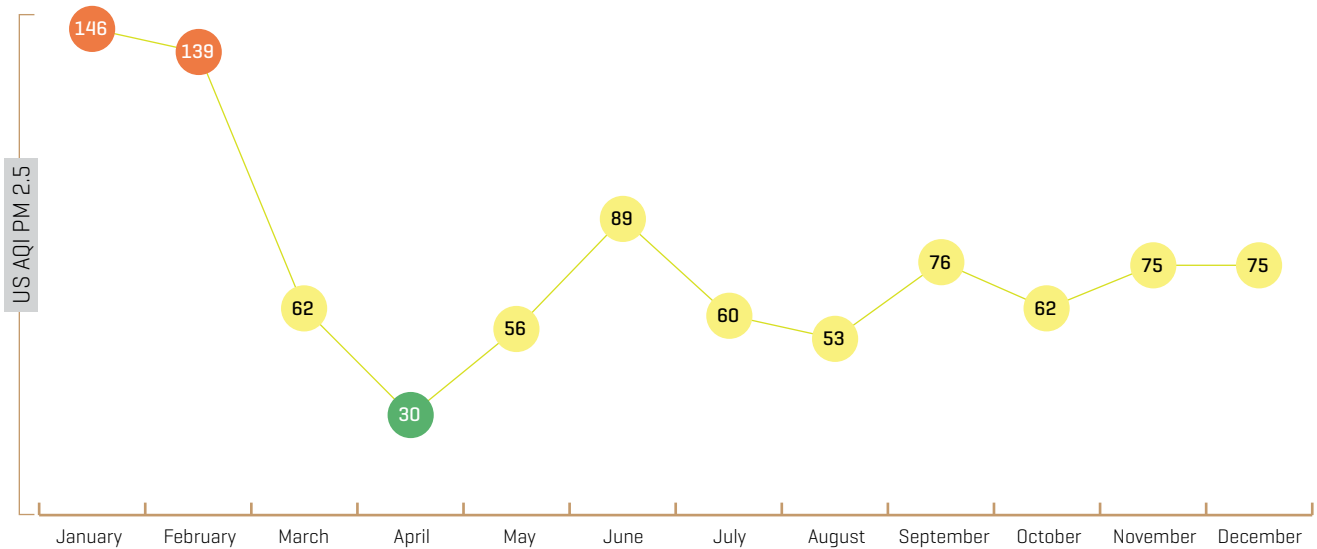
OBJECTIVES FOR 2021

The project aims to deploy 50 Vaayu devices as Phase 1

- Fifteen of which will include Particulate Matter sensors, deployed across 5 districts (3 per district)
- The remaining devices will be installed in schools across the country, and will be monitored by the NBRO on a regular basis
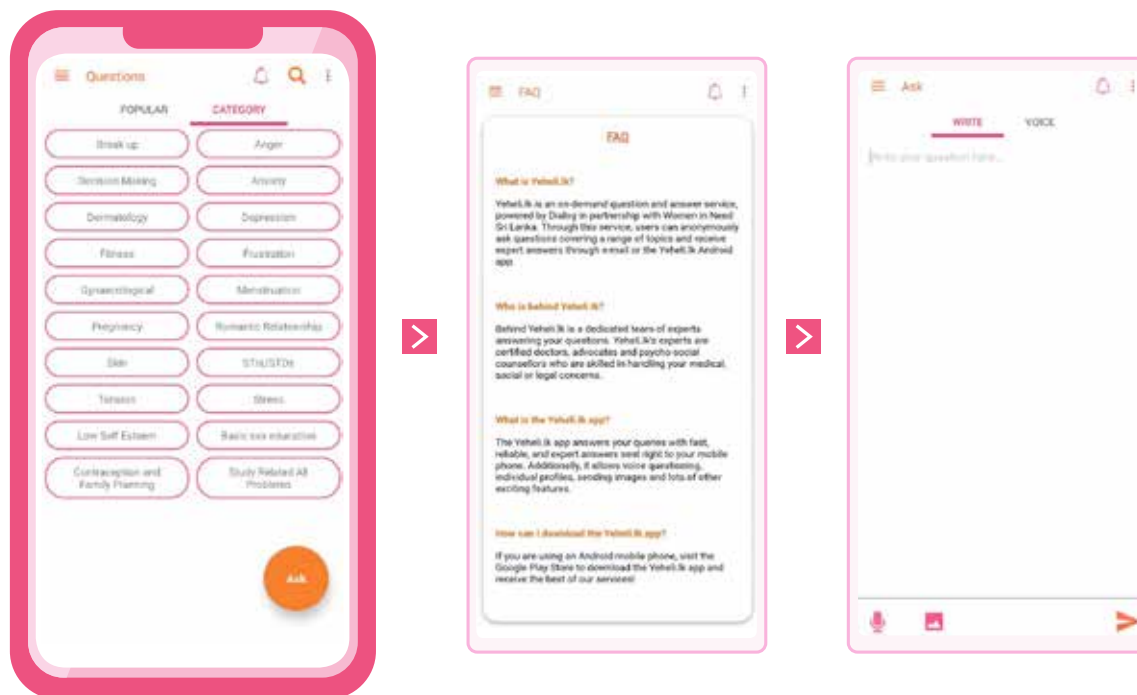
106

0.05

The Vaayu device was set up in Colombo in February 2020 and collected air-quality data till May 2020 during the lock-down period in the Country. The data is provided and verified by the NBRO and showcases the drastic variation in the quality of the air in and around the Colombo city.

Average Monthly Air Quality

US AQI PM 2.5

January	February	March	April	May	June	July	August	September	October	November	December
146	139	62	30	56	89	60	53	76	62	75	75

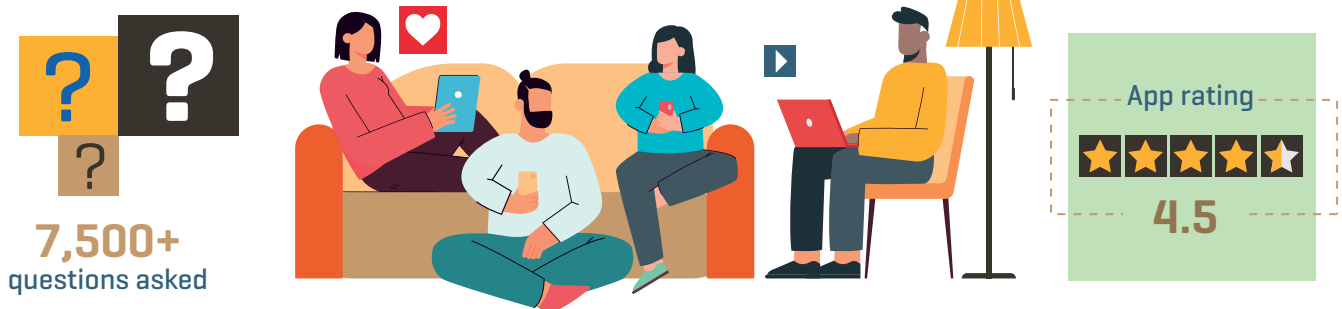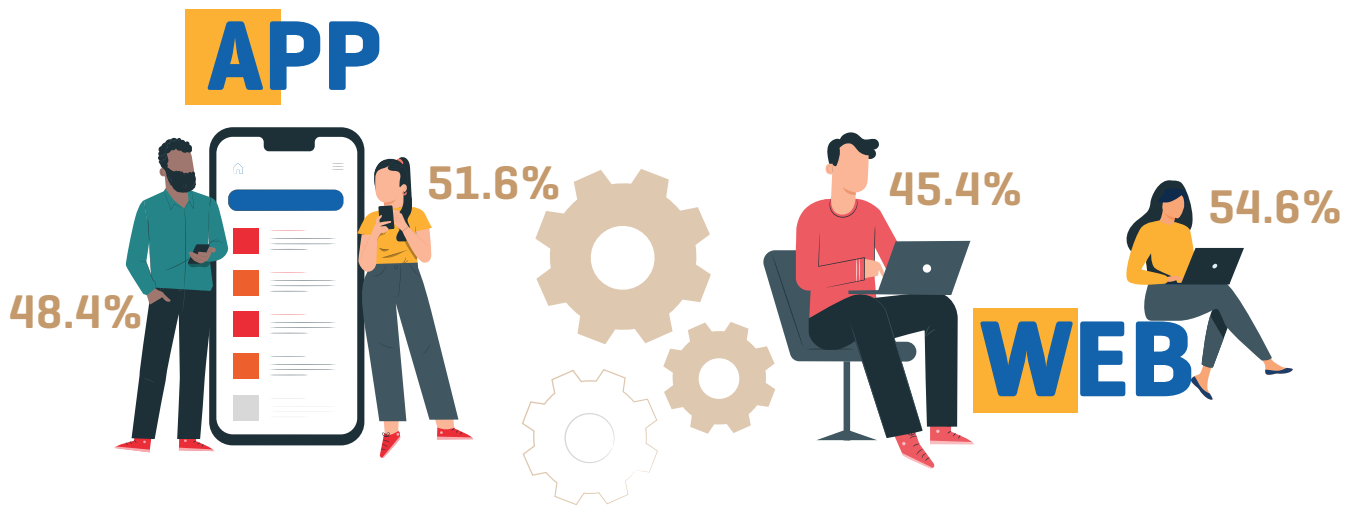| AQI Category	AQI Value	Indicator
Good	0-50	
Moderate	51-100	
USG	101-150	
Unhealthy	151-200	
Very Unhealthy	201-300	
Hazardous	301-500	

Yeheli Expert Advisory Service

Known as Yeheli in Sinhala and English, and Thozhi in Tamil, this platform is Sri Lanka's only anonymous personalised and interactive advisory service for individuals to connect with qualified virtual advisors or confidants. Developed and operated in partnership with several leading organisations in fields such as women's empowerment, health and online safety, it is a free trilingual service with a web portal and an Android app. Yeheli creates a safe and trusted space to learn about and discuss a range of topics which may be too sensitive to be discussed with family and peers, such as: abuse, sexual health, contraceptives, relationship issues, domestic violence, etc.

Through field research carried out with the Global System for Mobile Communications (GSMA) in 2017, it was revealed that one of the key reasons for the evident gender gap in mobile data usage in Sri Lanka is women finding the internet "not relevant" to them. Yeheli is thus a digital intervention to address some of the most pressing issues faced by women due to strict cultural norms, thereby encouraging them to use the internet to enhance the quality of their lives.

Yeheli offers a digital, anonymous, scalable platform that overcomes constraints to provide solutions for the user's specific need. The platform is user friendly as simplicity (for the user, expert and administrator) is achieved through carefully designed software, based on extensive user experience research. The user can ask questions, in one of the three national languages, at the click of a button, whenever they want, through a mobile phone app or any computer and receive personalised answers to the device itself without having to be physically present in front of an expert. Where the issues are complex, several experts can contribute to the same question, without having to go to several experts to get their opinions for different aspects of the problem, e.g. – sexual assault, require medical, psychological and legal advice. Experts can use the simple interface created for them to answer the questions at their convenience.

