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Delivering
Shared Value

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Independent Assurance Statement

Introduction

Det Norske Veritas AS ("DNV") has been commissioned by the Management of Dialog Axiata PLC ("Dialog Axiata" or "the Company") to carry out an independent/assurance engagement on the Dialog Axiata PLC Sustainability Report 2010 ("the Report"). This assurance engagement has been conducted against the Global Reporting Initiative 2006 Sustainability Reporting Guidelines Version 3.0 (GRI G3) and AccountAbility's AA1000 Assurance Standard 2008 (AA1000AS (2008)). The verification was conducted during February 2011 for the year of activities covered in the Report, 1 January 2010 to 31 December 2010.

DNV is a global provider of sustainability services, with qualified environmental and social assurance specialists working in over 100 countries. DNV states its independence and impartiality with regard to this assurance engagement. While DNV did conduct other third party assessment work with Dialog Axiata in 2010, in our judgement this does not compromise the independence or impartiality of our assurance engagement or associated findings, conclusions and recommendations. DNV was not involved in the preparation of any statements or data included in the Report, with the exception of this Assurance Statement. DNV maintains complete impartiality toward any people interviewed. DNV expressly disclaims any liability or co-responsibility for any decision a person or entity would make based on this Assurance Statement.

The intended users of this assurance statement are the management of Dialog Axiata PLC and readers of the Dialog Axiata PLC Sustainability Report 2010. The Management of Dialog Axiata is responsible for all information provided in the Report as well as the processes for collecting, analyzing and reporting the information. DNV's responsibility regarding this verification is to Dialog Axiata only and in accordance with the agreed scope of work. The assurance engagement is based on the assumption that the data and information provided to us is complete and true.

Scope, Boundary and Limitations of Assurance

The scope of work agreed upon with Dialog Axiata PLC includes verification of the following:

- The content of the 2010 Sustainability Report, i.e. reporting of economic, environmental, and social indicators, except EC-1 which is as reported by the company in its independently audited Annual Report (2010);
- Evaluation of the AccountAbility principles and specified performance information, described below, for a Type 2, moderate level of assurance, in accordance with the requirements of AA1000AS (2008) detailed below.
 - Information relating to company's sustainability issues, responses, performance data, case studies and underlying systems for the management of such information and data;
 - Information relating to company's materiality assessment and stakeholder engagement processes;
- Confirm that the Report meets the requirements of the GRI G3 for an Application Level A, as declared by Dialog Axiata PLC.

The reporting boundary is as set out in the Report, i.e. it covers the strategic business units (SBUs) under Dialog Axiata PLC, Colombo including subsidiaries i.e. Dialog Broadband Networks (Pvt.) Ltd (DBN) and Dialog Television (Pvt.) Ltd (DTV);

No limitations on the scope of the assurance engagement were encountered during the verification process.



Verification Methodology

This assurance engagement was planned and carried out in accordance with the AA1000AS (2008) and the DNV Protocol for Verification of Sustainability Reporting¹. The Report has been evaluated against the following criteria:

- Adherence to the principles of **Inclusivity**, **Materiality** and **Responsiveness** as set out in the AA1000AS (2008); the Reliability of specified sustainability performance information, as required for a Type 2, moderate level assurance engagement,
- Adherence to the additional principles of **Completeness** and **Neutrality** as set out in DNV's Protocol, and
- The principles and requirements of the GRI G3 for an application level A.

As part of the engagement, DNV has verified the statements and claims made in the Report and assessed the robustness of the underlying data management system, information flow and controls. In doing so, we have:

- Reviewed the Company's approach to stakeholder engagement and its materiality determination process;
- Verified the sustainability-related statements and claims made in the Report and assessed the robustness of the data management system, information flow and controls;
- Examined and reviewed documents, data and other information made available by Dialog Axiata PLC;
- Visited the Head-Office and SBUs including subsidiaries located in and around Colombo;
- Conducted interviews with key representatives including data owners and decision-makers from different divisions and functions of the company, including Corporate Finance, Human Resource Management, Corporate Planning, Quality Systems, Management Information Systems, Risk Management, Network Planning, Site Acquisition and Projects, and Legal and Regulatory Affairs.
- Performed sample-based reviews of the mechanisms for implementing the Company's sustainability related policies, as described in the Report;
- Performed sample-based checks of the processes for generating, gathering and managing the quantitative data and qualitative information included in the Report.

