

“

Delivering
Shared Value

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GRI Content Index

Please note that the Indicator descriptions on the index table are abbreviations of the GRI Indicator descriptions.

GRI Content Index

Application level	A+	Assured by	Det Norske Veritas AS
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STANDARD DISCLOSURES PART I: Profile Disclosures

PD	Description	Reported	CR/DA	Explanation of omits, parts reported
1. Strategy and Analysis				
1.1	Statement from CEO	Fully	Page 08	
1.2	Key impacts, risks and opportunities	Fully	Page 08	CEO Message in AR (Page 05)
2. Organisational Profile				
2.1	Name of organisation	Fully	Dialog Axiata PLC	
2.2	Brands, products & services	Fully	AR Page 20	
2.3	Operational structure	Fully	AR Page 01, 20	
2.4	Location of headquarters	Fully	AR Page 71	
2.5	No. of countries operating	Fully	AR Page 71	
2.6	Nature of ownership & legal form	Fully	AR Page 71	
2.7	Markets served	Fully	AR Page 20	
2.8	Scale of the organisation	Fully	AR Page 71	
2.9	Significant changes	Fully	AR Page 01, 58	
2.10	Awards received	Fully	Page 18, 40	
3. Report Parameters				
3.1	Reporting period	Fully	Page 01	
3.2	Date of last Report	Fully	2009	
3.3	Reporting cycle	Fully	Annual	
3.4	Contact point	Fully	responsibility@dialog.lk	
3.5	Process to define content	Fully	Page 16	
3.6	Boundary of the Report	Fully	Page 13	
3.7	Limitations on scope	Fully	Page 02	
3.8	Basis for reporting on external parties	Fully	Page 14	
3.9	Data measurement & calculation	Fully	Footnotes provided	
3.10	Explanation of restatements	Fully	Page 03	
3.11	Significant changes in Report	Fully	Page 03	
3.12	GRI content table	Fully	Page 73	
3.13	Policy on external assurance	Fully	Page 03	
4. Governance, Commitments and Engagement				
4.1	Governance structure	Fully	AR Page 36	
4.2	Chairman of Board	Fully	AR Page 36	
4.3	Independent/Non-Executive members	Fully	AR Page 36	
4.4	Shareholders & employee direction	Fully	AR Page 36	
4.5	Compensation	Fully	AR Page 36	
4.6	Processes in avoiding conflicts of interest	Fully	AR Page 36	
4.7	Process for determining the qualifications	Fully	AR Page 36	
4.8	Internally-developed statements on TBL performance	Fully	AR Page 36	
4.9	Overseeing management of TBL performance	Fully	AR Page 36	

PD	Description	Reported	CR/DA	Explanation of omits, parts reported
4.10	Evaluating the Board's performance	Fully	AR Page 36	
4.11	Precautionary approach	Fully	Page 21	
4.12	Subscriptions & endorsements on TBL practices	Fully	UNGC, ISO26000 Page 22	
4.13	Memberships in associations	Fully	UNGC, HIV Co, MACSA, GSMA m-Health, m-Women, MDI, Green power, CEA	
4.14	Stakeholder groups engaged	Fully	Page 14	
4.15	Basis for stakeholder engagement	Fully	Page 14	
4.16	Approaches to stakeholder engagement	Fully	Page 14	
4.17	Findings from stakeholder engagements	Fully	Page 16	
5. STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)				
Management Approach EC		Fully	Page 52	
Aspects				
	Economic performance	Fully	Page 52	
	Market presence	Fully	Page 52	
	Indirect economic impacts	Fully	Page 52	
Disclosure on Management Approach EN		Fully	Page 32	
Aspects				
	Materials	Fully	Page 32	
	Energy	Fully	Page 32	
	Water	Fully	Page 32	
	Biodiversity	Fully	Page 32	
	Emissions	Fully	Page 32	
	Product & service	Fully	Page 32	
	Compliance	Fully	Page 32	
	Transport	Not reported		Not material - addressed through emissions
	Overall	Not reported		Not applicable
Disclosure on Management Approach LA		Fully	Page 44	
Aspects				
	Employment	Fully	Page 44	
	Labour practices	Fully	Page 44	
	Occupational H & S	Fully	Page 44	
	Training	Fully	Page 44	
	Diversity	Fully	Page 44	
Disclosure on Management Approach HR		Fully	Page 44	
Aspects				
	Investment and procurement	Fully	Page 44	
	Discrimination	Fully	Page 44	
	Collective bargaining	Fully	Page 44	
	Child labour	Fully	Page 44	
	Forced labour	Fully	Page 44	
	Security practices	Not reported		Not applicable
	Indigenous rights	Not reported		Not applicable