Yeheli is in the process of creating Sri Lanka's biggest volunteer network of professionals in legal, psycho-social and medical fields and as the number of user queries increase, the system allows recruitment of experts through an online application process.
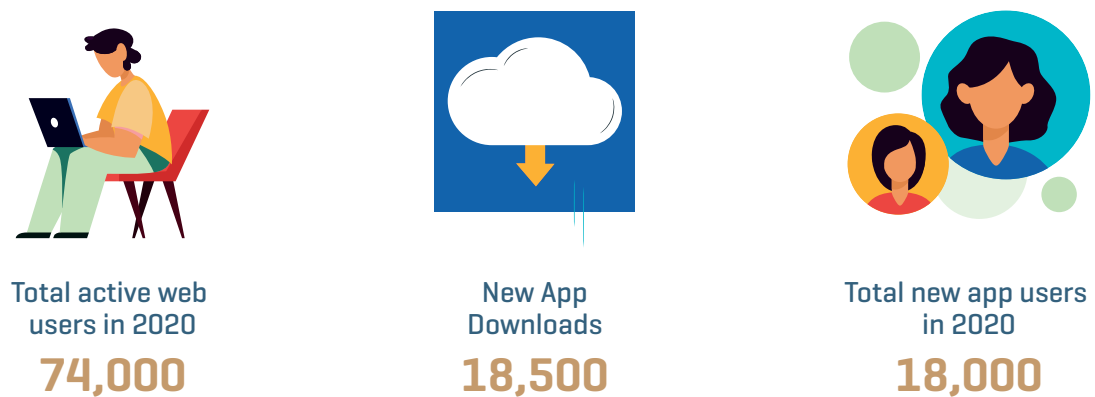
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APP

48.4% **51.6%**

WEB

45.4% **54.6%**

7,500+
questions asked

App rating
★★★★⯪
4.5

QUESTION CATEGORISATION

General physical health	Reproductive health	Mental health	Social issues	Technical and other
2,526		**1,711**	**160**	**1,941**

KEY ACHIEVEMENTS 2020

Total active web users in 2020	New App Downloads	Total new app users in 2020
74,000	**18,500**	**18,000**

Policies of
Perpetuity

Village communities often practice responsible production and consumption – relying on innovative processes that involve the natural, systemic flow of resources. They believed in principles of recycling and renourishing the earth and its output, thereby curbing their impact, and implementing a continuous cycle of sustainability and life.

The impact of our value chain spreads far and wide, and that's why we continue to emphasise and infuse qualities of efficiency, effectiveness and sustainability into all we do. We continue to comply with good business practices and ethical principles; ensuring we serve as a responsible entity and conduct ourselves with integrity through every eventuality. Our processes are continually optimised to balance and sustain our triple bottom line of people, profit and planet for years to come.

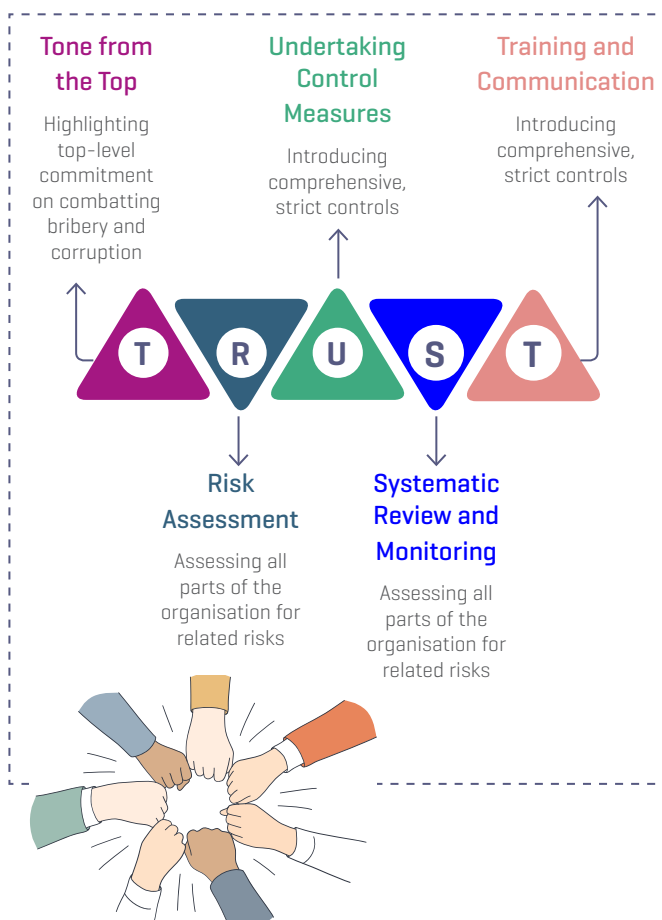# Responsible Principles and Practices

Anti-Corruption and Ethical Business Practices

Dialog's principal shareholder, the Axiata Group, operates and invests in technology companies across the South Asian and South East Asian regions, diverse in their activities, approaches, compositions and cultures. Axiata requires all employees at these companies to strictly adhere to one unifying code – "UI-EP" which stands for Uncompromising Integrity and Exceptional Performance. Therefore, each company operating under Axiata, including Dialog, built their own unique beliefs and aspirations based on the platform of UI-EP and incorporated the values into the foundation of their business.

As of June 1st 2020, the Malaysian Anti-Corruption Commission (MACC), which regulates anti-corruption and ethical business practices for all Malaysian companies and related subsidiaries, released Act 17A – which states that while previously only the individuals that engaged in acts of corruption were held liable for their actions, the corporate organisation is instead now placed responsible and must face the consequences of such incidents by an individual or group of individuals. The Act also stated that corporates must introduce strict controls and procedures to prevent any instances of bribery and corruption from occurring, and that such procedures are communicated, implemented and enforced effectively throughout the organisation.

In order to facilitate the requirements of the new Act, the MACC guided Axiata towards implementing the 'TRUST' model

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

Undertaking Control Measures
Introducing comprehensive, strict controls

Training and Communication
Introducing comprehensive, strict controls

Risk Assessment
Assessing all parts of the organisation for related risks

Systematic Review and Monitoring
Assessing all parts of the organisation for related risks

Dialog's Workforce Operations model is thus built on a solid foundation of ethics and integrity, where regulatory compliance and governance play a vital role. This ensures Dialog remains fully complicit with all statutory labour laws including the Shop and Office Act of 1954 and the International Labour Organisation's (ILO) Declaration on fundamental principles and employee rights at work. Further, as a signatory to the UN Global Compact on Human Rights, Dialog refrains from child labour, or forced/ compulsory labour.

Uncompromising Integrity is a core value at Dialog and is one that is embodied by every action across every step the Company takes. Dialog, thus follows a zero-tolerance approach towards Bribery and Corruption and is committed to act professionally, fairly and with integrity in all business dealings and in doing so has implemented systems and processes to counter bribery and corruption in any form. The Company introduced two new policies, the 'Anti-Bribery and Anti-Corruption' policy, made available for all stakeholders on the corporate website, and a 'No-Gift Policy' – which introduces revised spend-approval processes for corporate social responsibility-related donations, and any items that are flagged further to the on-going risk assessments.

The Dialog Employee Code of Conduct, which all employees are expected to read and understand, encapsulates its anti-corruption principles and the required behaviours expected of its employees. Similarly, for third parties who contract with Dialog, a Vendor Code of Conduct is applicable. The code is communicated at the outset of business relationships and as appropriate thereafter. Dialog is currently working on enhancing the CoC, with specific ABAC-related clauses, requiring employee sign-off on an annual basis, to be released in the following reporting year.

Dialog's Board of Directors holds the overall responsibility for the company's anti-corruption track record, however, the day-to-day responsibility for enforcing anti-corruption practices across the company lies with the management. Across all levels, management representatives are required to ensure that those reporting to them understand the company's stance on anti-corruption and are given regular training to raise awareness and encourage necessary behaviours.

Dialog's whistle-blower policy designed to facilitate the reporting of alleged improper activity, include matters relating to bribery and corruption. The policy provides strict guidelines for reporting improper conduct and the process for managing allegations, thus ensuring the process is contained within the company. Dialog's newly revamped process, launched towards the latter part of 2019 introduced the groupwide unified 'Speak Up' hotline managed by third-party agency, ExpoLink Europe Limited, a key part of Dialog's drive to build a culture with Uncompromising Integrity at its core. This initiative consolidated all existing hotlines of Axiata Group Berhad, Dialog, and all other OpCos and subsidiaries into a single unified hotline. With the consolidation, this Speak Up hotline completely replaced the Company's Ethics Hotline, hosted by KPMG.

The Speak Up hotline facilitates the reporting of actual or suspected misconduct, and illegal or unethical behaviour. It is available in English and all OpCo local languages and can be used by all of employees of the Axiata Group, as well as suppliers, business partners, contractors, customers, and other stakeholders. The main goal of the hotline is to better ensure the anonymity and confidentiality of the whistle-blower and to act as the central point through which stakeholders could report such improper activities. Whistle-blowers have the capability of speaking straight to CxO's and the CEO himself within one year of the submission of the whistleblowing report.

Further, when reporting a concern in good faith, stakeholders will not be at risk to any form of victimisation, retribution or retaliation from superiors or management, as outlined in the Axiata Group's Whistleblowing policy. All reports received by Expolink will be forwarded to Axiata Group Investigations Team (a unit of Axiata Group Internal Audit), who will ensure the reports are dealt with in a professional and confidential manner. If the report warrants an investigation, it will be conducted by an investigator either from Axiata, Dialog or externally appointed. Concerns that are substantiated will be followed by disciplinary actions, as stipulated in the Code of Conduct.

For the period of 2020, no incidents of corruption were reported specifically through the whistle-blower mechanism. Complaints and incidents reported via other existing channels were successfully investigated and appropriate remedial action was taken. Any such incidents would be reported to the Board Audit Committee, who would in turn brief the entire Board on any significant issues raised, and possible risks/opportunities arising from such complaints. All employees receive updates on policy, procedure and company status related to anti-corruption during the quarterly town-hall sessions, most recently conducted by the CEO. Dialog also provided

a similar overview on Anti-Corruption to its Board of Directors in the reporting period. Further, all governance body members received communications on anti-corruption policies and procedures, however no specific training on such was administered during the reporting year.
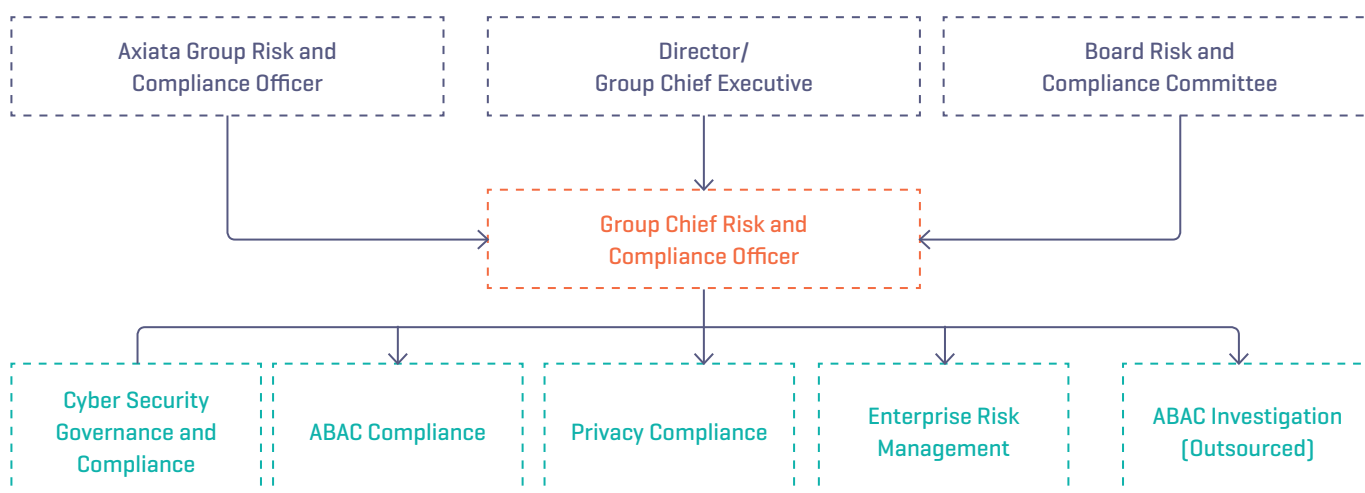
Dialog reports eight confirmed incidents of deviation of internal processes and controls in 2020. Processes where violations took place were identified with corrective actions taken, further to the review and introduction of new, and strengthening of existing internal protocols such as one-time passwords, two-tier verification to improve the security of access to systems. There were no such incidents with respect to business partners, either.

