

Appendix: Definitions

Customer Privacy

The right of the customer to privacy and personal refuge, including matters such as the protection of data, the use of information/ data only for its original intended purpose (unless specifically agreed otherwise), the obligation to observe confidentiality, and protection from misuse or theft. A customer is understood to include end-customers (consumer) as well as business-to-business customers.

Economic Impact

A change in the productive potential of the economy that has an influence on a community's or stakeholder's well-being and longer-term prospects for development.

Energy Reduction

The amount of energy no longer used or needed to carry out the same processes or tasks. The term does not include overall reduction in energy consumption from reducing production capacity or outsourcing organisational activities.

Indirect Economic Impact

An additional consequence of the direct impact of financial transactions and the flow of money between an organisation and its stakeholders.

Injury Rate

The frequency of injuries relative to the total no of work days for the total workforce in the reporting period (365).

Local Suppliers

Local suppliers are defined as those located in the countries in which Axiata operates. Each OpCo currently has a specific sub definitions under which they categorise the data for this report. As a result the overall procurement is not computable. We are currently developing the Group's definitions for the Sustainability Reporting Process to be used for for future reports.

Significant Locations of Operations

Our significant locations of operations are considered to be the consolidated entity and our continuing operations (consistent with our financial statements). Financial details of our continuing operations can be found in our Annual Report 2013.

Appendix: List of Abbreviations

Annual General Meeting (AGM)
 Axiata Young Talent Programme (AYTP)
 Axiata Procurement Centre (APC)
 Axiata Treasury Centre (ATC)
 Central Environment Authority (CEA)
 Company Secretary (CoSec)
 Corporate Responsibility (CR)
 Customer Relationship Management (CRM)
 Disaster and Emergency Warning Network (DEWN)
 Disaster Management Centre (DMC)
 Earnings Before Interest, Tax, Depreciation and Amortisation (EBITDA)
 Employee Engagement Survey (EES)
 Exceptional Performance (EP)
 Global Reporting Initiative (GRI)
 Global System for Mobile communications (GSM)
 Greenhouse Gas (GHG)
 Gross Domestic Product (GDP)
 Group Accelerated Development Programme (GADP)
 GSM Association (GSMA) is an association of mobile operators and related companies devoted to supporting the standardising, deployment and promotion of the GSM mobile telephone system.
 Health and Safety (H&S)
 High-Speed Downlink Packet Access (HSDPA)
 Human Resources (HR)
 Human Resource Development (HRD)
 Information and Communications Technology (ICT)
 International Mobile Telecommunications (IMT)
 International Standard Organisation (ISO)
 Key Performance Indicator (KPIs)
 Least Cost Network (LCN)
 Long Term Evolution (LTE)
 Malaysian Communications and Multimedia Commission (MCMC)
 Net Promoter Score (NPS)
 Non-Governmental Organisations (NGOs)
 Occupational Safety and Health Act (OSHA)
 Occupational Safety and Health Management System (OSH MS)
 OpCo Accelerated Development Programme (OADP)
 Operating Companies (OpCos)
 Personal Data Protection Act (PDPA)
 Profit After Tax (PAT)
 Quality, Health Safety, Environment (QHSE)
 Request for Proposals (RFP)
 Risk Management Committee (RMC)
 Short Message System (SMS)
 Uncompromising Integrity (UI)
 University Leadership Development Programme (ULDP)

Appendix

Data in Numbers

Aspect	Indicator	Detail	
Procurement Practices	EC9	Percentage Local ¹	
		Percentage Foreign ²	
Energy	EN3	Direct Energy Consumption ³	GJ
	EN4	Indirect Energy Consumption ⁴	GJ
Emissions	EN6	Energy Saved	GJ
	EN15	Scope 1 GHG - GHG from Fuel ⁵	Tonnes
	EN16	Scope 2 GHG - GHG from Grid ⁶	Tonnes
	EN19	Reduction of GHG ⁷	Tonnes
Overall Employment		Employees by Gender	Male Female
		Workforce ⁸	Male Female
Employment	LA1	Joining the Group - by Gender	Male Female
		Joining the Group - by Age	18 - 25 26 - 35 36 - 50 > 50
		Leaving the Group - by Gender	Male Female
		Leaving the Group - by Age	18 - 25 26 - 35 36 - 50 > 50

¹ Purchase from offices located in OpCo host country

² Purchase from offices located outside host country

³ Used referenced conversion rates for Diesel : <http://www.convertunits.com/from/gallon/to/gigajoule> and petrol: [http://www.convertunits.com/from/gallon+\[U.S.\]+of+diesel+oil/to/gigajoule](http://www.convertunits.com/from/gallon+[U.S.]+of+diesel+oil/to/gigajoule)

⁴ Used GRI conversion rates for the National Grid energy

⁵ US EPA stats on greenhouse gas emissions from fuel www.epa.gov/otaq/greenhousegases.htm

⁶ Most recently concluded CDM project in each country was used to calculate grid GHG emission

⁷ Savings accounted to emissions mentioned in EN15 and EN16

⁸ Employees and all the outsourced personnel engaged in office premises belonging to the Group

* Data is not available at the moment.

