

## MESSAGE FROM OUR CEO



Smart Axiata upholds the spirit of Axiata Group’s “Advancing Asia” vision through sustainability. We navigate a changing landscape to create a thriving digital future for local people, the planet, and businesses.



**ZIAD SHATARA**  
Chief Executive Officer

Dear Stakeholders,  
The digital age is accelerating at an unprecedented pace, reshaping industries and societies driven by AI and new emerging technologies. Amidst this rapid transformation, Smart Axiata remains steadfast in our commitment to a sustainable future. We believe that technology should be a force for good, empowering communities and preserving our planet.

- ▶ **Leverage AI and emerging technologies** to build a sustainable future where communities thrive
- ▶ Foster a vibrant tech ecosystem and enable businesses to excel and succeed through **“Smart for Business” initiative**
- ▶ **Become a net-zero carbon company by 2050**



As Cambodia accelerates its digital journey, Smart Axiata is proud to be at the forefront of the nation’s transformation and a committed catalyst for positive change. **We leverage AI and emerging technologies to build a sustainable future where communities thrive.** Aligned with the government’s vision, our digital transformation prioritizes environmental stewardship and social impact, driving prosperity for Cambodia.

We believe that technology has the power to transform lives and stimulate economic growth. In 2023, we took a major step in **transforming ourselves from a telecommunications company to a technology company.** We have invested in expanding connectivity, bridging the digital divide, and empowering local communities through digital skills and literacy programs. We continuously strive to accelerate our mission by **fostering a vibrant tech ecosystem in Cambodia, enabling businesses by offering higher-speed and more reliable connectivity, efficient communication, fleet management, cloud storage, and human resources tools through our “Smart for Business” initiative,** which features 9 technology solutions tailored to the needs of local businesses.



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- ▶ **Science-Based Target (SBT) initiative** to pave the way for carbon reduction
- ▶ Deployed the **GigaGreen FDD Tri-Mid-Band 8T Network** and **iPowerStar 2.0 technology** to enhance customer experiences while improving operational energy efficiency
- ▶ Ensure **fair wages, comprehensive benefits, and inclusive workplace practices**
- ▶ **36% female representation** at senior leadership level
- ▶ **24,070 hours of employee learning**
- ▶ **Promoted and recognized talent based on merit**
- ▶ Score increased to **84 in the Employee Engagement Survey**
- ▶ Total investment of **566,892 USD** in CSR initiatives
- ▶ CSR initiatives have **impacted 135,189 individuals**



Our commitment extends beyond technology; we recognize our responsibility to protect the environment and minimize our impact on the planet. We are deeply invested in Environmental, Social, and Governance (ESG) principles, ensuring that our progress is sustainable and inclusive. With ESG at the heart of our operations, we are determined to become a **net-zero carbon company by 2050**, aligned with GSMA's goals and Axiata's Net-Zero Carbon Roadmap. We initiated the data collection process to **validate our Science-Based Target (SBT) initiative**, paving the way for carbon reduction. We also took the first step in deploying the **GigaGreen FDD Tri-Mid-Band 8T Network and iPowerStar technology** to enhance customer experiences while improving operational energy efficiency.

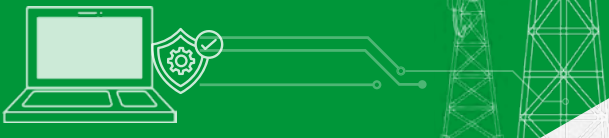
As a socially conscious corporate citizen, Smart Axiata is committed to creating a thriving workplace where our people can flourish. We **ensure fair wages, comprehensive benefits, and inclusive workplace practices**. Our commitment to diversity is evident in our leadership, with **36% female representation**. We invest in our employees' growth through extensive training and development programs, **totaling over 24,000 hours of learning**, equipping our team with essential skills for personal and professional advancement. We **promote and recognize talent based on merit**. With a healthy workplace environment, we are proud to have achieved an **increasing score of 84 in the Employee Engagement Survey**, positioning Smart Axiata at a competitive level higher than the industry benchmark.

Beyond our employees, we are committed to empowering communities and bridging the digital divide. Our **initiatives have impacted 135,189 individuals** across various sectors, including digital skills, basic education, digital literacy, STEM education, and environmental awareness, with a **total investment of 566,892 USD**.