The year under review saw the termination of two employees, and six voluntary resignations on disciplinary grounds, related to deviations of internal process controls and/or violation of the code of conduct.

Both the easy accessibility of the newly introduced Speak Up service and the more transparent nature of communications surrounding corrective actions taken with respect to such issues have led to a significant number of reports on incidents related to non-compliance or corruption. This process provides employees with a sense of trust and confidence, motivating them to challenge established traditional ways of thinking and approach the appropriate channels for reporting incidents and grievances.

Time spent on anti-corruption briefings at inductions across the year: **86 hours**

Axiata Group Risk and Compliance Officer

Director/ Group Chief Executive

Board Risk and Compliance Committee

Group Chief Risk and Compliance Officer

Cyber Security Governance and Compliance

ABAC Compliance

Privacy Compliance

Enterprise Risk Management

ABAC Investigation (Outsourced)

Process Excellence & Governance

Cybersecurity and Data Privacy

As technology continues to evolve and reach new heights, empowering Dialog's products and services and having a significant impact on the activities that encompass customers' day-to-day lives, the challenge to ensure safety of customers' information, while combating the increased vulnerability to security breaches is one of great importance to Dialog. Cyberattacks, which increase in number and severity each year, have the ability to greatly destroy the trust between Dialog and its customers – leading to financial loss and a damage to the Company's reputation. Further, the Global Risk Report by the World Economic Forum, for the year 2020 highlighted 'Cyberattacks' as one of the top three risks worldwide, in terms of likelihood and in the top six in terms of impact.

To address this and ensure that it earns customers' trust while mitigating the impact of such risks to its customers, Dialog maintains a robust Data Privacy policy. The policy spells out how Dialog collects and manages customers' information, reaffirming Dialog's commitment to protect all Personal Information in its custody and provide customers with the assurance that their data is in safe hands. Dialog's Privacy Policy is accessible online, and customers have the option to report any possible data security breach through privacy@dialog.lk. The Company published a new Privacy Notice, accessible at https://www.dialog.lk/privacy-notice - applicable to employees, customers, visitors and shareholders - that broadly encompasses how Dialog treats the information it collects and reaffirms its commitment to protect all personal information in its custody. Furthermore, a number of internal policies dealing with key data protection aspects such as breach management and data retention, were set in place throughout the year.

Dialog was continuously involved in the Axiata Group's Privacy Programme, developed together with KPMG, launched in 2019 to uplift the standard of personal data protection across all OpCos. Through the programme, Axiata is working to create an implementation road map that will lead to enhanced data privacy standards across the Group. The programme is being benchmarked against a combination of both international and local baselines, including the General Data Protection Regulation of the European Union (GDPR), the NIST Privacy Framework, and the Sri Lanka Data Protection Bill. Dialog is also working towards obtaining globally recognised professional certifications for employees currently within the Group Data Privacy Office.

The Group Data Privacy Office led by the Data Protection Officer, the General Counsel of the Dialog Group, manages the use of personal data across the scope of Dialog's operations, and advises internal and external parties on all aspects of personal data protection. Policies pertaining to data sharing, data retention and data purging were implemented as well. Dialog is furthermore in compliance with the existing data privacy obligations imposed by the TRCSL, and is currently working on implementing an ISO/IEC 27701 standard-based Privacy Information Management (PIMS) system.

The maturity of Cyber Security governance systems and processes is uniformly tested across all OpCos of the Axiata group in line with industry best practice frameworks. Further, the Group has worked together to define key targets for improvement and have set Chief-Officer/Executive-level KPIs to manage progress.

All Cyber Security matters come under the purview of Dialog's Cyber Security Governance and Compliance function. In line with its commitment to adopt global best practices, the Cyber Security Governance and Compliance team follows the ISO 27001:2013 standard (to which all IT, internet data centre and telecommunications services are compliant with) and the NIST (National Institute of Standards and Technology) Cyber security framework. The 2020 reporting period saw the Company participate in a fresh round of ISO27001:2013 ISMS surveillance audits, leading to an extension of the certification. In its efforts to assess the maturity of Security Controls, Dialog joined Axiata Operating Companies in undergoing an independent third-party assessment of the NIST Cybersecurity Framework, having achieved rating of 3.50. The Company has set a target to achieve a rating of 3.80 by the end of the following reporting year.

Direction from Axiata's Cyber Security Steering Committee continued to enhance Dialog's Cyber Security framework, with the Cyber Security steering committee, formed in 2018, stepping forward in its path to enhance security – with monthly meetings involving key executives within Dialog and senior representatives from the parent Company, Axiata.

To coincide with Dialog's Cybersecurity framework is the company's ERM framework which helps the organisation to determine the maturity of each business pillar in accordance with the globally accepted best practices defined by the ISO 31000 Risk Management Standard. The cybersecurity risk maturity assessment is conducted quarterly, taking into account the external risks (global and regional) and country specific risks. Thereafter they are plotted on a risk heat map to assess the overall impact Dialog may face, cascading down to a detailed analysis of the impact to each business pillar. Continuous monitoring by the divisions' R & D team ensures all malicious activity is detected, profiled and recorded weekly. Risk updates are presented to the newly appointed Group Chief Risk and Compliance Officer, while the Board Risk and Compliance Committee is kept apprised every quarter.

To encourage accountability and risk ownership, information Security SPOCs (Single Points of Contact) have been appointed to ensure key business pillars (HR, SCM, Sustainability etc.) comply with the policy guidelines. Designated Cyber Security Champions are assigned to drive necessary operational protocols under each pillar and ensure continuous monitoring to prevent escalation in the event of an attack. Dialog worked towards strengthening its Cyber Security governance through the evolution of processes and

policies to secure information across all platforms - APIs, mobile applications, web applications and all products offered to customers. The security of products and services is tested pre-launch and thereafter on a periodic basis, further to the conduct of vulnerability assessments throughout the product lifecycles. Dialog also implements a system of technical alerts which are issued to ensure that asset owners are hyper vigilant and cognizant of possible breaches and work towards preventing such during periods of technical vulnerability, prior to a respective patch being installed. These formal procedures are further supported by a strong internal culture where employees understand the importance of privacy and security risks and continue to manage them. Dialog focused on training and developing employees to ensure awareness and understanding of the existence of and management of Cyber Security risks – once again governed by top-to-bottom KPIs.

For more information on Dialog's policies, systems and processes to manage Cyber Security and Data Privacy, please refer the 2018 and 2019 Sustainability Reports at: https://www.dialog.lk/sustainability-reports

As evidenced from the Group's focus on digital privacy and trust, given the nature of its business, customer information security and data privacy were two of the most highly material to Dialog in 2020. In order to ensure that all possibilities for risk of breach were eliminated, Dialog was proactive in putting in place the necessary safeguards. All customer concerns and complaints with regard to information leaks are handled by the Complaints Management Unit, under the Group Service Delivery portfolio. A dedicated team is assigned to recording and investigating any such complaints raised through the channels available for customers grievances, including email and a dedicated hotline. Dialog annually reviews such controls in place to prevent the leakage of customer information and strives to build trust with its stakeholders by placing paramount importance on their privacy and on the security of such information.

|	From Outside Parties	From Regulators
Total complaints investigated in relation to breaches of customer privacy in 2018	135	0
Identified Leaks (further to two-tier investigation)	0	0

3-year Comparison:

	2020	2019	2018
Total Complaints investigated in relation to breaches of customer privacy [%] *	0.0008	0.0011	0.0012

* Number of complaints over user base.

Responsible Procurement
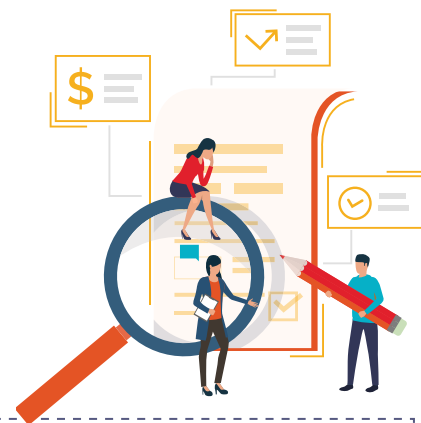
Category	PO spend 2020 (LKR)	%	Number of vendors	Spend comparison %	
				2019	2018
Foreign PO Spend	38,135,206,061.87	56.4	335	54.1	54.0
Local PO spend	29,536,897,242.22	43.6	1,631	45.9	46.0
Grand Total	67,672,103,304.09	100.0	1,966		

Suppliers form an integral part of Dialog's value chain and play a vital role in delivering Dialog's value proposition to the market. Due to Dialog's reputation as an industry leader, it is vital that its suppliers too fall in line with the company's high standards for ethical conduct. Dialog has thus strictly implemented a Vendor Code of Conduct that reflects the guiding principles expected to be complied by all suppliers, such as labour practices and human rights, health and safety, environmental management, business integrity and ethics and management systems, payment policy and other social and environmental aspects deemed material to Dialog's business. The code acts as a platform to inculcate the requisite behaviours needed to build sustainable relationships between Dialog and its suppliers.

By agreeing to the Supplier Code of Conduct, all Dialog suppliers are expected to demand similar standards of their own suppliers and carry out necessary verifications to ensure alignment. The CoC was revised further in 2020 to align with Axiata's groupwide Anti-Bribery Anti-Corruption (ABAC) implementation. The principles of the new policy have been internalised across the organisation as well as across the supply chain partners. The Dialog Supplier Code of Conduct (COC) has been updated as an Axiata Groupwide standardised supplier COC and circulated amongst all incumbent vendors for re-certification.

At the heart of Dialog's Supply Chain Management (SCM) strategy is a focus on continuous improvement, and as such Dialog conducts regular site assessments to ensure compliance with the Code and works directly with its suppliers to help improve their sustainability performance. Further all Dialog suppliers are subjected to regular performance evaluations to identify and prioritise specific areas of improvement. Based on the results of these assessments, Dialog then works with suppliers to address possible issues and make recommendations for improvement, while additional follow-up assessments and on-site audits are carried out to monitor the performance of high-risk suppliers.

Monitoring Supplier Compliance

As an ongoing compliance monitoring activity, the suppliers' compliance to the supplier code of conduct was monitored for key suppliers. Traditionally the monitoring activity was done through a physical site visit, nevertheless, the supplier audits were conducted despite the COVID-19 restrictions as remote site visits were carried out through MS Teams. Recommendations were made to suppliers who require improvements in order to meet the expected compliance requirements and improvement plans have been devised and communicated with the suppliers. This is a key initiative to ensure sustainability of suppliers' overtime to ensure that the supplier base across Dialog continues to live the principles outlined within the Dialog Supplier Code of Conduct.

Procurement Digitisation

Aligned to Dialog's roadmap of cementing itself as a fully digital telco, the sourcing processes at Dialog were digitised alongside Coupa implementation. Coupa, is a leading cloud-based procurement request management solution, providing a comprehensive end-to-end procurement solution which was implemented across the Axiata Group. Post-Coupa implementation, nearly all processes have been simplified and fully digitised. All centralised procurement requests reach suppliers through Coupa, facilitating online supplier responses to the requests.

