

Appendix

G4-18
G4-20
G4-21
G4-19

Aspect Boundaries

For each identified material issue, we assessed the impacts related to it, and determined whether the impacts occur internally or externally. For some of the impacts, we are in the process of capturing impacts and developing the reporting mechanisms. The below table indicates the status of reporting as well.

Aspect boundaries for material aspects and the Groups disclosure

Material issues	Material Aspects	Support Activities				Primary Activity				
		Administration	Human Resources	Product R&D	Procurement	Network Infrastructure	Transport	Outbound Logistics	Sales & Marketing	Customer Services
Governance & Responsible Business Conduct	Corruption	X	X		X			X	X	X
Business Performance	Economic Performance*	X	X		X			X	X	
Employee Development & Welfare Employment	Employment		X							
	Training & Education		X							
	Diversity & Equal Opportunity		X							
	Labour Grievance		X							
	Human Rights Grievance		X							
Customer Service	Product & Service Labeling		X							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 Quality & Coverage	Coverage in low/no income areas			X		X			+	X
Health & Safety	Health & Safety		X		X	+		+	+	
Disaster & Response	Indirect Economic Impacts	X								
	Local Communities	X								
Digital Inclusion, Product innovation & Research	Customer Satisfaction								+	X
	Inclusion			X						X
Energy & Climate Change	Energy Consumption	X	X			X	+	X		
	Emissions	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 have not reported on it due to unavailability of information for the reporting cycle.

* Addressed in the Axiata Annual Report 2014

Appendix

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.

Senior Management

Defined as the top management team of the entity, comprising of the CEO and his direct reports. This definition will be common across the Group, other than for Robi Axiata. Robi's identification of senior management would be the CEO, Executive Vice Presidents, and the Vice Presidents.

Direct Energy consumption - *Energy consumed for units/entities owned by the organisation. i.e, the diesel generators owned by us.*

Indirect Energy consumption - *Energy purchased or acquired and consumed within the organisation.*

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

For the purpose of this report, 'Local Suppliers' are vendors registered in the OpCo country. For Axiata Corporate Centre and edotco, the country is Malaysia, since both entities have their headquarters in Malaysia.

Significant Locations of Operations

(Significant locations of operations, would be each Operating Company, edotco and Axiata Corporate Centre, as defined in the report boundary)

