



**PLANET & SOCIETY**

# Improving Environmental And Social Outcomes Across Our Regional Footprint

## Overview

**In line with greater global awareness on the need to act on developments impacting the environment and underserved communities,**

**we continue to be mindful of the steps we can take to contribute to better outcomes throughout our regional presence.**



Corporations play a key role in the mitigation of global warming and to keep global temperatures from rising by 1.5°C, through decisions they take to invest in researching and implementing new energy technologies and energy efficiency measures. At Axiata, we are committed to contributing to carbon reduction as we operate in a region particularly vulnerable to the impacts of climate change which can potentially affect the long-term sustainability of our business.

### GSMA Zero by 2050 Target

At the end of 2019, the GSMA launched its Zero by 2050 commitment, one of the first major sectors to voluntarily set an emissions reduction target. The commitment calls for GSMA members to commit to setting verifiable Science Based Targets (SBT) at 1.5°C or a target that aligns and meets national commitments.

Aligned to this, we are developing a robust strategic approach in the management of climate change. This includes developing a climate governance framework and setting targets. The pathway establishes mobile network operators to lower emissions by at least 45% by 2030.

# Improving Environmental And Social Outcomes Across Our Regional Footprint

## Minimising Our Carbon Footprint

Our carbon reduction strategy focuses on areas of operational control. Through a life cycle approach, we assess how we build green infrastructure, improve energy efficiency, and invest in renewable technologies. As the footprint of our network expands to connect more people, we are committed to

working with vendors and partners to explore innovative measures to improve our emission intensity with the long-term goal of reducing overall emissions.

### Building Green Structures

edotco Group provides best-in-class tower infrastructure and is committed to building environmentally friendly telecommunication structures. Since 2016, edotco Group has been working with a third-party verification body to quantify the reduction of carbon in the construction of

newly designed towers. By designing and building leaner and lighter structures, exploring alternative construction materials aside from steel, combined with investing in renewables, and increasing efficiency, edotco Group has been able to reduce its emissions by 54% per site from a 2013 baseline.



Design and construct 3-legged towers, which use **30%** less steel

**↓ 25% reduction** in carbon emissions per site



Sleeker and innovative tower designs using less materials

**↓ 30%-60% reduction**



**9** carbon fibre towers **↓ 20% reduction** per site



**15** towers built using bamboo

**↓ 70% reduction** carbon emissions per site

### Increasing Our Energy Efficiency

Over 96% of energy in our operations is used to power our network, and accounts for 97% of our total greenhouse gas emissions. As part of operational excellence, we monitor our energy consumption with an eye on reducing it wherever possible. Each OpCo establishes reduction

targets and environmental performance measured in the KPIs of senior management as part of operational excellence.



**87%** of edotco sites are monitored by ECHO, a centralised monitoring system which ensures energy efficiency of passive infrastructure



Progressive transition from diesel sites to grid powered sites

**↓ 41% reduction** emissions per site



Energy efficiency as part of sourcing criteria



Installing natural air cooling and outdoor cabins

# Improving Environmental And Social Outcomes Across Our Regional Footprint

## Minimising Our Carbon Footprint (Continued)

### Switching to Renewables

Across our operations, we turn to renewable energy where it is commercially viable. edotco's Bangladesh operation accounts for the majority of our renewable sites. With the advancement in renewable energy technology and lower costs, we continue to invest in and to work with partners to trial hybrid systems to maximise efficiencies.

