



# Connecting People and Making Lives Better



**I am delighted to share with you Smart’s sustainability efforts in 2020. As the coronavirus pandemic continues to dominate the global outlook, Smart has redoubled our efforts to ensure that Cambodia and, by extension, Cambodians will not be left behind as the region and the world grapples with the unprecedented global health crisis.**



**Feiruz Ikhwan**  
Acting Chief Executive Officer

## Dear Stakeholders,

This Sustainability Report highlights Smart’s long-term commitment to the sustainable growth and development of Cambodia based on four key pillars. Our mission of connecting people and making lives better is reflected through the following pages; and beyond these pages, we continue to work tirelessly to pave the way for Cambodia’s digital economy age.

Seeing ourselves as the leading mobile telecommunications operator, Smart has made it a point during the pandemic to aid our main stakeholders by leveraging our strengths and resources while adopting a bottom-up approach to address the most pressing difficulties.

Our flagship initiative, the 1 Million USD COVID-19 Relief Fund, has provided funds to 12 organizations that are working hard to resolve various challenges faced by Cambodians. The issues these organizations are addressing include mental health, personal hygiene, malnutrition, access to online education, and helping small businesses navigate an uncertain economic climate.

I am proud of the continuing role that Smart is

playing in stepping up to support the Kingdom’s socio-economic growth while adding value to its telecommunications and ICT sector and engaging local vendors whenever possible. As of end-2020, Smart had invested approximately 1.88 billion USD in telecommunication infrastructure and contributed over 562 million USD in taxes, levies, and regulatory fees to the Royal Government of Cambodia.



In 2020 alone, Smart paid **95 million USD** in taxes, levies and regulatory fees.

Beyond our contributions to national development funds and government revenue, sustainability remains at the center of our business operations. Our CSR pillars, including education, sports, tech innovation, and the environment, have a singular purpose of empowering Cambodians to look at positive and sustainable ways to help their families and communities.