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ESG Policy statement of Sri Lanka Telecom PLC and
Mobitel (Private) Limited (SLT-MOBITEL)

Environmental Social Governance

POLICY STATEMENT OF SRI LANKA TELECOM PLC AND MOBITEL (PRIVATE) LIMITED (SLT-MOBITEL)

SLT-MOBITEL's ESG Vision

Contribute towards social, economic and environmental sustainability while conducting our innovative business operations as the trusted and proven partner through creating shared value for all stakeholders involved as well as ensure sustainability for SLT-MOBITEL.

SLT-MOBITEL's underlying ESG philosophy

SLT-MOBITEL believes that a responsible approach to develop good relationships between the organization and the stakeholders they serve is a vital part of delivering business success. We seek to be Sri Lanka's favorite telecommunication brand, which people will be proud to recommend to their friends and family. With this in mind, we continuously strive to form lasting relationships with all our stakeholders built on quality, reliability and accountability in line with the values of simplicity and proximity that our brand represents, throughout our long term presence in the industry.

ESG strategic direction

Corporate responsibility forms an integral part of SLT-MOBITEL's business strategy and corporate identity. ESG is integrated into the corporate plan and business model and thus conducted at a strategic level it is inbuilt into every layer of the organization and wholehearted top management commitment should be compelled towards ensuring that the ESG aspect is taken into consideration during the decision making processes related to every streams of the organization, such as HR, Finance, Marketing, Field operation, IT, Administration etc...

SLT-MOBITEL continuously strive to live up to this reputation by ensuring that all our business operations and actions are in line with our inherent characteristics of being trustworthy and transparent, strong and reliable and that we deliver our extensive industry and brand experience to our valued customers while being an important part of people's digital lives and shaping their futures.

Within this context, we are keen to empower our customers and other stakeholders to improve their quality of life and work, which we support in various ways from making services more affordable, connecting every person and home together as well as community and environment based initiatives that go beyond our core business. Furthermore, since ICT plays an important part in a nation's journey towards smart nation we ensure that we take the right technology at the right time and the right infrastructure to the right place with a futuristic approach, helping to promote digital integration in all parts of Sri Lanka, and facilitating national economic growth

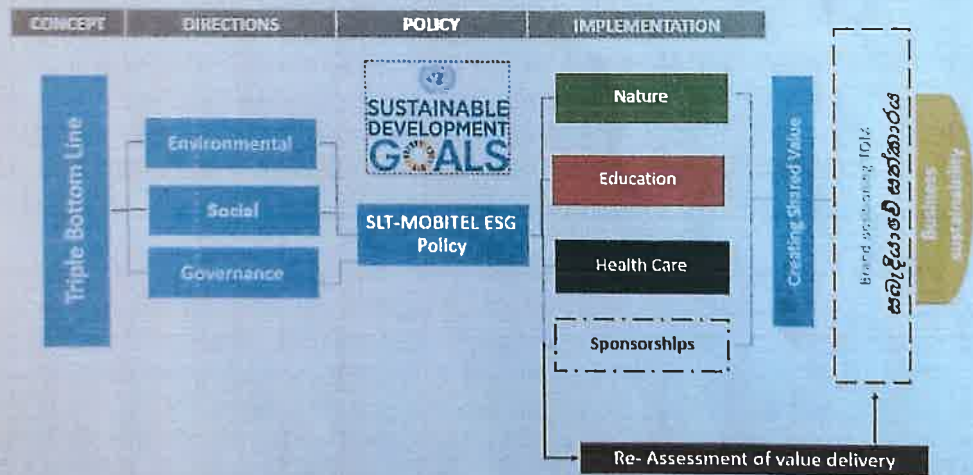
and development. Whilst carrying out these activities, we ensure that the highest priority is given to being a “Green” organization.

As such, SLT-MOBITEL’s ESG strategic direction covers three main important pillars Nature, Education, Health care and supplementary pillar as Sponsorship to enhance the SLT-MOBITEL brand engagement. SLT-MOBITEL strives to add shared value to its stakeholders, economy as well as institutional effectiveness embracing following characteristic.