Appendix: List of Abbreviations

<i>Annual General Meeting (AGM)</i>	<i>High-Speed Downlink Packet Access (HSDPA)</i>
<i>Application Programme Interface (API)</i>	<i>Human Resources (HR)</i>
<i>Australian Human Resources Institute (AHRI)</i>	<i>Information and Communications Technology (ICT)</i>
<i>Axiata Digital Innovation Fund (ADIF)</i>	<i>Information Technology (IT)</i>
<i>Axiata Digital Services (ADS)</i>	<i>International Federation of the Red Cross and Red Crescent Societies (IFRC)</i>
<i>Axiata Procurement Centre (APC)</i>	<i>International Organisation for Standardisation (ISO)</i>
<i>Axiata Young Talent Programme (AYTP)</i>	<i>Key Performance Indicators (KPI)</i>
<i>Bangladesh Rural Advancement Committee (formerly) (BRAC)</i>	<i>Local Partner Development Programme (LPDP)</i>
<i>Base Transceiver Station (BTS)</i>	<i>Long Term Evolution (LTE)</i>
<i>Business Continuity Management (BCM)</i>	<i>Malaysian Communications and Multimedia Commission (MCMC)</i>
<i>Business Development Programme (BDP)</i>	<i>Malaysian Global Innovation & Creativity Centre (MaGIC)</i>
<i>Capital Expenditure (Capex)</i>	<i>Market Capitalisation (Market Cap)</i>
<i>Cellular on Wheels (COW)</i>	<i>Mobile Internet Fulfilment Exchange (MIFE)</i>
<i>Chief X Officer (CXO)</i>	<i>Mobile Network Operators (MNOs)</i>
<i>Company Secretary (CoSec)</i>	<i>Memorandum of Understanding (MOU)</i>
<i>Corporate Development (CorpDev)</i>	<i>Ministry of International Trade & Industry (MITI)</i>
<i>Corporate Office (CorpOffice)</i>	<i>National Disaster Command Centre (NDCC)</i>
<i>Corporate Social Responsibility (CSR)</i>	<i>National Disaster Management Centre (NDMC)</i>
<i>Corporate Responsibility (CR)</i>	<i>Net Promoter Score (NPS)</i>
<i>Customers (Cx)</i>	<i>Occupational Safety and Health Act (OSHA)</i>
<i>Customer Experience (CE)</i>	<i>OpCo Accelerated Development Programme (OADP)</i>
<i>Customer Experience Management (CEM)</i>	<i>Operating Companies (OpCos)</i>
<i>Disaster and Emergency Warning Network (DEWN)</i>	<i>Personal Data Protection Act (PDPA)</i>
<i>Electromagnetic Field (EMF)</i>	<i>Profit After Tax (PAT)</i>
<i>Emergency Response Committee (ERC)</i>	<i>Radio Access Network (RAN)</i>
<i>Employee Engagement Index (EEI)</i>	<i>Request for Proposals (RFP)</i>
<i>Employee Engagement Survey (EES)</i>	<i>Risk Management Committee (RMC)</i>
<i>Enterprise Risk Management (ERM)</i>	<i>Senior Leadership Team (SLT)</i>
<i>Environmental, Social, and Governance (ESG)</i>	<i>Short Message System (SMS)</i>
<i>Gigajoule (GJ)</i>	<i>Skim Latihan 1 Malaysia (SL1M)</i>
<i>Global Price Book (GPB)</i>	<i>Social Return on Investment (SROI)</i>
<i>Global Reporting Initiative (GRI)</i>	<i>Software Development Kit (SDK)</i>
<i>Global System for Mobile communications (GSM)</i>	<i>Specific, Measurable, Attainable, Relevant, Time-bound (SMART)</i>
<i>Go-to-market (GTM)</i>	<i>Strategic Business Unit (SBU)</i>
<i>Government-Linked Company (GLC)</i>	<i>Telekom Malaysia International (TMI)</i>
<i>Greenhouse Gas (GHG)</i>	<i>Uncompromising Integrity. Exceptional Performance (UIEP)</i>
<i>Group Accelerated Development Programme (GADP)</i>	<i>United Nations Convention on the Rights of the Child (CRC)</i>
<i>Group Risk Management Committee (GRMC)</i>	<i>United Nations Emergency Telecommunications Cluster (ETC)</i>
<i>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.</i>	<i>United Nations Office for the Coordination of Humanitarian Affairs (UN OCHA)</i>
<i>Health and Safety (H&S)</i>	<i>University Leadership Development Programme (ULDP)</i>

Appendix

Data in Numbers

Aspect	Indicator	Detail	Unit	
Market Presence	EC5	Ratios of standard entry level wage vs local minimum wage ¹¹	Ratio	
	EC6	Proportion of senior management from local country ¹¹	%	
Procurement Practices	EC9	Percentage local ¹¹	%	
		Percentage foreign	%	
Energy	EN3	Direct energy consumption ¹⁷	GJ ¹³	
		Indirect energy consumption ¹⁸	GJ ¹⁴	
	EN6	Energy saved	GJ	
Emissions	EN15	Scope 1 GHG - GHG from fuel	Tonnes ¹⁵	
	EN16	Scope 2 GHG - GHG from grid	Tonnes ¹⁶	
	EN19	Reduction of GHG	Tonnes	
Employment		Employees by gender	Male	
			Female	
			Total employee	
		Workforce ¹⁶	Male	
		Female		

¹¹ Ref page 86 for definitions

¹² Dialog is guided by the Shop and Office act, Sri Lanka

¹³ 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)

¹³ Used GRI conversion rates for the National Grid energy

¹⁴ US EPA stats on greenhouse gas emissions from fuel www.epa.gov/otaq/greenhousegases.htm

¹⁵ Most recently concluded CDM project in each country was used to calculate grid GHG emission

¹⁵ http://cdm.greentechmalaysia.my/up_dir/Final%20Report_CDM_Baseline_2012v2.pdf

¹⁶ Employees and all the outsourced personnel engaged in office premises belonging to the Group

¹⁷ Direct Energy consumption - Energy consumed for units/entities owned by the organisation