Over **1,708** solar-powered sites



**12** wind turbine sites



**1** on-site hydrogen generation fuel cell site



**277** hybrid solar

**Solar +** Genset hybrid  
Grid Hybrid  
Wind Turbine



**32%** Year on Year increase in renewable energy by edotco Group



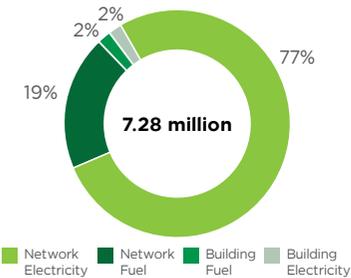
**> 38k GJ** of energy produced



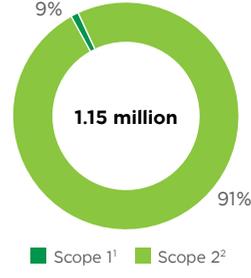
**2** methanol fuel cell sites



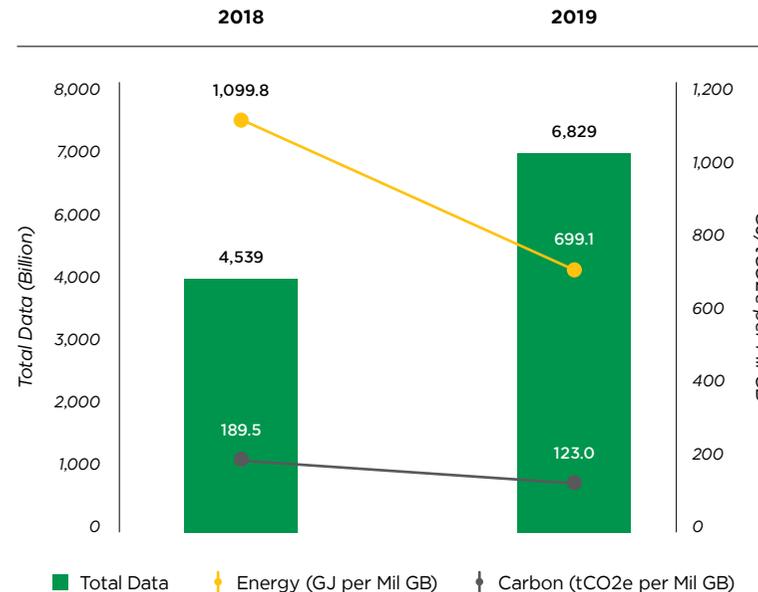
#### Total Energy by Source (GJ)



#### Total Emissions t/CO<sub>2</sub>e



#### Energy and Carbon Intensity (Digital Telco Only)

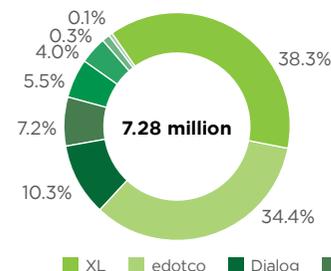


#### Tree Planting

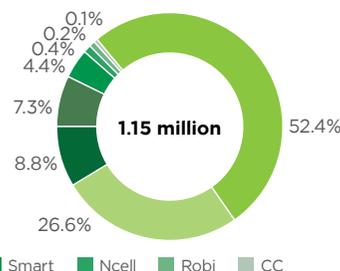
edotco Group conducts a tree planting programme in six of its markets.

- ▶ **1,300** mangroves, **400** bamboo trees and **975** other trees planted in Malaysia
- ▶ **1,020** bamboo and **520** other trees in Myanmar
- ▶ **350** trees planted in Bangladesh
- ▶ **500** trees planted in Cambodia
- ▶ **500** bamboo trees planted in Sri Lanka
- ▶ **9,000** trees planted in Pakistan

#### Energy by OpCo (GJ)



#### Total Emissions by OpCo t/CO<sub>2</sub>e



Notes: <sup>1</sup> Scope 1: Emissions are direct GHG emissions from sources that are owned or controlled by the Group  
<sup>2</sup> Scope 2: Emissions are indirect GHG emissions resulting from the generation of electricity, heating and cooling or steam purchased by the Group

# Supporting At-Risk Communities Through Disaster Response Preparedness

## Providing Critical Information At Communities' Fingertips

We operate in countries which are prone to weather events and natural disasters that can cause severe damage to the lives and property of local communities. With the onset of climate change, the occurrence and intensity of heatwaves, monsoons, and flooding are likely to worsen.

As a signatory to the GSMA Humanitarian Connectivity Charter, we are committed to improving disaster preparedness and resilience through our mobile network. Our networks play a critical role to assist in preparation and respond to disasters in each of our markets.

### Early Warning Services



- Launched in 2015, **Dialog's Early Warning Network (DEWN)** mobile app is a collaboration with the Disaster Management Centre of Sri Lanka
- The app proactively alerts the public of the likelihood of extreme weather, along with providing them with the tools to be better prepared
- Dialog signed an MoU with the World Food Programme to use cell tower-based heat maps to deploy rescue teams and resources more effectively
- Sent over **5,986,723 weather, landslide and flood alerts** since 2019



- Since 2016, Ncell has partnered with the Department of Hydrology and Meteorology (DHM) to connect **244 hydrometeorological stations and telemetry devices**
- Situated in river basins which are susceptible to flooding, SMSes are sent to warn communities to evacuate to higher ground to avoid potential loss of life and property
- **359 SIM cards** provided to DHM
- **2.6 million** flood alerts sent in 2019