Data-driven Supply Chain Decision-making

Data-enhanced storytelling is rapidly reshaping supply chain and decision making. In order to facilitate better decision making and to meet the growth in demand for greater visibility when conducting negotiations, the SCM analytics team embarked on developing comprehensive dashboards from which 'Vendor 360' was born. Vendor 360 provides a comprehensive view of all vendors capturing key analytics including vendor spend patterns, split by purchasing organisation. The dashboard will bring in a unique visibility by linking vendors who are also customers and by identifying the scale of reciprocal business.

The published dashboards can be viewed by the sourcing team, management as well as any user division and the inputs from the Vendor 360 can be used for commercial negotiations and vendor selection. Analytics within SCM expands the data analysis beyond the traditional methods of data collection and analysis, secondly it provides comprehensive insight to current and new data sources – these new insights will improve supply chain decision making all the way from daily operational tasks to selection of the right vendors.

Optimising Dialog Enterprise Customer Solutions

To meet the growing demand of enterprises and to improve the turnaround time of our customer requests, Dialog Supply Chain management together with the Enterprise Business Unit identified key areas where framework contracts could be established. Where there is a significant dependency on suppliers to design, implement and support our customer requirements, these frameworks once established will yield to both operational and commercial benefits for the Company as well as our customers with immediate effect.

These frameworks will enable short turnaround time for both de-centralised and centralised sourcing requirements across the small, small and medium, and large business enterprises. This stands to increase Dialog's competitiveness in the market and secure higher customer satisfaction.

There were no significant changes to the structure and nature of the supply chain throughout the Reporting Year. For a high-level breakdown of Dialog's supply chain, and more information on the types of suppliers engaged with, the key spend categories and the characteristics specific to Dialog's business operations and requirements, please refer the 2017-2019 Sustainability Reports at: *https://dlg.dialog.lk/sustainability-report.*

Requirement	2020 Jan-Dec	
Percentage of new suppliers that were screened using social and environmental criteria	100%	
Number of suppliers assessed for social and environmental and social impacts	48	Based on the number of vendors profiled during the period
Number of suppliers identified as having significant actual and potential negative social and environmental impacts	0	Dialog VCM team conducted 7 remote supplier site visits to verify compliance against the Dialog Supplier CoC
Significant actual and potential negative social and environmental impacts identified in the supply chain	0	
Percentage of suppliers identified as having significant actual and potential negative social and 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 social and environmental impacts with which relationships were terminated as a result of assessment, and why	0%	

Process Excellence & Governance

Progress on Targets set for 2020

Target	Actions Implemented through Reporting Year	Status Update
1 Environmental Performance Monitoring (Continuation)	Implementation of improved systems for tracking and reporting energy and resource consumption and waste data across the operations. Prototypes iterated during current reporting cycle – development opportunities to be addressed in the following Reporting Year by conducting energy audits and comprehensive waste management framework. Assessment of all Generators to better understand parameters towards NOx calculation through energy audits to measure efficiency parameters, and through air-quality testing of stack emissions at each location.	**Partially Completed.** Cross-functional effort to devise action plan underway. Task to be completed in next reporting cycle
2 Occupational Health and Safety (Continuation)	Perform an assessment of jobs having a high risk for occupational diseases across the entire operations of Dialog. Initiate preparations towards implementing ISO45001 Health and Safety Management system. + cases of ill-health	**Carried Forward.** Inability to complete task because of changes in responsibilities due to COVID-19 pandemic.
3 Employee Wellbeing	Implement process for regular reviews of key policies and processes covering key HR areas, including Diversity and Non-Discrimination and Labour practices. Create awareness on above-mentioned policies and processes by conducting trainings and refreshers through the Sustainability Academy.	**Carried Forward.** Inability to complete task because of changes in responsibilities due to COVID-19 pandemic.
4 Anti-Corruption and Ethical Business Practices (Continuation)	Provide an overview to the Board of Directors of the policies and processes governing anti-corruption.	**Completed.**
5 Reporting Subsidiaries' Triple-Bottom Line Performance	Extension of current sustainability data management mechanisms to all subsidiaries.	**Completed.**
6 Impact Measurement	Extension of Impact Measurement process to cover all newly initiated Community Investment and Digital Impact projects, with measured impact to be report as part of annual process.	**Completed.** In-depth assessments on-going.
7 Awareness creation and stakeholder engagement on core Sustainability topics - Engraining Sustainability within the corporate culture	Conducted mass internal and external communications campaigns targeted at creating a sound understanding of sustainable lifestyles and actions, and the benefits brought about by such. Awareness creation will also focus on the Company's ISO14001 implementation and cover the roles and responsibilities of each employee, and the significance of such contributions.	**Completed.** External campaign on-going.

Targets for 2021

Description	Actions to be Implemented in the Following Reporting Year
1 Environmental Performance Monitoring	Extending digitisation to energy performance monitoring – implementing IOT-based automated systems for tracking and reporting energy and resource consumption across all operations.
2 Occupational Health and Safety (Continuation)	Perform an assessment of jobs having a high risk for occupational diseases across the entire operations of Dialog. Initiate preparations towards implementing ISO45001 Health and Safety Management system.
3 Employee Wellbeing	Implement process for regular reviews of key policies and processes covering key HR areas, including Diversity and Non-Discrimination and Labour practices. Create awareness on above-mentioned policies and processes by conducting trainings and refreshers through the Sustainability Academy.
4 Awareness creation and stakeholder engagement on core Sustainability topics - Engraining Sustainability within the corporate culture	Conduct communications campaigns targeted at creating a sound understanding of sustainable lifestyles and actions, and the benefits brought about by such across the value chain. Initial campaign to target retail-chain. Awareness creation will also focus on the Company's ISO14001 implementation and cover the roles, responsibilities and requirements related to the retail chain, along with the significance of such contributions.
5 Waste Management	Complete elimination of usage of single-use plastics at all Dialog premises
	80% reduction in cardboard, plastic and polythene waste entering into landfills by end 2021

Sustainability Governance – Affiliations and Disclosures

Dialog represents the interests of its stakeholders through active participation in industry forums and maintains affiliations to the following organisations:

Charter/ Principle	Stakeholder involvement in development and governance of initiative
GSMA M-Women Working Group	Partner organisation.
GSMA Mobile Alliance Against Child Sexual Abuse Content	Member organisation.
GSMA M-Agri Programme	Partner organisation.
Biodiversity Sri Lanka [formerly IUCN Business and Biodiversity Platform]	Member organisation (Founding Patron Member).
Signatory to United Nations Global Compact [Since the inception]	Member organisation.
Global Compact Network of Ceylon	Founding Board Member, founding Steering Committee Member [14]. Steer-Co member up-to 2016. Currently a member organisation.
Ministry of Education	Partner organisation.
Ministry of Public Administration and Disaster Management	Partner organisation.
CSR Sri Lanka	Founding member.

Gender breakdown of the highest governance body			
Board of Directors	Male **10**		Female **01**

Age-wise breakdown of the highest governance body	18-25	26-35	35-50	>50

14 As a member of the United Nations Global Compact, Dialog continues to uphold its commitment to the UNGC guiding principles and the UN Sustainable Development Goals

102-18	Governance structure, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	The Board of Directors is the highest governing body. Committees of the governing body are: 1. Board Audit Committee 2. Nominating and Remuneration Committee (NRC) 3. Capital Investment and Procurement Management Committee (CIPMC) 4. Related Party Transactions Review Committee (RPTRC)
102-19	Report the process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.	The delegation of authority for matters related to sustainability has been formalised in the Group Policies and Limits of Authority document.
102-20	Whether organisation has appointed executive level position(s) with responsibility for environmental and social topics and whether post holders report directly to the highest body	The Group Sustainability division is responsible for such matters and report to Group Chief Executive Officer ("GCEO"). The GCEO will in return report to the NRC and Board.
102-21	Processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics.	The GCEO and the NRC will act as the intermediary (ies).
102-22	Composition of the highest governance body and its committees by: Competences relating to economic, environmental and social impacts	
	Composition of the highest governance body and its committees by: Competences relating to economic, environmental and social impacts	

	BOD	BAC	NRC	CIPMC	BRCC	RPTRC
Executive	1	0	0	1 (1 Ex-officio member)	1	0
Non-executive	10	3	3	3	3	2
Independent	3	2	2	2	2	2
Tenure on the governance body	Please refer the Annual Report - Profile of Directors	Please refer the Annual Report - Profile of Directors	Please refer the Annual Report - Profile of Directors	Please refer the Annual Report - Profile of Directors	Please refer the Annual Report - Profile of Directors	Please refer the Annual Report - Profile of Directors
Number of each individual's other significant positions and commitments, and the nature of the commitments	Please refer the Annual Report - Profile of Directors	Please refer the Annual Report - Profile of Directors	Please refer the Annual Report - Profile of Directors	Please refer the Annual Report - Profile of Directors	Please refer the Annual Report - Profile of Directors	Please refer the Annual Report - Profile of Directors
Gender	10 Male, 1 Female	Male	Male	Male	Male	Male
Membership of under-represented social groups	None	None	None	None	None	None
Competences relating to economic, environmental and social impacts	None	None	None	None	None	None
Stakeholder representation	Major shareholder representation only – by 07 nominee directors	Major shareholder representation only – by 01 nominee director	Major shareholder representation only – by 01 nominee director	Major shareholder representation only – by 01 nominee director	Major shareholder representation only – by 01 nominee director	None

Sustainability Governance – Affiliations and Disclosures Contd.

102-23	Report whether the Chair of the highest governance body is also an executive officer (and, if so, his or her function within the Organisation's management and the reasons for this arrangement).	No, the Chairman is Non-Executive
102-24	Nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members, including: ■ Whether and how diversity is considered ■ Whether and how independence is considered ■ Whether and how expertise and experience relating to economic, environmental and social topics are considered ■ Whether and how stakeholders (including shareholders) are involved	In the process of nomination of directors, the Board and the NRC, evaluates the balance of skills, knowledge and experience on the Board and selects candidates who would complement the make-up of the Board. When doing so the skill-set, experience, knowledge, diversity, and availability of the candidate are taken into consideration. Further, whether the candidate is independent in character and judgment and whether there are relationships or circumstances which are likely to affect, or could appear to affect, his/her judgment is also considered. All directors appointed to the Board are required to retire and submit themselves for re-election by the shareholders at the AGM immediately succeeding his/her appointment.
102-25	Processes for the highest governance body to ensure conflicts of interest are avoided and managed. Report whether conflicts of interest are disclosed to stakeholders, including, as a minimum: ■ Cross-board membership ■ Cross-shareholding with suppliers and other stakeholders ■ Existence of controlling shareholder ■ Related party disclosures	Yes, all directors are required to disclose their interest, which is entered in the interest register maintained by the Company required by the Companies Act. The names of Directors who were directly or indirectly interested in a contract or a proposed transaction with the Company or the Group during the year were disclosed by the Directors and updated in their interests register.
102-26	Highest governance body's and senior executives' roles in the development, approval, and updating of the organisation's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts.	Subject to the authority delegated to management under the Limits of Authority, the above are approved by the Board, based on the recommendation of the GCEO as proposed by the relevant CXO.
102-27	Measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics.	The Board/NRC is briefed on such matters by the management at the Committee meetings. STING Consultants, on the request of Dialog, conducted a specialised refresher on Sustainability for the Board of Directors as part of the Board's continuous training programme.
102-28	Processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics. Whether such evaluation is independent or not, and its frequency. Whether such evaluation is a self-assessment.	A performance self-evaluation is carried out internally on a periodic basis. A self-evaluation is conducted within Group Sustainability's quarterly updates to the board. The evaluation covers performance on key economic, environmental and social topics of priority at all levels of the company.
	Actions taken in response the evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics, including, as a minimum, changes in membership and organisational practice.	None