Refer page 083 for definitions used in this report.

	Celcom	XL	Dialog	Robi	Smart	Axiata	Overall
	46%	45%	48%	47%	*-	88%	46%
	54%	55%	52%	53%	-	12%	54%
	19,353	3,420,766	37,128	205,051	39,519	1,627	3,721,817
	822,797	515,616	570,995	513,228	59,271	-	2,483,535
	9,429	*-	14,918	5,217	718	-	30,282
	1,334.07	235,802	3,249	14,127	2,723	-	257,236
	153,559	103,839	67,151	88,389	10,302	304	423,574
	1,760	*-	4,373	899	57	-	7,088
	2668	1444	2445	1274	367	100	8298
	1847	577	608	131	171	67	3401
	2710	2085	2958	1274	571	100	9698
	1893	1406	645	131	320	67	4462
	370	165	262	186	60	40	1,083
	300	50	97	13	23	10	493
	138	50	210	47	36	2	482
	423	132	127	131	39	13	866
	108	29	20	21	8	30	216
	1	4	1	0	0	5	11
	254	150	202	145	90	5	856
	172	59	85	22	65	1	406
	58	29	80	13	49	0	232
	230	114	179	126	92	4	754
	120	60	27	27	12	2	248
	18	6	1	1	2	0	28

Appendix

Aspect	Indicator	Detail		
Health & Safety	LA6	Health & Safety Information Injuries (Workforce) ⁹ Injury Rate Fatalities Lost Days ¹⁰	Number Percentage Number Number	
Training	LA9	Average Training Hours per Employee	Female Male	
	LA11	Employees Receiving Performance Review	Female Male	
Diversity	LA12	Staff Diversity : Age	18 - 25 (F) 26 - 35 (F) 36 - 50 (F) >50 (F) 18-25 (M) 26 - 35 (M) 36 - 50 (M) >50 (M)	

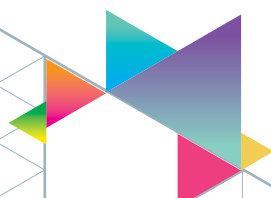
⁹ Injuries where the staff member was unable to continue/attend work for a minimum of ½ a day

¹⁰ Work days lost due to injury

* Numbers are not available at the moment.



	Celcom	XL	Dialog	Robi	Smart	Axiata	Overall
	1	2	3	*0	1	0	7
	0.22	0.55	0.82	0.0	1.37	0	2.47
	0	0	0	*0	*0	*0	0
	44	0	74	0	0	0	118
	43.16	32.66	24.08	45.27	29.17	6.57	34.5
	38.50	41.46	24.80	47.38	29.17	6.32	34.3
	76%	95%	89%	100%	92%	*-	83%
	78%	95%	92%	100%	89%	-	89%
	161	37	116	19	76	2	411
	734	287	393	37	93	23	1567
	920	241	97	75	2	38	1373
	33	12	2	0	0	4	51
	129	71	284	99	75	1	659
	799	727	1490	304	261	31	3612
	1621	627	639	852	28	52	3819
	118	19	32	19	3	16	207



Appendix

Aspect Boundaries

For each identified material issue, we assessed the impact related to it, and determined whether the impact occurred internally or externally.

G4-18
G4-20
G4-21

Material issues	Material Aspects	Support Activities				Primary Activity				
		Administration	Human Resources	Product R&D	Procurement	Network Infrastructure	Transport	Outbound Logistics	Sales & Marketing	Customer Services
Ethics and Integrity	Corruption	X	X		X			X	X	X
Employees	Employment		X							
	Training & Education		X							
	Diversity & Equal Opportunity		X							
	Labour Grievance		X							
	Human Rights Grievance		X							
Privacy & Data	Customer Privacy		X							X
	Marketing Communications								X	
Supply Chain	Procurement Practices			X						
	Supplier: Labour		X							
	Supplier: Human Rights		X							
	Supplier : Environment		+							
Charity/Community Development	Indirect Economic Impacts	X								
	Local Communities	X								
Network Coverage	Coverage in low/no income areas			X		X			+	X
Health & Safety	Health & Safety		X		X	+		+	+	
Bridging the Gap	Customer Satisfaction								+	X
	Inclusion			X						X
Environmental Footprint	Energy Consumption	X	X			X	+	X		

X - This segment is within the boundary of the concerned aspect and we have reported on it.