PD	Description	Reported	CR/DA	Explanation of omits, parts reported
Disclosure on Management Approach SO				
	Aspects			
	Community	Fully	Page 40	
	Corruption	Fully	Page 40	
	Public policy	Fully	Page 40	
	Anti-competitive behaviour	Fully	Page 40	
	Compliance	Fully	Page 40	
Disclosure on Management Approach PR				
	Aspects			
	Customer H & S	Fully	Page 28	
	Product & service labelling	Fully	Page 28	
	Marketing communications	Fully	Page 28	
	Customer privacy	Fully	Page 28	
	Compliance	Fully	Page 28	
STANDARD DISCLOSURES PART III: Performance Indicators				
Economic				
Economic Performance				
EC1	Economic value generated	Fully	AR Page 70	Linked to AR Financials
EC2	Financial implications, risks and opportunities due to climate change	Fully	Page 39	Currently qualitative statement made
EC3	Defined benefit plan obligations	Partially	Page 47, AR Page 76	
EC4	Financial assistance from Government	Fully	Page 53	
Market Presence				
EC5	Comparison with Minimum wage	Fully	Page 47	
EC6	Local vs Foreign spent	Fully	Page 52	
EC7	Local hiring in Senior Management	Fully	Page 46	
Indirect Economic Impacts				
EC8	Infrastructure investments	Fully	Page 56	
EC9	Indirect economic impacts	Partially	Page 40, 56	Only for tradenet project
Environmental				
Materials				
EN1	Material	Partially	Page 34	Currently reported on billing material
EN2	Recycled material	Fully		No recycled material at present
Energy				
EN3	Direct energy	Fully	Page 36	
EN4	Indirect energy	Fully	Page 36	
EN5	Energy saved (Improvements)	Fully	Page 36	
EN6	Initiatives (Provide renewable energy)	Not reported		No such initiatives
EN7	Initiatives (Reduce indirect energy)	Partially	Page 25	Employee shuttle service captured
Water				
EN8	Total water withdrawal	Fully	Page 38	Only through municipal supply
EN9	Water sources affected	Not reported		Not applicable
EN10	% of water recycled	Not reported		Not applicable
Biodiversity				
EN11	Sites adjacent to protected areas	Partially	Page 38	Bio-diversity value not calculated
EN12	Impacts (Protected areas)	Fully	Page 38	Area of land covered reported
EN13	Habitats restored	Not reported		Not applicable
EN14	Strategies, for managing impacts	Not reported		Not applicable
EN15	IUCN Red List species in areas affected	Not reported		Not applicable







PD	Description	Reported	CR/DA	Explanation of omits, parts reported
Emissions, Effluents and Waste				
EN16	Total direct GHG	Fully	Page 37	
EN17	Other indirect GHG	Fully	Page 37	
EN18	Initiatives (Reduce GHG)	Not reported		Currently not captured
EN19	Emissions of ODS	Fully	Page 38	Captured through AC repair data
EN20	NO _x , So _x emissions	Not reported	Currently not captured	Statement made, Capturing system to be implemented
EN21	Total water discharge	Not reported	Only to municipal drainage system	Not applicable
EN22	Total weight of waste	Partially	Page 38	
EN23	Significant spills	Fully	None, Page 38	No significant spills
EN24	Hazardous waste transported	Not reported		Not applicable
EN25	Affected protected sites (Water discharge)	Not reported		Not material
Products and Services				
EN26	Initiatives (Mitigate environmental impacts)	Partially	Page 34	E-bill & summary bill initiatives captured
EN27	Packaging materials reclaimed	Not reported	0%	Not material
Compliance				
EN28	Non-compliance (Environment)	Fully	None: Page 53	
Transport				
EN29	Impacts of transporting	Not reported		Not material
Overall				
EN30	Total environmental expense	Not reported		Not material
Social: Labour Practices and Decent Work				
Employment				
LA1	Total workforce	Fully	Page 44	
LA2	Turnover rate	Partially	Page 48	Regional turnover N/A
LA3	Employee benefits	Not reported		Not captured
Labour/Management Relations				
LA4	Collective bargaining	Fully	Page 50	0%
LA5	Minimum notice period(s)	Fully	Page 50	
Occupational Health and Safety				
LA6	% represented in formal H & S Committees	Fully	Page 49	
LA7	Employee H & S data	Fully	Page 49	Occupational diseases to be captured
LA8	Awareness, counselling	Fully	Page 49	Currently only for employees
LA9	H & S in Trade union agreements	Not reported		Not material
Training and Education				
LA10	Employee training	Fully	Page 49	
LA11	Training in managing career endings	Not reported		Not material
LA12	% of employees (Regular performance reviews)	Not reported		To be captured next year
Diversity and Equal Opportunity				
LA13	Employee diversity	Fully	Page 46	Age, gender ratios
LA14	Ratio (Basic salary M vs F)	Not reported		Propriety information