102-29	Report the highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities. Include the highest governance body's role in the implementation of due diligence processes.	The identification of the risks will be carried out by the Board Risk and Compliance Committee on behalf of the Board, in consultation with the relevant business process owners. The Board Audit Committee is responsible for identification and resolving of queries on governance. The Board delegates responsibility to management on a per case basis, with respect to due diligence processes.
	Report whether stakeholder consultation is used to support the highest governance body's identification and management of economic, environmental and social impacts, risks, and opportunities.	Yes, stakeholder consultation is an integral part of the ERM process within Dialog.
102-30	Highest governance body's role in reviewing the effectiveness of the organisation's risk management processes for economic, environmental and social topics.	The Group's risk management framework is reviewed by the Board Risk and Compliance Committee and the Board on a quarterly basis.
102-32	Report the highest committee or position that formally reviews and approves the organisation's sustainability report and ensures that all material Aspects are covered	Director/Group Chief Executive
102-33	Report the process for communicating critical concerns to the highest governance body.	The GCEO/Top Management will communicate the same to the Board of Directors. A concern is judged to be critical, as per the discretion of the individual responsible for each communication. Such discussions are conducted 'in camera'. Of the concerns taken up for discussion with the Board in 2018, none were deemed 'critical' as per the Board/Company Secretary's definition.
102-34	Nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them.	Concerns are considered 'critical' when existing internal controls are inadequate to appropriately address them, or when the introduction of new controls or processes are required to resolve said concerns. If the deviation in controls was found to be minor in nature and does not require the attention of the Board, remedial action may be taken at a lower level, with concerns resolved without the involvement of the Board.

Dialog's remuneration policy in relation to its highest governance body, which is the Board of Directors, and other senior executives is governed by the Company's performance framework and is not currently based on any specific economic, environmental and social objective. The individual aspects or types of remuneration within the aforementioned remuneration policy are as follows:

- Performance-based pay - Salary increments granted by the Company are based on the annual performance review mechanism and differentiated based on the employee designation/category. The Annual Increment Plan is sent for Board approval as part of a special presentation on employee performance, motivation and retention.

- Bonuses - Bonuses are disbursed based on the individual's Performance Review Rank and the remuneration mix, which are considerations when deriving the bonus quantum.

The Annual Bonus Plan is also sent for Board approval as part of the special presentation on employee performance, motivation and retention.

- Termination Payments – Based on the termination clause included with the Letter of Appointment.

- Retirement Benefit schemes - In line with statutory requirements.

Dialog does not currently disburse remuneration information publicly with regard to equity-based pay policies, deferred or vested shares, sign-on bonuses or recruitment incentive payments and clawbacks.

Please refer the Dialog Axiata Annual Report 2020 – Corporate Governance Report for a more detailed look at remuneration policies applicable to its highest governing body.

GRI Content Index

For the Materiality Disclosures Service, GRI Services reviewed that the GRI content index is clearly presented and the references for Disclosures 102-40 to 102-49 align with appropriate sections in the body of the report.

GRI Standard	Disclosure	Content Directory [Sections, Page Numbers and Links]	External Assurance Indicate if the Standard Disclosures has been externally assured. If yes, include the page reference for the External Assurance Statement in the Report.
GRI 101: Foundation 2016			
General Disclosures			
GRI 102: General Disclosures 2016	102-1	About Dialog Axiata PLC [Page 9], Annual Report - Introduction to the Company [Page 1 – viewed at https://dlg.dialog.lk/financial-report-archives#annual-reports]	Yes, please refer Independent Assurance Statement on Page 122
	102-2	About Dialog Axiata PLC [Page 9], Annual Report - Group Chief Executive's Review of Operations [Page 9 - viewed at https://dlg.dialg.lk/financial-report-archives#annual-reports], Annual Report - Business and Financial Review [Page 28 – viewed at https://dlg.dialog.lk/financial-report-archives#annual-reports]	Yes, please refer Independent Assurance Statement on Page 122
	102-3	Annual Report - Corporate Information [Inner Back Cover– viewed at https://dlg.dialog.lk/financial-report-archives#annual-reports], Sustainability Report back cover	Yes, please refer Independent Assurance Statement on Page 122
	102-4	About Dialog Axiata PLC [Page 9], Annual Report – Business and Financial Review [Page 28 – viewed at https://dlg.dialog.lk/financial-report-archives#annual-reports]	Yes, please refer Independent Assurance Statement on Page 122
	102-5	About Dialog Axiata PLC [Page 9]	Yes, please refer Independent Assurance Statement on Page 122
	102-6	About Dialog Axiata PLC [Page 9], Annual Report – Business and Financial Review [Page 28 – viewed at https://dlg.dialog.lk/financial-report-archives#annual-reports]	Yes, please refer Independent Assurance Statement on Page 122
	102-7	About Dialog Axiata PLC [Page 9], Employee Wellbeing [Page 66], Annual Report - Business and Financial Review [Page 28 – viewed at https://dlg.dialog.lk/financial-report-archives#annual-reports]	Yes, please refer Independent Assurance Statement on Page 122
	102-8	Employee Wellbeing [Page 68]	Yes, please refer Independent Assurance Statement on Page 122
	102-9	About this Report [Page 10], Responsible Procurement [Page 104]	Yes, please refer Independent Assurance Statement on Page 122
	102-10	Group Chief Executive's Review [Page 14], Report Scope and Boundary [Page 8], Annual Report - Business and Financial Review [Page 28 – viewed at https://dlg.dialog.lk/financial-report-archives#annual-reports]	Yes, please refer Independent Assurance Statement on Page 122
	102-11	Environmental Performance [Page 60]	Yes, please refer Independent Assurance Statement on Page 122
	102-12	Sustainability and Governance [Page 29], Report Scope and Boundary [Page 8]	Yes, please refer Independent Assurance Statement on Page 122
	102-13	Sustainability and Governance [Page 29], Sustainable Development Goals [Page 34], About this Report [Page 8]	Yes, please refer Independent Assurance Statement on Page 122
	102-14	Group Chief Executive's Review [Page 14]	Yes, please refer Independent Assurance Statement on Page 122

GRI Standard	Disclosure	Content Directory (Sections, Page Numbers and Links)	External Assurance Indicate if the Standard Disclosures has been externally assured. If yes, include the page reference for the External Assurance Statement in the Report.
	102-15	Group Chief Executive's Review (Page 14), Managing Risk (Page 24)	Yes, please refer Independent Assurance Statement on Page 122
	102-16	About Dialog Axiata PLC (Page 9), Group Chief Executive's Review (Page 14)	Yes, please refer Independent Assurance Statement on Page 122
	102-17	Group Chief Executive's Review (Page 14), Employee Wellbeing (Page 68), Anti-Corruption and Ethical Business Practices (Page 100)	Yes, please refer Independent Assurance Statement on Page 122
	102-18	Sustainability and Governance – Affiliations and Disclosures (Page 108), Annual Report – Corporate Governance Report (Page 46 – viewed at https://dlg.dialog.lk/financial-report-archives#annual-reports)	Yes, please refer Independent Assurance Statement on Page 122
	102-19	Sustainability and Governance – Affiliations and Disclosures (Page 108), Annual Report - Corporate Governance Report (Page 46 – viewed at https://dlg.dialog.lk/financial-report-archives#annual-reports)	Yes, please refer Independent Assurance Statement on Page 122
	102-20	Sustainability and Governance – Affiliations and Disclosures (Page 108)	Yes, please refer Independent Assurance Statement on Page 122
	102-21	Group Chief Executive's Review (Page 14), Sustainability and Governance – Affiliations and Disclosures (Page 108)	Yes, please refer Independent Assurance Statement on Page 122
	102-22	Sustainability and Governance – Affiliations and Disclosures (Page 108), Annual Report - Corporate Governance Report (Page 46 – viewed at https://dlg.dialog.lk/financial-report-archives#annual-reports)	Yes, please refer Independent Assurance Statement on Page 122
	102-23	Sustainability and Governance – Affiliations and Disclosures (Page 108), Annual Report - Corporate Governance Report (Page 46 – viewed at https://dlg.dialog.lk/financial-report-archives#annual-reports)	Yes, please refer Independent Assurance Statement on Page 122
	102-24	Sustainability and Governance – Affiliations and Disclosures (Page 108)	Yes, please refer Independent Assurance Statement on Page 122
	102-25	Sustainability and Governance – Affiliations and Disclosures (Page 108), Annual Report - Corporate Governance Report (Page 46 – viewed at https://dlg.dialog.lk/financial-report-archives#annual-reports)	Yes, please refer Independent Assurance Statement on Page 122
	102-26	Sustainability and Governance – Affiliations and Disclosures (Page 108), Annual Report - Corporate Governance Report (Page 46 – viewed at https://dlg.dialog.lk/financial-report-archives#annual-reports)	Yes, please refer Independent Assurance Statement on Page 122
	102-27	Sustainability and Governance – Affiliations and Disclosures (Page 108)	Yes, please refer Independent Assurance Statement on Page 122
	102-28	Sustainability and Governance – Affiliations and Disclosures (Page 108)	Yes, please refer Independent Assurance Statement on Page 122
	102-29	Sustainability and Governance – Affiliations and Disclosures (Page 108)	Yes, please refer Independent Assurance Statement on Page 122
	102-30	Sustainability and Governance – Affiliations and Disclosures (Page 108), Managing Risk (Page 24)	Yes, please refer Independent Assurance Statement on Page 122
	102-31	Sustainability and Governance – Affiliations and Disclosures (Page 108)	Yes, please refer Independent Assurance Statement on Page 122

GRI Standard	Disclosure	Content Directory (Sections, Page Numbers and Links)	External Assurance Indicate if the Standard Disclosures has been externally assured. If yes, include the page reference for the External Assurance Statement in the Report.
	102-32	Group Chief Executive's Review [Page 14], Sustainability and Governance – Affiliations and Disclosures [Page 108]	Yes, please refer Independent Assurance Statement on Page 122
	102-33	Sustainability and Governance – Affiliations and Disclosures [Page 108]	Yes, please refer Independent Assurance Statement on Page 122
	102-34	Sustainability and Governance – Affiliations and Disclosures [Page 108]	Yes, please refer Independent Assurance Statement on Page 122
	102-35	Sustainability and Governance – Affiliations and Disclosures [Page 108]	Yes, please refer Independent Assurance Statement on Page 122
	102-36	Remuneration [Page 79]	Yes, please refer Independent Assurance Statement on Page 122
	102-37	Remuneration [Page 79]	Yes, please refer Independent Assurance Statement on Page 122
	102-38	Remuneration [Page 79]	Yes, please refer Independent Assurance Statement on Page 122
	102-39	Remuneration [Page 79]	Yes, please refer Independent Assurance Statement on Page 122
	102-40	Stakeholder Engagement [Page 21], Value Chain Mapping [Page 28]	Yes, please refer Independent Assurance Statement on Page 122
	102-41	Compliance [Page 31]	Yes, please refer Independent Assurance Statement on Page 122
	102-42	Stakeholder Engagement [Page 21]	Yes, please refer Independent Assurance Statement on Page 122
	102-43	Stakeholder Engagement [Page 21], Value Chain Mapping [Page 28]	Yes, please refer Independent Assurance Statement on Page 122
	102-44	Stakeholder Engagement [Page 21]	Yes, please refer Independent Assurance Statement on Page 122
	102-45	About this Report [Page 10], Annual Report - Business and Financial Review [Page 28 – viewed at https://dlg.dialog.lk/financial-report-archives#annual-reports]	Yes, please refer Independent Assurance Statement on Page 122
	102-46	About this Report [Page 10], Materiality Assessment 2020 [Page 20]	Yes, please refer Independent Assurance Statement on Page 122
	102-47	Matters of Material Importance [Page 26], Value Chain Mapping [Page 28]	Yes, please refer Independent Assurance Statement on Page 122
	102-48	About this Report [Page 10]	Yes, please refer Independent Assurance Statement on Page 122
	102-49	About this Report [Page 10]	Yes, please refer Independent Assurance Statement on Page 122
	102-50	About this Report [Page 10]	Yes, please refer Independent Assurance Statement on Page 122
	102-51	About this Report [Page 10]	Yes, please refer Independent Assurance Statement on Page 122
	102-52	About this Report [Page 10]	Yes, please refer Independent Assurance Statement on Page 122