¹⁸ Energy purchased or acquired and consumed within the organisation

	Celcom	XL	Dialog	Robi	Smart	edotco	Axiata CC	Overall
	629:780	103:95	N/A ¹²	11:48	32:25	629:1385	-	N/A
	80%	-	80%	95%	14%	63%	64%	N/A
	85%	84%	50%	64%	47%	60%	87%	66%
	15%	16%	50%	36%	53%	40%	13%	34%
	2,914.60	377,837.36	34,061.81	231,541.63	58,625.85	8,405.01	-	713,385.25
	817,861.37	2,726,143.01	410,177.13	498,553.71	116,054.64	450,547.49	3,257.22	5,022,594.57
	-	-	2,769.95	4,812.00	-	-	-	-
	200.91	26,045.30	3,000.17	15,960.76	161.95	579.38	-	45,948.47
	168,343.13 ¹⁵	575,873.84	79,676.9	92,786.39	18,167.86	92,737.69 ¹⁵	670.44 ¹⁵	1,028,256.24
	-	-	273.49	331.71	-	-	-	605.19
	2,658	1,527	2,404	1,298	542	32	99	8,560
	1,984	613	592	131	269	17	78	3,684
	4,642	2,140	2,996	1,429	811	49	177	12,244
	2,703	3,599	3,362	1,298	540	32	99	11,633
	2,036		883	131	271	17	78	3,416

Appendix

Aspect	Indicator	Detail	Unit	
Employment	LA1	Joining the group - by gender	Male	
			Female	
		Joining the group - by age group	<20	
			20-29	
			30-39	
			40-49	
			50-59	
			>60	
		Leaving the group - by gender	Male	
			Female	
		Leaving the group - by age group	<20	
			20-29	
			30-39	
			40-49	
	50-59			
>60				
LA3	Employees who took maternity leave during the year	Number		
	Employees returning to work after maternity leave	%		
	Retention rate of employees who took maternity leave the year before	%		
Health & Safety	LA5	H&S representation	Number	
	LA6	Injuries (Workforce) ¹¹	Number	
			%	
		Fatalities	Number	
Lost days	Days			

¹¹ Ref page 86 for definitions

	Celcom	XL	Dialog	Robi	Smart	edotco	Axiata CC	Overall
	158	199	164	213	249	25	32	1,040
	184	88	66	20	109	10	18	495
	0	0	12	0	15	0	0	27
	233	96	183	76	296	10	5	899
	89	119	24	130	44	20	24	450
	15	70	6	22	3	4	18	138
	5	2	5	4	0	1	3	20
	0	0	0	1	0	0	0	1
	237	166	201	178	198	4	9	993
	184	74	80	24	125	1	3	491
	0	0	5	0	1	0	0	6
	188	75	169	19	266	0	1	718
	154	146	89	112	53	0	8	562
	63	17	9	60	3	5	3	160
	16	2	8	9	0	0	0	35
	0	0	1	2	0	0	0	3
	102	25	75	0	13	1	9	225
	93%	100%	95%	N/A	100%	100%	89%	96%
	N/A	N/A	91%	N/A	N/A	N/A	100%	N/A
	361	37	N/A	75	N/A	3	N/A	N/A
	1	1	N/A	2	0	0	N/A	4
	0.6%	0.3%	N/A	0.6%	0	0	N/A	1.1%
	0	0	0	0	0	0	N/A	0
	0	2	N/A	0	0	0	N/A	2

Appendix

Aspect	Indicator	Detail	Unit	
Training	LA9	Average training hours per employee	Male	
			Female	
		Percentage employees receiving performance review	Male	
			Female	
Diversity	LA12	Staff diversity: male by age group	<20	
			20-29	
			30-39	
			40-49	
			50-59	
			>60	
		Staff diversity: female by age group	<20	
			20-29	
			30-39	
			40-49	
			50-59	
			>60	
Equal Remuneration for Women and Men	LA13	Ratio of basic salary of women to men by employee category:		
		Middle management	ratio	
		Executive	ratio	
		Non-executive	ratio	

