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Our CR approach is guided by stakeholder needs, global standards, and supporting national aspirations

- **Bursa Malaysia's CSR Framework**
Marketplace, Workplace, Environment and Community
- **UN Global Compact**
Human rights, labour standards, environment and anti-corruption
- **UN Millennium Development Goals**
To ensure environmental sustainability, and making available the benefits of new technologies to all
- **Telenor Group** CR strategy
- **Material issues** of shared interest
Malaysia's national aspirations to extend the benefits of telecommunications and the internet to all Malaysians

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A core tenet of our corporate responsibility framework is to ensure ethical & responsible practices across our business

Understanding future trends and stakeholder expectations is key

- **New needs and opportunities** - *shifting demographics and socio economics; more demand, limited supply*
- **Greater emphasis on shared value** - *moving from negative towards positive responsibility: do good, not just avoid doing bad*
- **Environmental constraints** - *degrading eco systems and scarce resources create the need for less waste and more innovation*
- **Hyper-transparency** - growing emphasis on due diligence and real time transparency



Innovations in ICT has significant bearing in the areas of human rights and privacy

- Governments have legitimate and significant national security and law enforcement responsibilities (*preventing terrorism, protecting children online, fighting cybercrime, etc...*)
- Massive increase in mobile access across emerging economies create new challenges
- Innovations in user-generated content and the cross-border access of web services have raised the stakes
- The age of 'big data' means that information is a valued commodity



We recognize the responsibilities that come from providing communications infrastructure, products and services

- Important to outline clear commitment to prevent, assess, and mitigate risks to freedom of expression and privacy
- Create and maintain relevant policies, with Board and senior management oversight
- Conduct regular impact assessments and use due diligence processes to identify, mitigate and manage risks
- Clear operational processes and routines to evaluate and handle requests that may impact freedom of expression and privacy
- Raise awareness and train relevant employees in related policies and processes
- Share relevant knowledge and insights with all relevant and interested stakeholders to improve understanding of the applicable legal frameworks



Customers have avenues for recourse in instances of breach of privacy

Connect with to your operator!

- Upon receipt of such reports, we will commence internal investigation processes to resolve the issue, as warranted.
- We also have a duty to take the necessary steps to prevent any further damages.

You can expect action to be taken

- In event of mistreatment of personal information, action will be taken on those involved, whether employees employee or a third-party contractors.
- Every employee is bound by the company's Code of Conduct which imposes a duty of confidentiality.
- Likewise, vendors and service providers are equally held responsible by virtue of the confidentiality obligations in the agreements.





Thank you