GRI Standard	Disclosure	Content Directory (Sections, Page Numbers and Links)	External Assurance Indicate if the Standard Disclosures has been externally assured. If yes, include the page reference for the External Assurance Statement in the Report.
	102-53	About this Report (Page 10)	Yes, please refer Independent Assurance Statement on Page 122
	102-54	About this Report (Page 10)	Yes, please refer Independent Assurance Statement on Page 122
	102-55	GRI Content Index (Page 112)	Yes, please refer Independent Assurance Statement on Page 122
	102-56	About this Report (Page 10), Independent Assurance Statement (Page 122)	Yes, please refer Independent Assurance Statement on Page 122
Material Topics			
Economic Performance			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	Group Chief Executive's Review (Page 14), Economic Performance (Page 54)	Yes, please refer Independent Assurance Statement on Page 122
	103-2 The management approach and its components	Group Chief Executive's Review (Page 14), Economic Performance (Page 54)	Yes, please refer Independent Assurance Statement on Page 122
	103-3 Evaluation of the Management Approach	Annual Report 2020 – Business and Financial Review (Page 28 – viewed at https://dlg.dialog.lk/financial-report-archives#annual-reports)	Yes, please refer Independent Assurance Statement on Page 122
	201-1 Direct economic value generated and distributed	Economic Performance (Page 54)	Yes, please refer Independent Assurance Statement on Page 122
	201-2 Financial implications and other risks and opportunities due to climate change	Managing Risk (Page 24), Environmental Performance (Page 60).	Yes, please refer Independent Assurance Statement on Page 122
GRI 201: Economic Performance 2016	201-3 Defined benefit plan obligations and other retirement plans	Annual Report – Notes to the Financial Statements (Page 81 – viewed at https://dlg.dialog.lk/financial-report-archives#annual-reports)	Yes, please refer Independent Assurance Statement on Page 122
	201-4 Financial assistance received from the government	Annual Report – Notes to the Financial Statements (Page 81 – viewed at https://dlg.dialog.lk/financial-report-archives#annual-reports)	Yes, please refer Independent Assurance Statement on Page 122
Indirect Economic Impacts			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	Community Investment and Social Stewardship (Page 38), Group Chief Executive's Review (Page 14), Digital Inclusion (Page 87)	Yes, please refer Independent Assurance Statement on Page 122
	103-2 The management approach and its components	Community Investment and Social Stewardship (Page 38), Group Chief Executive's Review (Page 14), Digital Inclusion (Page 87)	Yes, please refer Independent Assurance Statement on Page 122
	103-3 Evaluation of the Management Approach	Community Investment and Social Stewardship (Page 38)	Yes, please refer Independent Assurance Statement on Page 122

GRI Content Index Contd.

GRI Standard	Disclosure	Content Directory (Sections, Page Numbers and Links)	External Assurance Indicate if the Standard Disclosures has been externally assured. If yes, include the page reference for the External Assurance Statement in the Report.
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Community Investment and Social Stewardship (Page 38)	Yes, please refer Independent Assurance Statement on Page 122
	203-2 Significant indirect economic impacts	Digital Inclusion (Page 87)	Yes, please refer Independent Assurance Statement on Page 122
Anti-Corruption			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	Anti-Corruption and Ethical Business Practices (Page 100)	Yes, please refer Independent Assurance Statement on Page 122
	103-2 The management approach and its components	Anti-Corruption and Ethical Business Practices (Page 100)	Yes, please refer Independent Assurance Statement on Page 122
	103-3 Evaluation of the Management Approach	Anti-Corruption and Ethical Business Practices (Page 100)	Yes, please refer Independent Assurance Statement on Page 122
GRI 205: Anti-Corruption 2016	205-1 Operations assessed for risks related to corruption	Managing Risk (Page 24)	Yes, please refer Independent Assurance Statement on Page 122
	205-2 Communication and training about anti-corruption policies and procedures	Anti-Corruption and Ethical Business Practices (Page 100)	Yes, please refer Independent Assurance Statement on Page 122
	205-3 Confirmed incidents of corruption and actions taken	Anti-Corruption and Ethical Business Practices (Page 100)	Yes, please refer Independent Assurance Statement on Page 122
Energy			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	Environmental Performance (Page 60)	Yes, please refer Independent Assurance Statement on Page 122
	103-2 The management approach and its components	Environmental Performance (Page 60)	Yes, please refer Independent Assurance Statement on Page 122
	103-3 Evaluation of the Management Approach	Environmental Performance (Page 60)	Yes, please refer Independent Assurance Statement on Page 122
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	Environmental Performance (Page 60)	Yes, please refer Independent Assurance Statement on Page 122
	302-2 Energy consumption outside of the organisation	Environmental Performance (Page 60)	Yes, please refer Independent Assurance Statement on Page 122
	302-3 Energy intensity	Environmental Performance (Page 60)	Yes, please refer Independent Assurance Statement on Page 122

GRI Standard	Disclosure	Content Directory (Sections, Page Numbers and Links)	External Assurance Indicate if the Standard Disclosures has been externally assured. If yes, include the page reference for the External Assurance Statement in the Report.
	302-4 Reduction of energy consumption	Environmental Performance (Page 60)	Yes, please refer Independent Assurance Statement on Page 122
	302-5 Reductions in energy requirements of products and services	Not applicable.	–
Emissions			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	Environmental Performance (Page 60)	Yes, please refer Independent Assurance Statement on Page 122
	103-2 The management approach and its components	Environmental Performance (Page 60)	Yes, please refer Independent Assurance Statement on Page 122
	103-3 Evaluation of the Management Approach	Environmental Performance (Page 60)	Yes, please refer Independent Assurance Statement on Page 122
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Environmental Performance (Page 60)	Yes, please refer Independent Assurance Statement on Page 122
	305-2 Energy indirect (Scope 2) GHG emissions	Environmental Performance (Page 60)	Yes, please refer Independent Assurance Statement on Page 122
	305-3 Other indirect (Scope 3) GHG emissions	Environmental Performance (Page 60)	Yes, please refer Independent Assurance Statement on Page 122
	305-4 GHG emissions intensity	Environmental Performance (Page 60)	Yes, please refer Independent Assurance Statement on Page 122
	305-5 Reduction of GHG emissions	Environmental Performance (Page 60)	Yes, please refer Independent Assurance Statement on Page 122
	305-6 Emissions of ozone-depleting substances (ODS)	Not applicable.	Yes, please refer Independent Assurance Statement on Page 122
	305-7 Nitrogen oxides (Nox), sulfur oxides (SOx), and other significant air emissions	Environmental Performance (Page 60)	Yes, please refer Independent Assurance Statement on Page 122
Environmental Compliance			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	Group Chief Executive's Review (Page 14), Compliance (Page 31)	Yes, please refer Independent Assurance Statement on Page 122
	103-2 The management approach and its components	Group Chief Executive's Review (Page 14), Compliance (Page 31)	Yes, please refer Independent Assurance Statement on Page 122
	103-3 Evaluation of the Management Approach	Compliance (Page 31)	Yes, please refer Independent Assurance Statement on Page 122

GRI Content Index Contd.

GRI Standard	Disclosure	Content Directory (Sections, Page Numbers and Links)	External Assurance Indicate if the Standard Disclosures has been externally assured. If yes, include the page reference for the External Assurance Statement in the Report.
GRI 307: Environmental Compliance 2016	307-1 Non-compliance with environmental laws and regulations	Compliance [Page 31]	Yes, please refer Independent Assurance Statement on Page 122
Supplier Environmental Assessment			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	Responsible Procurement [Page 104]	Yes, please refer Independent Assurance Statement on Page 122
	103-2 The management approach and its components	Responsible Procurement [Page 104]	Yes, please refer Independent Assurance Statement on Page 122
	103-3 Evaluation of the Management Approach	Responsible Procurement [Page 104]	Yes, please refer Independent Assurance Statement on Page 122
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Responsible Procurement [Page 104]	Yes, please refer Independent Assurance Statement on Page 122
	308-2 Negative environmental impacts in the supply chain and actions taken	Responsible Procurement [Page 104]	Yes, please refer Independent Assurance Statement on Page 122
Occupational Health and Safety			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	Occupational Health and Safety [Page 80]	Yes, please refer Independent Assurance Statement on Page 122
	103-2 The management approach and its components	Occupational Health and Safety [Page 80]	Yes, please refer Independent Assurance Statement on Page 122
	103-3 Evaluation of the Management Approach	Occupational Health and Safety [Page 80]	Yes, please refer Independent Assurance Statement on Page 122
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Occupational Health and Safety [Page 80]	Yes, please refer Independent Assurance Statement on Page 122
	403-2 Hazard identification, risk assessment, and incident investigation	Occupational Health and Safety [Page 80]	Yes, please refer Independent Assurance Statement on Page 122
	403-3 Occupational health services	Occupational Health and Safety [Page 80]	Yes, please refer Independent Assurance Statement on Page 122

GRI Standard	Disclosure	Content Directory (Sections, Page Numbers and Links)	External Assurance Indicate if the Standard Disclosures has been externally assured. If yes, include the page reference for the External Assurance Statement in the Report.
	403-4 Worker participation, consultation, and communication on occupational health and safety	Occupational Health and Safety (Page 80)	Yes, please refer Independent Assurance Statement on Page 122
	403-5 Worker training on occupational health and safety	Occupational Health and Safety (Page 80)	Yes, please refer Independent Assurance Statement on Page 122
	403-6 Promotion of worker health	Occupational Health and Safety (Page 80)	Yes, please refer Independent Assurance Statement on Page 122
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational Health and Safety (Page 80)	Yes, please refer Independent Assurance Statement on Page 122
	403-8 Workers covered by an occupational health and safety management system	Occupational Health and Safety (Page 80)	Yes, please refer Independent Assurance Statement on Page 122
	403-9 Work-related injuries	Occupational Health and Safety (Page 80)	Yes, please refer Independent Assurance Statement on Page 122
	403-10 Work-related ill health	Occupational Health and Safety (Page 80)	Yes, please refer Independent Assurance Statement on Page 122
Training and Education			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	Employee Competence (Page 72)	Yes, please refer Independent Assurance Statement on Page 122
	103-2 The management approach and its components	Employee Competence (Page 72)	Yes, please refer Independent Assurance Statement on Page 122
	103-3 Evaluation of the Management Approach	Employee Competence (Page 72)	Yes, please refer Independent Assurance Statement on Page 122
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Employee Competence (Page 72)	Yes, please refer Independent Assurance Statement on Page 122
	404-2 Programs for upgrading employee skills and transition assistance programs	Employee Competence (Page 72)	Yes, please refer Independent Assurance Statement on Page 122

GRI Content Index Contd.