## MESSAGE FROM OUR CEO

- ▶ **Zero-tolerance policy towards corruption and bribery** closely monitored by **Board Risk and Compliance Committee**
- ▶ **Specialized committees and personnel** to manage and respond to **data breaches**
- ▶ Achieved the **ISO 27001:2013 certification for Information Security Management Systems**
- ▶ Deployed **Next Generation Signaling Firewall and Intrusion Detection System** to safeguard customer data
- ▶ Implemented **Child Online Protection (COP)**
- ▶ **480 out of 502** applicable active vendors have signed our **Supplier Code of Conduct**



### Protect Children in Cambodia

Report it, don't ignore it.

Strong governance is the cornerstone of our sustainability efforts and the foundation for building trust with our customers, the business community, the public, and development agencies. We maintain a strict **zero-tolerance policy towards corruption and bribery**. Our dedicated **Board Risk and Compliance Committee** oversees our anti-corruption initiatives, ensuring that every employee receives thorough training in anti-bribery and anti-corruption practices. Recognizing the vital importance of customer data, we have established **specialized committees and personnel to manage and respond to data breaches**. Furthermore, we have put in place comprehensive mechanisms to track and report on our ESG initiatives, ensuring that we consistently meet the targets we have set.

Our commitment to data privacy and security is absolute. We have implemented industry-leading cybersecurity measures, including achieving the prestigious **ISO 27001:2013 certification for Information Security Management Systems** and deploying

Data Leakage Prevention protocols. Partnering with a globally recognized cybersecurity leader, we have also **deployed Next Generation Signaling Firewall and Intrusion Detection System to safeguard customer data**, exceeding regulatory requirements. Our dedication to protecting the people of Cambodia is reflected in our proactive measures to ensure customer privacy, including our partnership to **implement Child Online Protection (COP)** in accordance with the guidelines set by the Ministry of Post and Telecommunications. Furthermore, we work closely with organizations such as UNICEF, APLE, and the IWF to raise COP awareness and address the global issue of Child Sexual Abuse Materials (CSAM).

But our commitment doesn't stop there. We're constantly seeking better, more sustainable ways to conduct business, from the partners we select to the suppliers we source from. This dedication extends to our supply chain, where **480 out of 502 applicable active vendors have signed our Supplier Code of Conduct**,



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- ▶ **79.47 million USD (55%)** spent with **local suppliers**
- ▶ Contributed **462 million USD as Gross Value Added (GVA)**, representing 1.4% of the national economy
- ▶ Contributed **127 million USD to public finances**, accounting for **3.5% of Cambodia's total tax revenue**

aligning with our commitment to responsible sourcing. We have directed **over 79 million USD — equivalent to 55% of our spending — towards local suppliers**, supporting the growth of the local economy. In 2023, Smart Axiata contributed **462 million USD to GVA**, representing **1.4% of the national economy**. We also **contributed 127 million USD to public finances, accounting for 3.5% of Cambodia's total tax revenue**, a testament to our efforts recognized with a Gold Award for Tax Compliance from the General Department of Taxation.

We've laid a strong foundation of progress, but our journey towards a sustainable future is far from over. Fueled by innovation and a deep-rooted commitment to our stakeholders, we are shaping a Cambodia where technology and humanity coexist harmoniously with long-term sustainability. **This journey would not be possible without our customers, dedicated team, supportive partners, and the guidance of the government.**

**I would like to express my sincere gratitude to our employees, customers, partners, and stakeholders for your continued trust and support. Together, let us shape a brighter future for Cambodia through innovation, technology, and social responsibility.**

**bsi.**



## Certificate of Registration

INFORMATION SECURITY MANAGEMENT SYSTEM - ISO/IEC 27001:2013

This is to certify that:

Smart Axiata Co., LTD.  
 (Office and Primary data Centre)  
 Smart Axiata HQ:  
 No. 464A Monivong Blvd, Sangkat Tonle Bassac Khan Chamkarmorn, Phnom Penh Cambodia

Holds Certificate No:

**IS 758966**

and operates an Information Security Management System which complies with the requirements of ISO/IEC 27001:2013 for the following scope:

Provision of Information Security for mobile telecommunication services, digital network services and Data Center operations including support functions at Cambodia Locations. This is in accordance with the latest Statement of Applicability version 1.0 released on 13th September 2021.

For and on behalf of BSI:

Michael Lam - Managing Director Assurance, APAC

Original Registration Date: 2022-01-03

Effective Date: 2022-01-03

Latest Revision Date: 2022-01-03

Expiry Date: 2025-01-02

Page: 1 of 2



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