- Good governance – SLT-MOBITEL is committed to the highest standards of corporate governance with the establishment of a corporate governance framework.
- Ethical practices – SLT-MOBITEL is committed to operate in accordance with best practices in business integrity and ethics whilst conducting its day to day business.
- Transparency – SLT-MOBITEL ensures that all our relationships and business operations are honest and open and that we are held accountable for all our actions.

Build strategy around SLT-MOBITEL company’s core competencies

Strategic ESG approach For SLT-MOBITEL



Stablishing mainly four areas Nature, Education, Health care and Sponsorship we can focus and alignment around what our business already does well. Adhering to the ESG strategic model, can be win for community and for the company having loyalty customer base. Every ESG will initiatives accomplished under the theme of “සමූදයාමේ සන්කාරය” Strategic approach towards sustainability

Digital integration

Technology plays an important part in a nation's journey towards development, we should ensure that we take the right technology at the right time and the right infrastructure to the right place with a futuristic approach, helping to promote digital integration in all parts of Sri Lanka, and facilitating national economic growth and development.

Environmental sustainability

SLT-MOBITEL should ensure that best environmental practices are followed during our day-to-day business operations so that negative impacts to the environment and our stakeholders, can be eliminated/minimized as much as possible. This includes recycling and green initiatives, adhering to company policies and business processes to optimize space utilization, minimize wastage of any kind while maximizing productivity. Our products enable accessibility irrespective of geographical disparity thus enabling reduction of the carbon footprint of all mankind. This will be the greatest contribution to the environment although it cannot be measured. We are also mindful of the necessarily large footprint the organization makes in providing enabling technologies and strive to manage and minimize the negative impact of carbon footprint.

Finding social, environmental, economic issues

Inculcating the strategic sustainability approach in this manner, ensures that there is continuity of research to identify, monitor and manage the key issues as part of the business objectives of the company, community and the eco system.

Employees' engagements

The influence of employees' environment social and governance (ESG) perceptions on their engagement level at work. Given the positive association of ESG with employee engagement irrespective of their gender or occupation, ESG can actually be used across the organizations as a tool for employee motivation. Millennials say their job is more fulfilling when they are provided opportunities to make a positive impact on social and environmental issues.

Employee volunteering is linked to greater workplace satisfaction and engagement. They are more willing to carry out their own ESG initiatives in the regional level in terms of strengthening the social relationship to sustain the business. In our strategic approach, all Regional Managers will be ESG representatives to drive corporate level ESG initiatives.

Energy management

Embracing a strategic approach to energy management, SLT-MOBITEL should always advocate the deployment of use renewable energy and the application of best practices for energy management at all levels of the business. Accordingly, a meticulously laid out energy policy spells out suitable action for each aspect of the business. SLT-MOBITEL seeks to improve existing systems and practices through training programs, site assessments and timely realignment of policies and practices to satisfy the changing needs of the business.

Innovations

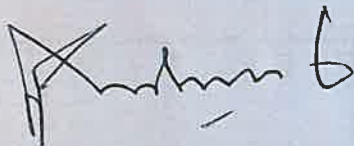
Since ICT have become critical in transforming social and economic development. So, to achieve the SDGs, innovations of our product and services are essential, It can be a meaningful implementation in many significant ways to accelerate upscaling services in health, education, financial services, smart agriculture, transportation, etc..

Partnership

Business models and the market approaches are mostly emerging as partnership. Today ICT industry moving based on this partnership no matter whether developed or developing economy. To execute ESG initiatives in non-related ICT industry partnership or collaboration very significant to achieve SDGs.

Governance

Strong corporate governance facilitates effective management and monitoring of operations of an organizations through stablished internal governance boards and helps to ensure that directors fulfil their responsibilities towards their stakeholders including shareholders, customers, employees, and the community. The Board of Directors of SLT-MOBITEL has adopted to the governance guidelines that reflect the Board's current governance practices and the Board's commitment to ensuring its effectiveness.



Chief Marketing Officer
Sri Lanka Telecom PLC



Chief Executive Officer
Sri Lanka Telecom PLC