PD	Description	Reported	CR/DA	Explanation of omits, parts reported
Social: Human Rights				
Diversity and Equal Opportunity				
HR1	% investment agreements with human rights clauses	Fully	Page 53	None
HR2	% of significant vendor screening	Fully	Page 52	
HR3	Training (Human rights policies)	Not reported		Not material
Non-Discrimination				
HR4	Discrimination & actions taken	Fully	Page 51	
Freedom of Association and Collective Bargaining				
HR5	Freedom of association	Fully	Page 51	
Child Labour				
HR6	Operations identified (Risk of child labour)	Fully	Page 51	
Forced and Compulsory Labour				
HR7	Operations identified (Risk of forced labour)	Fully	Page 51	
Security Practices				
HR8	% of security personnel trained	Not reported		Not material
Indigenous Rights				
HR9	Incidents (Rights of indigenous people)	Not reported		Not material
Social: Society				
Community				
SO1	Assessment of the impacts (Communities)	Fully	Page 40	
Corruption				
SO2	% of business units analysed (Corruption)	Fully	Page 52	
SO3	% of employees trained (Anti-corruption policy)	Fully	Page 51	
SO4	Actions in response to incidents of corruption	Fully	Page 51	
Public Policy				
SO5	Public policy	Fully	Page 40, 43	
SO6	Legal actions (Anti-trust & monopoly)	Not reported		Not material
Anti-Competitive Behaviour				
SO7	Incidents anti-competitive behaviour	Fully	Page 53	
Compliance				
SO8	Non-compliance (Social)	Fully	Page 11	
Social: Product Responsibility				
Customer Health and Safety				
PR1	Product H & S	Partially	Page 30	Currently only for recycling stage
PR2	Non-compliance (Cx H & S)	Not reported		Not material
Product and Service Labelling				
PR3	Product labelling	Fully	Page 30, 31	
PR4	Incidents concerning product and service labelling	Not reported		Not material
PR5	Practices related to customer satisfaction	Fully	Page 29	
Marketing Communications				
PR6	Marketing communication	Fully	Page 29	
PR7	Non-compliances (Marketing)	Fully	Page 55	

PD	Description	Reported	CR/DA	Explanation of omits, parts reported
Customer Privacy				
PR8	Complaints (Customer privacy)	Fully	Page 30	
Compliance				
PR9	Non-compliance (Product & service)	Fully	Page 55	
STANDARD DISCLOSURES: Sector Supplement – Telecommunications				
IO1	Capital tele-infrastructure investment	Fully	Page 52	
IO2	Cost to extend service to low income groups	Not reported		Currently not captured
IO3	H & S practices for workers	Not reported		Not captured
IO4	Compliance with ICNIRP	Fully	Page 30	
IO5	RF from Base stations	Fully	Page 30	
IO6	SAR level of handsets	Fully	Page 30	
IO7	Site sharing	Fully	Page 38	
IO8	Standalone sites	Fully	Page 40	
PA1	Access to low income groups	Fully	Page 40	
PA2	Overcoming cultural, language and other barriers)	Partially		BOP projects
PA3	Availability, reliability & quality of service	Not reported		To be captured
PA4	Market share & addressable market	Not reported		To be captured
PA5	Products for low income groups	Fully	Page 40	
PA6	Connections during emergency situations	Partially	Page 59	DEWN project
PA7	Maintaining Human rights in products	Partially	Page 31	Content management, marketing policy
PA8	Communication on EMF related issues	Partially	Page 30	Follow TRCSL guidelines
PA9	Investments on EMF research	Not Reported		None currently
PA10	Clarity of Tariff	Partially	Page 30	Marketing policy
PA11	Responsible & efficient user options for Cx	Partially	Page 28	Product stewardship
TA1	Resource efficiency products	Not reported		Currently not addressed
TA2	Products with physical savings	Partially	Page 34	E- bill & Summary bills
TA3	Resource savings for Cx (TA2)	Not reported		Currently not addressed
TA4	Estimates for calculations (TA2)	Not reported		Currently not addressed Not captured
TA5	Intellectual property rights and open source usage	Not reported		Not captured

Key to ISO 26000 icons used in this Report



-  Human Rights
-  Fair Operating Practice
-  Labour Practice
-  Consumer Issues
-  The Environment
-  Community Involvement and Development



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