Opportunities for Improvement

The following is an excerpt from the observations and opportunities for improvement reported to the Management of Dialog Axiata and are considered for drawing our conclusion on the Report; however they are generally consistent with the Management's objectives:

- To expand the Company's sustainability strategy to address the gaps identified during the ISO 26000 gap assessment against six core subjects;
- Incorporate stakeholder expectations and needs within the strategic planning process for the development of the short, medium and long-term sustainable business strategies;
- Develop awareness among stakeholders (in particular employees and suppliers) on Dialog Axiata's sustainability performance across all SBU's and subsidiaries through appropriate modes of communication;
- Development of a structured approach for the assessment of socio-economic impacts related to outreach initiatives will help in monitoring and evaluation of the effectiveness of these programmes.

¹ www.dnv.com/services/assessment/corporate_responsibility/services_solutions/sustainabilityreporting/order/



Conclusions

We have evaluated the Report's adherence to the following principles on a scale of 'Good', 'Acceptable' and 'Needs Improvement':

Inclusivity: Good. As a part of its stakeholder engagement process, the company engaged an independent agency to collect unbiased objective feedback from its stakeholders, the inputs from the stakeholder engagement helped to refine the Company's material issues, as reflected in the Report.

Materiality: Good. The company revisited its materiality determination process in light of the enlarged scope of indicators reported against draft GRI Telecom Sector Supplement and in our opinion the material issues have been appropriately prioritised and responded to in the Report. The Report provides a balanced representation of material issues related to the company's sustainability performance.

Responsiveness: Acceptable. We consider that the Company has responded adequately to key stakeholder concerns, through its policies and management systems and this is fairly reflected in the Report.

Additional Parameters as per DNV's Protocol

Completeness: Acceptable. Some of the GRI G3 core indicators have been reported partially and certain Telecom Sector performance indicators that are material have not been fully responded to. The rationale behind partial reporting and exclusions should be explained within the Report along with the time frame for complete reporting.

Neutrality: Good. The Company has reported its sustainability performance and related issues in a transparent and balanced manner, in terms of content and tone.

In accordance with the AA1000AS (2008) requirements for a Type 2, moderate level assurance engagement, we conclude that the specified sustainability data and information presented in the Report is generally reliable and based on the scope of this assurance engagement, Dialog Axiata's Sustainability Report 2010 provides a fair representation of the Company's sustainability policies, objectives, management approach and performance during the reporting year. DNV also confirms that the Report meets the requirements for GRI application level A.

for Det Norske Veritas AS

Signed:

Vadakepath Nandkumar
Lead Verifier
Det Norske Veritas AS, India
Bangalore, India, 10th March 2011

Signed:

Safavi Nilli
Assurance Engagement Reviewer, CR services,
Det Norske Veritas Ltd., UK



GRI Application Level Check



Statement GRI Application Level Check

GRI hereby states that **Dialog Axiata PLC** has presented its report "Delivering Shared Value" (2010) to GRI's Report Services which have concluded that the report fulfills the requirements of Application Level A+.

GRI Application Levels communicate the extent to which the content of the G3 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3 Guidelines.

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

29 March 2011, Amsterdam

A handwritten signature in blue ink, appearing to read "Nelmara Arbex", is written over a faint background watermark of the GRI logo.

Nelmara Arbex
Deputy Chief Executive
Global Reporting Initiative



The "+" has been added to this Application Level because Dialog Axiata PLC has submitted (part of) this report for external assurance. GRI accepts the reporter's own judgment for choosing its assurance Provider and for deciding the scope of the assurance.

The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world's most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. www.globalreporting.org

Disclaimer: Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 24 March 2011. GRI explicitly excludes the statement being applied to any later changes to such material.



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