+ - This segment is within the boundary of the concerned aspect, but we haven't reported on it due to unavailability of information for the reporting cycle.

Table 9. Aspect boundaries for material aspects and the Group's disclosure

GRI Content Index

Custom Content Index - 'In Accordance' Core

This Content Index provides an overview of the G4 Standard Disclosures made in this report and the Axiata Annual Report 2013.

GENERAL STANDARD DISCLOSURES		
General Standard Disclosures	Page Number (or Link)	External Assurance
STRATEGY AND ANALYSIS		
G4-1	Page 13-15, Annual Report 2013 President & GCEO's Business Review	Page 93-95
ORGANIZATIONAL PROFILE		
G4-3	Page 6	Page 93-95
G4-4	Page 6-7, Annual Report 2013 Business Review	Page 93-95
G4-5	http://www.axiata.com/about-us/contact-us.htm	
G4-6	Page 8-9	Page 93-95
G4-7	Annual Report 2013 Group Corporate Structure	
G4-8	Page 8-9,	
G4-9	Page 8-9, 38, 84-85, Annual Report 2013 Financial Statements	
G4-10	Page 84-87	Page 93-95
G4-11	% not available	
G4-12	Page 47-48	
G4-13	Page 10, Annual Report 2013 Financial Statements	
G4-14	Page 18-19	
G4-15	Page 29	
G4-16	Page 13-15	
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES		
G4-17	Page 10, 11,	
G4-18	Page 21-23, 88	Page 93-95
G4-19	Page 22-23	Page 93-95
G4-20	Page 23-25, 88	
G4-21	Page 23, 88	
G4-22	No, this is the first GRI Report of Axiata Group	
G4-23	Page 10	
STAKEHOLDER ENGAGEMENT		
G4-24	Page 20	Page 93-95
G4-25	Page 20	Page 93-95
G4-26	Page 20	Page 93-95
G4-27	Page 20-21, 24-25	Page 93-95
REPORT PROFILE		
G4-28	Page 11	
G4-29	2012	
G4-30	Annual	
G4-31	Sustainability@axiata.com	
G4-32	Page 11, Appendix GRI Content Index, page 89	
G4-33	Page 11, 93	
GOVERNANCE		
G4-34	Annual Report 2013 Corporate Governance	
ETHICS AND INTEGRITY		
G4-56	Page 4-5	Page 93-95

GRI Content Index

SPECIFIC STANDARD DISCLOSURES				
DMA and Indicators	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	External Assurance
DMA and Indicators				
CATEGORY: ECONOMIC				
MATERIAL ASPECT: ECONOMIC PERFORMANCE				
G4-DMA	Page 16-17, 24-25			Page 93-95
G4-EC1	Annual Report 2013 Financial Statements			
MATERIAL ASPECT: INDIRECT ECONOMIC IMPACTS				
G4-DMA	Page 16-17, page 24-25			Page 93-95
G4-EC7	Page 60-67			
MATERIAL ASPECT: PROCUREMENT PRACTICES				
G4-DMA	Page 16-17, page 24-25			Page 93-95
G4-EC9	Page 47, 84-85			Page 93-95
CATEGORY: ENVIRONMENTAL				
MATERIAL ASPECT: ENERGY				
G4-DMA	Page 16-17, 24-25			Page 93-95
G4-EN3	Page 55-56, 84-85	Cooling and heating sold	Not applicable	Page 93-95
G4-EN4	Page 55-56, 84-85			Page 93-95
G4-EN6	Page 55-56, 84-85	Heating, cooling, and steam	Not applicable	Page 93-95
MATERIAL ASPECT: EMISSIONS				
G4-DMA	Page 16-17, 24-25			Page 93-95
G4-EN15	Page 56-57, 84-85	Gases included in the calculation (CH4, N2O, HFCs, PFCs, SF6, NF3, or all) consolidation approach	Not applicable	Page 93-95
G4-EN16	Page 56-57, 84-85	Consolidation approach	Not applicable	Page 93-95
G4-EN19	Page 56-57, 84-85	Gases included (whether CH4, N2O, HFCs, PFCs, SF6, NF3, or all)	Not applicable	Page 93-95
MATERIAL ASPECT: EFFLUENTS AND WASTE				
G4-DMA	Page 16-17, 24-25			
G4-EN23	Page 59	Wastes quantities	Not applicable	
MATERIAL ASPECT: SUPPLIER ENVIRONMENTAL ASSESSMENT				
G4-DMA	Page 16-17, 24-25	Quantitative data		
G4-EN32	No new suppliers were screened		The information is currently unavailable	