¹⁹ Does not include Senior management

	Celcom	XL	Dialog	Robi	Smart	edotco	Axiata CC	Overall
	29.72 ¹⁹	32.20	22.00	31.39	N/A	16.00	9.44	15.89
	39.97 ¹⁹	27.74	21.00	28.39	N/A	16.00	7.30	14.37
	100%	100%	100%	100%	89%	100%	100%	98%
	100%	100%	100%	100%	89%	100%	100%	98%
	0	0	3	0	4	0	0	7
	404	241	685	325	324	7	10	1,996
	1,021	835	1,307	781	186	20	40	4,190
	1,157	411	374	165	25	6	36	2,174
	197	24	32	27	2	2	13	297
	0	4	3	0	1	0	1	9
	0	0	1	0	11	0	0	12
	394	120	238	49	208	3	8	1,020
	692	344	296	75	48	4	32	1,491
	553	147	54	7	1	4	30	796
	58	14	3	0	0	3	7	85
	0	0	0	0	0	0	0	0
	1:0.92	-	1:0.97	1:0.82	1:0.94	1:1	-	N/A
	1:1	-	1:0.98	1:0.89	1:1	1:1.13	-	N/A
	1:1	-	1:1.1	1:0.98	1:2	1:1.04	-	N/A

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 2014.

GENERAL STANDARD DISCLOSURES		
General Standard Disclosures	Page Number (or Link)	External Assurance
STRATEGY AND ANALYSIS		
G4-1	Page 010-013, 016-017 Annual Report 2014 President & GCEO's Business Review	Page 098-103
ORGANISATIONAL PROFILE		
G4-3	Page 005	Page 098-103
G4-4	Page 005, Annual Report 2014 Business Review	Page 098-103
G4-5	http://www.axiata.com/about-us/contact-us.htm	-
G4-6	Page 006	Page 098-103
G4-7	Annual Report 2014 Group Corporate Structure	-
G4-8	Page 006	-
G4-9	Page 006, 032, 088-089 Annual Report 2014 Financial Statements	-
G4-10	Page 088-089	Page 098-103
G4-11	% not available	-
G4-12	Page 046-047	-
G4-13	Page 008, Annual Report 2014 Financial Statements	-
G4-14	Page 016-017	-
G4-15	Page 028-029	-
G4-16	Page 010-013	-
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES		
G4-17	Page 009	-
G4-18	Page 019,020,085	Page 098-103
G4-19	Page 085	Page 098-103
G4-20	Page 021, 025,035,045,053, 085	-
G4-21	Page 021, 085	-
G4-22	None	-
G4-23	Page 008	-
STAKEHOLDER ENGAGEMENT		
G4-24	Page 018	Page 098-103
G4-25	Page 018	Page 098-103
G4-26	Page 018	Page 098-103
G4-27	Page 018 -019, 025,035, 045, 053	Page 098-103
REPORT PROFILE		
G4-28	Page 009	-
G4-29	2013	-
G4-30	Annual	-
G4-31	Sustainability@axiata.com	-
G4-32	Page 009, Appendix GRI Content Index, page 094	-
G4-33	Page 009, 098	-
GOVERNANCE		
G4-34	Annual Report 2014 Corporate Governance	-
ETHICS AND INTEGRITY		
G4-56	Page 007	Page 098-103

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 014-015, 025			-
G4-EC1	Annual Report 2014 Financial Statements			-
MATERIAL ASPECT: MARKET PRESENCE				
G4-DMA	Page 014-015, 035			-
G4-EC5	Page 088-089			-
G4-EC6	Page 088-089			-
MATERIAL ASPECT: INDIRECT ECONOMIC IMPACTS				
G4-DMA	Page 014-015, 053			Page 098-103
G4-EC7	Page 060-065			Page 098-103
MATERIAL ASPECT: PROCUREMENT PRACTICES				
G4-DMA	Page 014-015, 045			Page 098-103
G4-EC9	Page 048, 088-089			Page 098-103
CATEGORY: ENVIRONMENTAL				
MATERIAL ASPECT: ENERGY				
G4-DMA	Page 014-015, 053			Page 098-103
G4-EN3	Page 054-057, 088-089	Cooling and heating sold	Not applicable	Page 098-103
G4-EN4	Page 054-057, 088-089			Page 098-103
G4-EN6	Page 054-057, 088-089	Heating, cooling, and steam	Not applicable	Page 098-103
MATERIAL ASPECT: EMISSIONS				
G4-DMA	Page 014-015, 053			Page 098-103
G4-EN15	Page 054-057, 088-089	Gases included in the calculation (CH4, N2O, HFCs, PFCs, SF6, NF3, or all) consolidation approach	Not applicable	Page 098-103
G4-EN16	Page 054-057, 088-089	Consolidation approach	Not applicable	Page 098-103
G4-EN19	Page 054-057, 088-089	Gases included (whether CH4, N2O, HFCs, PFCs, SF6, NF3, or all)	Not applicable	Page 098-103
MATERIAL ASPECT: EFFLUENTS AND WASTE				
G4-DMA	Page 014-015, 053			-
G4-EN23	Page 058	Wastes quantities	Not applicable	-
MATERIAL ASPECT: SUPPLIER ENVIRONMENTAL ASSESSMENT				
G4-DMA	Page 014-015, 045	Quantitative data		-
G4-EN32	No new suppliers were screened		The information is currently unavailable	-