- Smart Weather was developed in partnership with Earth Networks in 2017
- Uses data from **17 sensors** installed on Smart's base stations across Cambodia to provide accurate severe weather forecast and intelligence
- Designed for both individual users and institutional customers such as businesses from sectors like aviation, agriculture or tourism as well as government institutions and NGOs

### Post-Disaster Relief and Aid



- Three-year **RM300,000 humanitarian** support of Mercy Malaysia's missions to countries where we have a presence



- XL Axiata has continued to **support post-2019 tsunami** aid to Palu, Central Sulawesi
- Re-construction of a school in **Northern Lombok**
- Drought relief to **West Java**
- Provided flood aid to cities across **Java and Sumatra**



- Dialog Foundation provided aid to victims of the Easter terror attack that claimed 253 lives and injured hundreds
- Provided educational support for over **500 children**, and psychosocial rehabilitation for over **250 families**
- Completed **25 houses** in Eheliyagoda Ratnapura district

### National Capacity Building



- In 2019, in partnership with **GSMA, Celcom and XL Axiata**
- Hosted and engaged their respective National Disaster Management Agencies to **share and exchange global best practices** on how digital mobile can be leveraged upon in times of national disasters

### Information Services



- In 2019, we amplified the government's **Dengue awareness** message through mass media broadcast
- Robi provides a **toll-free number for awareness** and information on how to reduce the spread of communicable diseases after a disaster

# Responding To COVID-19

## Our Communities

Our community response to the COVID-19 crisis has focused on channelling financial and in-kind donations to support the needs of medical frontliners and vulnerable groups.

Axiata together with Celcom, edotco Group and Axiata Digital launched a RM150 million (USD35 million) cash fund to provide financial assistance to micro-SMEs. Under the current challenging conditions, micro-SMEs, which make up

more than 50% of SMEs in Malaysia and fall mostly within the B40 segment of society, will face mounting difficulties in operating their businesses.

Individually, our OpCos have also provided support as follows:

<p>► Provided <b>several consumer relief support</b> under its own initiative as well as jointly with industry players. This includes free <b>1GB/day of data, WhatsApp and O365 from 8am-6pm</b> valued at over <b>RM300 million (USD68.78 million)</b>. Support in-kind and cash of over <b>RM200,000 (USD45,860)</b> to the government in services, devices, donations, PPE and enhanced network capacity in critical sites have also been provided.</p>	<p>► Channelled an estimated <b>RM425,000 (USD97,440)</b> in total, comprising PPEs to frontliners in all eight of its footprint countries and donations for food and basic necessities for the urban poor. A further <b>USD20,000 contribution</b> was made to Smart's COVID-19 relief fund in Cambodia. edotco also sponsored <b>20 seats</b> for stranded Malaysians in Pakistan and deployed three eMOS units at the Sungai Buloh Hospital, Malaysia's main coronavirus treatment centre.</p>	<p>► Launched its <b>'Tabung COVID-19'</b> as a convenient channel to donate to the Malaysian Ministry of Health's Special Fund for COVID-19 which will be used to help frontliners and those affected by the outbreak. To date, it has collected approximately <b>RM600,000 (USD115,300)</b><sup>1</sup>.</p>	<p>► Established a <b>USD1 million COVID-19 Relief Fund</b> for any agency in the country to apply for, in support of key national initiatives addressing public awareness on social distancing, national crisis management and ICT for education and hygiene. Smart also implemented its 5G technology (on trial spectrum) at three main hospitals where COVID-19 patients are being warded, providing latent and unparalleled high-speed coverage.</p>	<p>► Contributed <b>NPR100 million (USD820,000)</b> for the COVID-19 Nepal Government Prevention Fund. Ncell also launched its USSD service to identify COVID-19 infections with <b>IVR *17100# surveys</b>, narrowing down cases with the highest probabilities. Additionally, Ncell has introduced its <b>StayHome packs</b> providing over <b>15GB data and special privileges for seven days</b> at an affordable price of <b>NPR230 (USD1.86)</b></p>	<p>► Invested <b>IDR85 billion (USD5 million)</b> to date in 2GB free internet data for all users, with <b>IDR10 billion (USD650,000)</b> contributed to the Indonesian Natural Disaster Bureau and a further <b>IDR10 billion</b> in the pipeline. It also launched an online learning under its <b>XL Future Leaders programme</b> and hosted webinars under its Sisternet initiative.</p>	<p>► Provided <b>free relief data, voice and SMS</b> for all mobile customers as well as access to all Dialog Television (DTV) channels at <b>no additional cost</b> to its DTV customers. Dialog also enabled Ministry of Health in creating multiple telemedicine units in 20 hospitals and donated PPE kits and free critical connectivity solutions to the National Infectious Diseases Hospital. Furthermore, Dialog has partnered with multiple media stations and contributed <b>RS.50 million (USD260,437)</b> to provide relief to the needy by distributing packages of dry rations daily to over <b>95,500 people in 320 villages across 18 districts in the island</b>.</p>	<p>► Formed a partnership with <b>A2i and the Health Ministry</b> to develop a <b>cutting-edge mobile app</b> to monitor and combat COVID-19. They also set aside a fixed amount of funding to procure supplies of <b>PPE to various hospitals and frontlines</b> dealing with COVID-19 cases and <b>provisioned disinfection booths at high traffic areas and outlets</b>. It has also arranged to supply packed food to homeless labourers in the city.</p>