GRI Standard	Disclosure	Content Directory [Sections, Page Numbers and Links]	External Assurance Indicate if the Standard Disclosures has been externally assured. If yes, include the page reference for the External Assurance Statement in the Report.
	404-3 Percentage of employees receiving regular performance and career development reviews	Employee Wellbeing [Page 68]	Yes, please refer Independent Assurance Statement on Page 122
Local Communities			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	Group Chief Executive's Review [Page 14]	Yes, please refer Independent Assurance Statement on Page 122
	103-2 The management approach and its components	Group Chief Executive's Review [Page 14]	Yes, please refer Independent Assurance Statement on Page 122
	103-3 Evaluation of the Management Approach	Community Investment and Social Stewardship [Page 38], Digital Inclusion [Page 87]	Yes, please refer Independent Assurance Statement on Page 122
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Community Investment and Social Stewardship [Page 38]	Yes, please refer Independent Assurance Statement on Page 122
	413-2 Operations with significant actual and potential negative impacts on local communities	Community Investment and Social Stewardship [Page 38]	Yes, please refer Independent Assurance Statement on Page 122
Supplier Social Assessment			
GRI 103: Management Approach 2016	103-1 Explanation 9o the material topic and its Boundaries	Responsible Procurement [Page 104]	Yes, please refer Independent Assurance Statement on Page 122
	103-2 The management approach and its components	Responsible Procurement [Page 104]	Yes, please refer Independent Assurance Statement on Page 122
	103-3 Evaluation of the Management Approach	Responsible Procurement [Page 104]	Yes, please refer Independent Assurance Statement on Page 122
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Responsible Procurement [Page 104]	Yes, please refer Independent Assurance Statement on Page 122
	414-2 Negative social impacts in the supply chain and actions taken	Responsible Procurement [Page 104]	Yes, please refer Independent Assurance Statement on Page 122

GRI Standard	Disclosure	Content Directory [Sections, Page Numbers and Links]	External Assurance Indicate if the Standard Disclosures has been externally assured. If yes, include the page reference for the External Assurance Statement in the Report.
Customer privacy			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	Cybersecurity and Data Privacy [Page 102]	Yes, please refer Independent Assurance Statement on Page 122
	103-2 The management approach and its components	Cybersecurity and Data Privacy [Page 102]	Yes, please refer Independent Assurance Statement on Page 122
	103-3 Evaluation of the Management Approach	Cybersecurity and Data Privacy [Page 102]	Yes, please refer Independent Assurance Statement on Page 122
GRI 418: Customer privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Cybersecurity and Data Privacy [Page 102]	Yes, please refer Independent Assurance Statement on Page 122
Socioeconomic Compliance			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	Compliance [Page 31]	Yes, please refer Independent Assurance Statement on Page 122
	103-2 The management approach and its components	Group Chief Executive's Review [Page 14]	Yes, please refer Independent Assurance Statement on Page 122
	103-3 Evaluation of the Management Approach	Compliance [Page 31]	Yes, please refer Independent Assurance Statement on Page 122
GRI 419: Socioeconomic Compliance 2016	419-1 Non-compliance with laws and regulations in the social and economic area	Compliance [Page 31]	Yes, please refer Independent Assurance Statement on Page 122

Independent Assurance Statement

DNV·GL

Scope and Approach

DNV GL AS represented by DNV GL Business Assurance Lanka Private Limited ('DNV') was engaged by the management of Dialog Axiata PLC ('Dialog' or 'the Company', Company Registration Number PQ 38) to undertake an independent assurance for the sustainability performance related to its identified material topics and reported in Dialog's Sustainability Report 2020 ('the Report') in its printed format and referenced disclosures within the report, for the financial year ending 31st December 2020. The Report is prepared based on the Global Reporting Initiative (GRI) Standards 2016 and its revisions (GRI Standards) and its 'Comprehensive' option of reporting. The intended user of this Assurance Statement is the management of the Company. Our assurance engagement was planned and carried out in May 2021 – September 2021.

We performed our assurance (Type 2, Moderate level) activities using AccountAbility's AA1000 Assurance Standard v3 (August 2020, 'AA1000AS v3') and DNV's assurance methodology VeriSustain™1 , which is based on our professional experience, international assurance best practices including International Standard on Assurance Engagements 3000 (ISAE 3000) Revised* and the GRI's Principles for Defining Report Content and Quality.

We planned and performed our work to obtain the evidence we considered necessary to provide a basis for our assurance opinion and the process did not involve engagement with external stakeholders. In doing so, we evaluated the qualitative and quantitative disclosures presented in the Report, together with Dialog's procedures for ensuring the accuracy and reliability of disclosed information.

The reporting topic boundaries of sustainability performance are based on the materiality assessment carried out by Dialog covering internal and external impacts of identified topics for its operations in Sri Lanka and is as set out in the Report in the section *"About this Report"*.

We understand that the reported data on economic performance, and other financial data within the Report are based on financial disclosures and data which has been subjected to a separate independent statutory audit process and is not included in our scope of work.

Responsibilities of the Management of Dialog and of the Assurance Provider

The Management of the Company has the sole accountability for the preparation of the Report and are responsible for all information disclosed in the Report as well as the processes for collecting, analysing and reporting the information. Dialog is also responsible for ensuring the maintenance and integrity of reported and referenced sustainability disclosures in its website and referenced documents. In performing assurance work, our responsibility is to the Management; however, our statement represents our independent opinion and is intended to inform the outcome of our assurance to the stakeholders of Dialog.

DNV provides a range of other services to Dialog, none of which in our opinion constitute a conflict of interest with this assurance work. DNV was not involved in the preparation of any statement or data included in the Report except for this Assurance Statement.

DNV's assurance engagements are based on the assumption that the data and information provided by the Company to us as part of our review have been provided in good faith and free from any misstatements. DNV expressly disclaims any liability or co-responsibility for any decision a person or an entity may make based on this Assurance Statement.

Basis of our Opinion

A multi-disciplinary team of sustainability and assurance specialists performed assurance work to obtain the evidence considered necessary for providing a basis for our opinion for a limited level of assurance based on DNV's VeriSustain. Due to the outbreak of the COVID-19 pandemic and related travel restrictions, we carried out remote assessments with teams at Dialog's Head Office at Colombo, Sri Lanka in line with DNV's remote audit methodology as one-to-one discussions and onsite assurance was not feasible. We adopted a risk-based approach, that is, we concentrated our verification efforts on the issues of high material relevance to Company and its key stakeholders. We undertook the following activities:

■ Reviewed the Company's approach to stakeholder engagement, its materiality determination process and the outcome as stated in this Report. We did not have any direct engagement with external stakeholders;

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1. *The VeriSustain protocol is available on request from www.dnv.com*

* *Assurance Engagements other than Audits or Reviews of Historical Financial Information.*

- Examined and reviewed documents, data and other information made available by the Company related to disclosures through remote assessments;

- Conducted in-person and remote interviews with top and senior management team of Company and other representatives, including process owners and decision-makers from different divisions and functions of the Company to validate the disclosures. We were free to choose interviewees and interviewed those with overall responsibility to deliver the Company's sustainability objectives;

- Remote assessments with Dialog's Head Office in Colombo, Sri Lanka to review processes and systems for preparing site level sustainability data and implementation of sustainability strategies;

- Remote assessments to perform sample-based reviews of the mechanisms for implementing the Company's sustainability related policies, as described in the Report. Performed sample-based checks of the processes for generating, gathering and managing the quantitative data and qualitative information included in the Report.

- An independent assessment of the Report against the GRI Standards: Comprehensive option of reporting.

During the assurance process, we did not come across limitations to the agreed scope of our assurance engagement.

Opinion

On the basis of the verification undertaken, nothing has come to our attention that causes us to believe that the Report does not properly describe Dialog's adherence to the GRI Standards: Comprehensive option of reporting including the GRI 102: General Disclosures 2016, GRI 103: Management Approach 2016 and disclosures related to the following GRI Topic-specific Standards which have been chosen by Dialog to bring out its performance against its identified material topics:

- GRI 201: Economic Performance 2016 – 201-1, 201-2, 201-3, 201-4;
- GRI 203: Indirect Economic Impacts 2016 – 203-1, 203-2;
- GRI 205: Anti-corruption 2016 – 205-1, 205-2, 205-3;
- GRI 302: Energy 2016 – 302-1, 302-2, 302-3, 302-4;
- GRI 305: Emissions 2016 – 305-1, 305-2, 305-3, 305-4, 305-4, 305-5, 305-6, 305-7;
- GRI 307: Environmental Compliance 2016 – 307-1;
- GRI 308: Supplier Environmental Assessment 2016 – 308-1, 308-2;
- GRI 403: Occupational Health and Safety 2018 – 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 403-10;
- GRI 404: Training and Education 2016 – 404-1, 404-2, 404-3;
- GRI 413: Local Communities 2016 – 413-1, 413-2;
- GRI 414: Supplier Social Assessment 2016 – 414-1, 414-2;
- GRI 418: Customer Privacy 2016 – 418-1;
- GRI 419: Socioeconomic Compliance 2016 – 419-1.

Observations

Without affecting our assurance opinion, we also provide the following observations evaluating the Report's adherence to the AA1000 Accountability Principles Standard (2018):

Materiality

The process of determining the issues that are most relevant to an organization and its stakeholders.

The Report describes how Dialog identifies and arrives at the twelve (12) material topics and respective reporting boundaries, which are deemed to be important to the Company and its stakeholders. The process involved surveys and benchmarking with external stakeholders, and internal inputs from the enterprise risk matrix, the Group Chief Executive's Key Performance Indices and considerations based on internal policy coverage and implementation of best practices.

Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Materiality.

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Note 1: Indicator 302-5 has been indicated as being not applicable to the Company

Note 2: Dialog considers emissions due to Electricity – Transmission and Distribution Losses, Hired Vehicles – Diesel and Petrol, Air Travel, Employee Commuting – Diesel and Petrol as part of its Scope 3 emissions reported under GRI 305-3.

DNV·GL

Inclusivity

The participation of stakeholders in developing and achieving an accountable and strategic response to Sustainability.

The Report brings the process through which Dialog has identified its key stakeholder groups, that is, customers, the general public, shareholders, civil society organisations, regulators, employees, retailers and distributers, suppliers and the media. The comprehensive, independent stakeholder study carried out by Dialog continued during the reporting period to gauge and identify emerging stakeholder concerns and issues and evaluate material issues.

Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Inclusivity.

Responsiveness

The extent to which an organization responds to stakeholder issues.

The Report brings out descriptions of the policies, governance mechanisms, management approaches and strategies related to the thirteen (13) Topic-specific Standards that Dialog has identified as material to its business and stakeholders. The Report also describes Dialog's communication against the UN Global Compact's Principles and the Core Subjects of ISO26000, as well as the formal and informal processes in place to engage with key stakeholders and respond to their significant concerns and issues.

Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Responsiveness.

Reliability

The accuracy and comparability of information presented in the report, as well as the quality of underlying data management systems

The majority of the qualitative and quantitative disclosures verified through remote assessments with teams at Dialog's Head Office were found to be fairly accurate and reliable. Some of the inaccuracies in data and information identified during the verification process were found to be attributable to transcription, interpretation and aggregation errors. These identified errors were not found to be attributable to systemic errors in management systems and were communicated and corrected.

Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Reliability.

Impact

The level to which an organisation monitors, measures and is accountable for how its actions affect its broader ecosystems.

The Report describes the key performance metrics, stakeholder engagement studies and management systems which Dialog has established to monitor, measure and evaluate direct and indirect impacts related to its identified material topics, as well as action plans to mitigate impacts on its key stakeholder groups.

Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Impact.

Specific Evaluation of the Information on Sustainability Performance

We consider the methodology and process for gathering information developed by Dialog for its sustainability performance reporting to be appropriate, and both qualitative and quantitative data included in the Report was found to be identifiable and traceable; the personnel responsible were able to demonstrate the origin and interpretation of the data and its reliability. Nothing has come to our attention that the information provided to us was inconsistent, inaccurate and unreliable, or that the Report is not a faithful description of Dialog's reported sustainability activities for the reporting period.

Additional principles as per DNV VeriSustain
Completeness

How much of all the information that has been identified as material to the organisation and its stakeholders is reported

The Report considers the Principle of Completeness as described in the GRI Standards to bring out Dialog's economic, environmental and social performance covering its wholly and non-wholly owned subsidiaries excluding associate companies where Dialog owns a minority stake. The requirements for the GRI Standards: Comprehensive option of reporting including descriptions of strategies, management approach, policies and performance metrics are brought out in the Report.

Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Completeness considering the identified scope, boundary and time.

DNV·GL

Neutrality

The extent to which a report provides a balanced account of an organization's performance, delivered in a neutral tone.

The Report brings out the key concerns of stakeholders, challenges, macroeconomic environment and sustainability performance of the Company in a neutral tone in terms of content and presentation, while applying adequate consideration to not unduly influence stakeholders' opinions made based on the reported data and information.

Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Neutrality.

Statement of Competence and Independence

DNV applies its own management standards and compliance policies for quality control, in accordance with ISO IEC 17021:2015 - Conformity Assessment Requirements for bodies providing audit and certification of management systems, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

We have complied with the DNV Code of Conduct[2] during the assurance engagement and maintain independence where required by relevant ethical requirements including the AA1000AS v3 Code of Practice. This engagement work was carried out by an independent team of sustainability assurance professionals. DNV was not involved in the preparation of any statements or data included in the Report except for this Assurance Statement and Management Report. DNV maintains complete impartiality toward stakeholders interviewed during the assurance process. DNV did not provide any services to Dialog and its subsidiaries in the scope of assurance during 2020 that could compromise the independence or impartiality of our work.

For and on behalf of DNV GL AS

Radhakrishnan, Kiran	Digitally signed by Radhakrishnan, Kiran Date: 2021.09.01 16:03:59 +05'30'	Wickramasinghe, Rohitha	Digitally signed by Wickramasinghe, Rohitha Date: 2021.09.01 16:34:36 +05'30'	Vadakepatth, Nandkumar	Digitally signed by Vadakepatth, Nandkumar Date: 2021.09.01 16:28:21 +05'30'

Kiran Radhakrishnan

Lead Verifier,

DNV GL Business Assurance India Private Limited, India.

Rohitha Wickramasinghe

Operations Manager – Sri Lanka,

DNV GL Business Assurance Lanka [Private] Limited.

Vadakepatth Nandkumar

Assurance Reviewer,

DNV GL Business Assurance India Private Limited, India

1ST September 2021, Colombo, Sri Lanka.

AA1000
Licensed Report
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DNV GL Business Assurance Lanka [Private] Limited is part of DNV – Business Assurance, a global provider of certification, verification, assessment and training services, helping customers to build sustainable business performance. www.dnvgl.com

2.   *The DNV GL Code of Conduct is available on request from www.dnv.com*

United Nations Global Compact Advanced Level Communication on Progress

Criterion and Description	Relevant Sections 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, Sustainability and Governance
2	Effective decision-making processes and systems of governance for corporate sustainability	Sustainability and Governance
3	Engagement with all important stakeholders	Stakeholder Engagement and Materiality
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	Employee Wellbeing, Sustainability and Governance
6	Effective management systems to integrate the human rights principles	Employee Wellbeing, Strengthening Process Management, Responsible Procurement
7	Effective monitoring and evaluation mechanisms of human rights integration	Employee Wellbeing
8	Key outcomes of human rights integration	Employee Wellbeing, Responsible Procurement
Labour Principles Implementation	
9	Robust commitments, strategies or policies in the area of labour	Employee Wellbeing
10	Effective management systems to integrate the labour principles	Employee Wellbeing
11	Effective monitoring and evaluation mechanisms of labour principles integration	Employee Wellbeing
12	Key outcomes of the labour principles	Employee Wellbeing
Environmental Stewardship Implementation	
13	Robust commitments, strategies or policies in the area of environmental stewardship	Group Chief Executive's Review, Environmental Performance
14	Effective management systems to integrate the environmental principles	Environmental Performance
15	Effective monitoring and evaluation mechanisms for environmental stewardship	Environmental Performance
16	Key outcomes of integration of the environmental principles	Environmental Performance
Anti-Corruption Implementation	
17	Robust commitments, strategies or policies in the area of anti-corruption	Anti-corruption and Ethical Business Practices
18	Effective management systems to integrate the anti-corruption principle	Employee Wellbeing, Anti-corruption and Ethical Business Practices, Responsible Procurement
19	Effective monitoring and evaluation mechanisms for the integration of anti-corruption	Employee Wellbeing, Anti-corruption and Ethical Business Practices, Responsible Procurement, Employee Competence
20	Key outcomes of integration of the anti-corruption principle	Employee Wellbeing, Anti-corruption and Ethical Business Practices, 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

ISO 26,000 Self-Assessment Criteria

Core Subject	Sub Category	Relevant Sections in the Report
Human Rights	Due diligence	Sustainability and Governance
	Human rights risk situations	-
	Avoidance of complicity	Employee Wellbeing
	Resolving grievances	Anti-corruption and Ethical Business Practices
	Discrimination and vulnerable groups	Anti-corruption and Ethical Business Practices
	Civil and political rights	-
	Economic, Social and Cultural rights	-
	Fundamental principles and rights at work	Employee Wellbeing
Labour Practice	Employment and employment relationships	Employee Wellbeing
	Conditions of work and social protection	Employee Wellbeing, Occupational Health and Safety
	Social dialogue	Employee Wellbeing
	Health and safety at work	Occupational Health and Safety
	Human development and training in the workplace	Employee Competence
The Environment	Prevention of pollution	Environmental Performance
	Sustainable resource use	Environmental Performance
	Climate change mitigation and adaptation	Environmental Performance
	Protection of the environment, biodiversity and restoration of natural habitats	Environmental Performance
Fair Operating Practice	Anti-corruption	Anti-Corruption and Ethical Business Practices
	Responsible political involvement	Group Chief Executive's Review
	Fair competition	Group Chief Executive's Review, Anti-corruption and Ethical Business Practices
	Promoting social responsibility in the value chain	Responsible Procurement
	Respect for property rights	-
Consumer Issues	Fair marketing, factual and unbiased information and fair contractual practices	Group Chief Executive's Review, Sustainability and Governance
	Protecting consumers' health and safety	Sustainability and Governance
	Sustainable consumption	Group Chief Executive's Review, Digital Inclusion, Affordability
	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	-
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

Appendix

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

$$\frac{\text{No. of absentee days} \times 8.5}{\text{No. of hours worked}}$$

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 injuries (excluding fatalities)

$$\frac{\text{No. of high-consequence work-related injuries}}{\text{No. of hours worked}} \times 200{,}000$$

Climate Action and Energy Management

Conversion of Fuel Usage (Petrol and Diesel) in Litres to Gallons:

$$\frac{\text{Amount in Litres}}{4.54607446469973}$$

Conversion of Fuel Usage (Petrol) in Gallons to GigaJoules

$$\frac{\text{Amount in Gallons}}{8}$$

Conversion of Fuel Usage (Diesel) in Gallons to GigaJoules:

$$\frac{\text{Amount in Gallons}}{7.2463768115942}$$

Conversion of Electricity Usage from kWh to GigaJoules:

$$\frac{\text{Amount in kWh} \times 1{,}000 \times 3{,}600}{1{,}000{,}000{,}000}$$

Emissions Calculations – GHG, NO_x and SO_x (for each emission source/ activity)

Total Emissions =

Unit Measurement of Activity x

Individual Emission Factor

Abbreviations

2G	Second Generation Network Technologies
3G	Third Generation Network Technologies
4G	Fourth Generation Network Technologies
4G-LTE	Fourth Generation – Long-Term Evolution
AC	Air Conditioning
AGM	Annual General Meeting
AHT	Average Handling Time
API	Application Programming Interface
BAC	Board Audit Committee
BI	Business Intelligence
BOD	Board of Directors
BCM	Business Continuity Management
CIPMC	Capital Investment and Procurement Management Committee
CoC	Code of Conduct
CDMA	Code-Division Multiple Access
CMDP	Corporate Management Development Programme
CMMI	Capability Maturity Model Integration
CO_2	Carbon dioxide
CRS	Cost Rescaling
CSTA	Customer Service Training Academy
CXO	Chief Officer
DEFRA	Department for Environment, Food and Rural Affairs, United Kingdom
DFAT	Department of Foreign Affairs and Trade, Australia
DFID	Department for International Development of the UK
DMC	Disaster Management Centre of the Ministry of Disaster Management, Sri Lanka
DTV	Dialog Television
EBITDA	Earnings Before Interest, Tax, Depreciation and Amortisation
ERM	Enterprise Risk Management
FTK	Full Turn-Key
FY	Fiscal Year
GADP	Group Accelerated Development Programme
GCEO	Group Chief Executive Officer
GCCoO	Group Chief Corporate Officer
G.C.E. A/L	General Certificate of Examination - Advanced Level
G.C.E. O/L	General Certificate of Examination - Ordinary Level
GHG	Greenhouse Gas
GJ	Giga Joules
GLC	Group Leadership Committee
GRI	Global Reporting Initiative
GSMA	GSM Association, the global industry trade organisation for mobile network operators
GSMC	Group Senior Management Committee
HCM	Human Capital Management system
HR	Human Resources
HRIS	Human Resources Information System
HRM	Human Resources Manager

HRP	Human Resources Partner
ICT	Information and Communications Technology
IDC	Internet Data Centre
IoT	Internet of Things
ISO	International Organisation for Standardisation
ITI	Industrial Technology Institute
IVR	Interactive Voice Response
Kg	Kilogrammes
KPI	Key Performance Indicator
kWh	Kilowatt-hour
L&D	Learning and Development
LKR	Sri Lankan Rupee
LPWA	Low Power Wide Area
MJ	Mega Joules
MoE	Ministry of Education
MOU	Memorandum of Understanding
NB-IoT	Narrowband Internet of Things
NBRO	National Building Research Organisation
NBT	Nation Building Tax
NPAT	Net Profit After Tax
NPS	Net Promoter Score
NRC	Nominations and Remuneration Committee
OBD	On-Board Diagnostic
OSS	Operating Support System
OTT	Over-the-top
PCIDSS	Payment Card Industry Data Security Standard Ver 3.2
PCMM	People Capability Maturity Model
PPE	Personal Protective Equipment
PR	Performance Review
PWDs	Persons with Disabilities
QS	Quality Systems
R-22	Chlorodifluoromethane
R-401A	Refrigerant mixture of difluoromethane and pentafluoroethane
rNPS	relative Net Promoter Score
RPTRC	Related Party Transactions Review Committee
SCM	Supply Chain Management
SDG	Sustainable Development Goal
SMS	Short Message Service
tCO_2e	tonnes of Carbon dioxide equivalents
tNPS	Transactional Net Promoter Score
TRCSL	Telecommunications Regulatory Commission of Sri Lanka
UNGC	United Nations Global Compact
USD	United States Dollar
VAS	Value Added Service
VAT	Value Added Tax
YTD	Year-to-Date
YoY	Year-on-Year

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