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Delivering
Shared Value

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Targets for 2011

In our 2009 Sustainability Report we undertook to deliver on key areas of materiality during the year. All tasks have been initiated and are at varying stages of completion. Progress made with regard to these tasks have been recorded on page 23 of this Report lucidly. The tasks that are still work-in-progress have been brought forward as tasks for 2011.

Link to Materiality/Goal	Key Deliverable in 2011	Target for 2011
Sustainability Reporting improvements to include GRI Telecommunication sector supplement indicators.	GRI sector supplement for Telco sector to be included in the reporting structure	Improved monitoring on Telco indicators and materiality test to be done
Capturing the Company's material and water consumption	Thorough screening of the material consumption and water usage of Dialog in 2010 and all relevant material to be reported	To be completed with EMP and EMC in 2011
Environmental Management Plan - Phase 2 implementation	Environment Management Plan to be documented and the processes to be mapped	
Human Rights indicators	Process to identify risks due to Human Rights violation issues, in Company and down the supply chain.	To be completed in 2011
Ensuring best practice over and above legal compliance concerning Health and Safety aspects	A system of monitoring to be developed and implemented covering relevant laws and regulations, and use of products and services as well as environmental assessment for significant products and service categories, across the Group.	Initiated through ERMOC, to be developed in 2011 with ERMCLC
Extending Dialog's sphere of influence across upstream supply chain to ensure fair trade	Procurement Policy to be implemented across Group	Work-in-progress, will be completed in 2011
Health and Safety Improvements	Capturing of Occupational diseases, Employee training on H & S issues to be developed	Work-in-progress, will be completed in 2011
Mitigate Group environmental footprint across input and output impacts caused by our business	Develop and implement an Environment Management Programme for significant areas of environmental impact including diesel consumption, energy consumption and management of e-waste and related products	Work-in-progress, will be completed in 2011

Table 06: Targets for 2011

The Company has also made a commitment to pursue new targets arising out of our stakeholder engagement process and triple bottom line road map. Dialog will report back on these stated targets in its 2011 Sustainability Report.

Link to Materiality/Goal	Key Deliverable in 2011	Target for 2011
Influencing the sphere of control with sustainable best practices	Cover Outsourced parties in Company's H & S practices	Development of ISO 26000 H & S areas to include outsourced parties
Reducing our carbon footprint with renewable power	Expansion of the Green Base Station sites	Commissioning and completion of 5 more renewable energy sites
Using technology in greener practices	Development of the Base Station Monitoring Mechanism	Capturing fuel usage, efficiency through monitoring system
Human Rights indicators	Further revisions to Marketing policy	Inclusion of areas covered under ISO 26000 to enhance policy coverage



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