SPECIFIC STANDARD DISCLOSURES

DMA and Indicators	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	External Assurance
CATEGORY: SOCIAL				
SUB-CATEGORY: LABOUR PRACTICES AND DECENT WORK				
MATERIAL ASPECT: EMPLOYMENT				
G4-DMA	Page 16-17, 24-25			
G4-LA1	Page 38, 84-85			
MATERIAL ASPECT: LABOUR/MANAGEMENT RELATIONS				
G4-DMA	Page 16-17, 24-25			
G4-LA4	Sufficient time is given to employees			
MATERIAL ASPECT: OCCUPATIONAL HEALTH AND SAFETY				
G4-DMA	Page 16-17, 24-25			Page 93-95
G4-LA5	Floor-wise representation in all our offices	The percentage of the total workforce represented	The information is currently unavailable	
G4-LA6	Page 42-43, 86-87	Occupational diseases rate (ODR), absentee rate (AR), for the total workforce	Currently unavailable	Page 93-95
MATERIAL ASPECT: TRAINING AND EDUCATION				
G4-DMA	Page 16-17, 24-25			
G4-LA9	Page 37, 39, 86-87			
G4-LA11	Page 86-87			Page 93-95
MATERIAL ASPECT: DIVERSITY AND EQUAL OPPORTUNITY				
G4-DMA	Page 16-17, 24-25			
G4-LA12	Page 84-87, 80-81	Minority groups and other indicators of diversity	Sensitive information	
MATERIAL ASPECT: SUPPLIER ASSESSMENT FOR LABOUR PRACTICES				
G4-DMA	Page 16-17, 24-25			Page 93-95
G4-LA14	New suppliers screened using labour practices criteria	The percentage of new suppliers screened	The information is currently unavailable	Page 93-95
MATERIAL ASPECT: LABOUR PRACTICES GRIEVANCE MECHANISMS				
G4-DMA	Page 16-17, 24-25			
G4-LA16	Only grievances through whistle-blowing process. Page 41			

GRI Content Index

SPECIFIC STANDARD DISCLOSURES				
DMA and Indicators	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	External Assurance
SUB-CATEGORY: HUMAN RIGHTS				
MATERIAL ASPECT: NON-DISCRIMINATION				
G4-DMA	Page 16-17, 24-25			
G4-HR3	No cases were reported.			
MATERIAL ASPECT: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING				
G4-DMA	Page 16-17, 24-25			
G4-HR4	No cases were reported.			
MATERIAL ASPECT: CHILD LABOUR				
G4-DMA	Page 16-17, 24-25			
G4-HR5	No cases were reported.			
MATERIAL ASPECT: FORCED OR COMPULSORY LABOUR				
G4-DMA	Page 16-17, 24-25			
G4-HR6	No cases were reported			
MATERIAL ASPECT: SUPPLIER HUMAN RIGHTS ASSESSMENT				
G4-DMA	Page 16-17, 24-25			
G4-HR10	Page 47			
MATERIAL ASPECT: HUMAN RIGHTS GRIEVANCE MECHANISMS				
G4-DMA	Page 16-17, 24-25			
G4-HR12	Page 41			
SUB-CATEGORY: SOCIETY				
MATERIAL ASPECT: LOCAL COMMUNITIES				
G4-DMA	Page 16-17, 24-25			
G4-SO1	Page 60-67			
MATERIAL ASPECT: ANTI-CORRUPTION				
G4-DMA	Page 16-17, 24-25			
G4-SO3	Page 18-19, 41			
G4-SO4	Page 6-7, 24-25, 41, 47			
G4-SO5	No cases were reported			
SUB-CATEGORY: PRODUCT RESPONSIBILITY				
MATERIAL ASPECT: PRODUCT AND SERVICE LABELLING				
G4-DMA	Page 16-17, 24-25			
G4-PR5	Page 49-50	The key conclusion of customer satisfaction service	Confidential information	
MATERIAL ASPECT: MARKETING COMMUNICATIONS				
	Page 16-17, 24-25			
MATERIAL ASPECT: CUSTOMER PRIVACY				
G4-DMA	Page 16-17, 24-25			
G4-PR8	Page 50	Quantitative details of customers' complaints		