Note: <sup>1</sup> Collection from 21 March-7 May through cash donations and Boost coins

# Committed To Sustainable Development

## Uplifting Communities With Long-Term Solutions

We are committed to supporting the principle of the UN SDGs, calling for the achievement of holistic sustainable development for all and leaving no one behind. Across our markets, we recognise the value of education and have developed programmes and offered scholarships to support the education needs of the next generation of citizens.

We impact communities through consciously identifying and working with local partners on unique programmes that leverage our OpCos' individual strengths and assets in connectivity, infrastructure and digital services to meet the specific needs of local communities and citizens.

### Supporting Education

- Dialog's Merit Scholarship Programme grants scholarships to **telecommunication, electronic, electrical and computer engineering students**
- Since 2003, the programme has supported more than **700 students** with a commitment of over **RS100 million**



- Since 2016, the SmartEdu Scholarship Programme has supported **67 Cambodian students with university scholarships worth up to USD1 million in total**
- > 900 students** from six provinces attended career advice and development workshops during the SmartEdu Discovery Days
- Annual SmartEdu Induction Camp with **3C and job preparation workshops** for all scholars



- In partnership with MARA Foundation, Pintar Harapan provides free tuition for primary school students from low-income rural schools in preparation for the national exams. Tutors are secondary school students from top national schools
- Involves more than **35 institutions** of higher learning, and over **4,500 students** from low income families in **237 schools**
- Contributed over **RM2 million** in collaboration with MARA Foundation



- Every year, **18 Ncell Scholarships and 6 Ncell Excellence Awards** are given to top students at the Institute of Engineering, Pulchowk Campus
- Committed to **RS13 million** funding between 2019-2023
- Organised a 3-day workshop on **Promoting quality Education** from early childhood attended by over **700 teachers** across the country



### Connecting to Basic Utilities

Launched in 2016, Tower to Community (T2C) has impacted local communities by providing connectivity to:

- > 4,600 families** in rural areas of Malaysia, Bangladesh, Pakistan and Myanmar
- Clinics in Myanmar to refrigerate vaccines to serve **2,500 families**
- Improve the learning environment of **> 800 students** in Cambodia and Bangladesh



- In Myanmar, edotco contributes to the provision of clean water and sanitation through a water tube well with reverse osmosis project in **5 regions**, impacting **1,207 families**



- The Nirapod Pani, Sustho Jibon programme supplies drinking water at **10 national railway stations**
- In partnership with WaterAid, drinking over **5,000 litres** of water is produced each day



### Access to Better Health Services

- Support Dhulikhel Hospital to establish **telemedicine and Health Informatics Programme** to serve eight remote and underserved communities through quality health care services, using technology and data-driven health care methods
- Contributed over **USD200,000** for the organising of a charity concert, and as additional funds in support of Kantha Bopha Hospital, Cambodia's free pediatric hospital

### Facilitating Donations

- Pioneered e-wallet donation platform in Malaysia, Do Good with Boost
- Supported **58 non-profit organisations** and **140 religious institutions**, to collect **> RM800,000 in public donations**



### Employee Volunteering

- Berbagi is XL Axiata's employee volunteer programme to teach, lecture, and support communities post-disaster
- Over **85 employee** volunteers registered
- More than **340 man-hours** donated
- More than **1,200 students and 30 schools** reached