GRI Content Index

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 014-015, 035			Page 098-103
G4-LA1	Page 037, 090-091			Page 098-103
G4-LA3	Page 090-091			-
MATERIAL ASPECT: LABOUR/MANAGEMENT RELATIONS				
G4-DMA	Page 014-015, 035			-
G4-LA4	Sufficient time is given to employees	Quantitative data		-
MATERIAL ASPECT: OCCUPATIONAL HEALTH AND SAFETY				
G4-DMA	Page 014-015, 035			Page 098-103
G4-LA5	Floor-wise representation in all our offices, page 90 - 91	The percentage of the total workforce represented	The information is currently unavailable	Page 098-103
G4-LA6	Page 090 - 091	Occupational diseases rate (ODR), absentee rate (AR), for the total workforce	Currently unavailable	Page 098-103
MATERIAL ASPECT: TRAINING AND EDUCATION				
G4-DMA	Page 014-015,035			Page 098-103
G4-LA9	Page 038, 092-093			-
G4-LA11	Page 092-093	Figure by category		Page 098-103
MATERIAL ASPECT: DIVERSITY AND EQUAL OPPORTUNITY				
G4-DMA	Page 014-015,035	Figure by category	Value 100% in majority	Page 098-103
G4-LA12	Page 092-093	Minority groups and other indicators of diversity	Sensitive information	-
MATERIAL ASPECT: SUPPLIER ASSESSMENT FOR LABOUR PRACTICES				
G4-DMA	Page 014-015,045			Page 098-103
G4-LA14	New suppliers screened using labour practices criteria	The percentage of new suppliers screened	The information is currently unavailable	Page 098-103

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 014-015,035			-
G4-HR3	No cases were reported.			-
MATERIAL ASPECT: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING				
G4-DMA	Page 014-015,035			-
G4-HR4	No cases were reported.			-
MATERIAL ASPECT: CHILD LABOUR				
G4-DMA	Page 014-015,035			-
G4-HR5	No cases were reported.			-
MATERIAL ASPECT: FORCED OR COMPULSORY LABOUR				
G4-DMA	Page 014-015,035			-
G4-HR6	No cases were reported			-
MATERIAL ASPECT: SUPPLIER HUMAN RIGHTS ASSESSMENT				
G4-DMA	Page 014-015, 045	The percentage of new suppliers screened		-
G4-HR10	Page 041		The information is currently unavailable	-
MATERIAL ASPECT: HUMAN RIGHTS GRIEVANCE MECHANISMS				
G4-DMA	Page 014-015, 035			-
G4-HR12	Page 043			-
SUB-CATEGORY: SOCIETY				
MATERIAL ASPECT: LOCAL COMMUNITIES				
G4-DMA	Page 014-015, 53	Quantitative information	Not Available	-
G4-SO1	Page 060-065			-
MATERIAL ASPECT: ANTI-CORRUPTION				
G4-DMA	Page 014-015, 035			Page 098-103
G4-SO3	Page 039	Quantitative information and significant risks	Currently not Available	Page 098-103
G4-SO4	Page 038-039	Quantitative information	The information is currently unavailable	Page 098-103
G4-SO5	No cases were reported			Page 098-103
SUB-CATEGORY: PRODUCT RESPONSIBILITY				
MATERIAL ASPECT: PRODUCT AND SERVICE LABELLING				
G4-DMA	Page 045			-
G4-PR5	Page 049	The key conclusion of customer satisfaction service	Confidential information	-
MATERIAL ASPECT: CUSTOMER PRIVACY				
G4-DMA	Page 014-015, 045			Page 098-103
G4-PR8	Page 051	Quantitative details of customers' complaints	Currently not available	-