Digicel

ESG Report

Environmental • Social • Governance

2024

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This report is guided by the world's most widely used international frameworks for sustainability reporting—the Sustainability Accounting Standards Board (SASB), as well as Global Reporting Initiative (GRI) best practice standards for our industry. It covers the operations and activities of the Caribbean & Central America Region of Digicel Group for the financial year (1 April 2023 to 31 March 2024). Find out more in the About The Report section.

CHAIRMAN'S MESSAGE

Rajeev Suri
Chairman of the Board

At Digicel, we have a natural affinity to do the right thing by our customers and our communities – and our people are committed to working to bridge the digital divide and create opportunities and access for all.

Through our work to connect the unconnected and to move our communities forward, we are proud to have been accepted as part of the fabric of our societies across the region.

Connecting. Empowering. That is our mission. We know that the nature of what we do and how we do it has an outsize effect on the world around us. It's a responsibility we don't take lightly. That's why we are focused on ensuring that we always leave a positive footprint.

In this financial year, our ESG efforts have largely been focused on Environmental. Having established our baseline emissions, our team got busy looking at strategies to mitigate resulting in Our Climate Ambition which sees us committing to a net zero target by 2050, with defined 2027 and 2035 milestones.

The year ahead will see us moving towards implementation strategies to drive us towards our goals and we're excited to get going. In a similar vein, we will also be further bolstering Governance with the aim of strengthening our work in that area. We continue to support and build upon a diverse work environment with women making up 44% of our leadership base.

Of course, no discussion of ESG would be complete without highlighting the incredible work carried out by our Digicel Foundations, and indeed all of our markets who engage so positively – and without paying tribute to our energetic and dedicated teams across all of our markets who come to work each day looking for new and meaningful ways to help create a world where no one gets left behind. I am proud to be on the team.

Rajeev Suri

ABOUT US

Connecting. Empowering. That's what we exist to do.

Enabling customers to live, work, play and flourish in a connected world, our world class LTE, fibre and subsea networks deliver state-of-the-art mobile, home and business solutions.

Serving over nine million consumer and business customers in 25 markets in the Caribbean and Central America, we have invested over US$5 billion, while our commitment to our communities through our Digicel Foundations in Haiti, Jamaica and Trinidad & Tobago has contributed to positive outcomes for over 2.2 million people to date.

With the Better Connected ethos at the heart of everything, our 5,000+ employees worldwide work together to make that a powerful reality for customers, communities and countries day in, day out.

*Headcount as at 31st March 2024

AT A GLANCE

US $5b+
Total Invested

US $1.8b
Revenue

9.4m
Customers

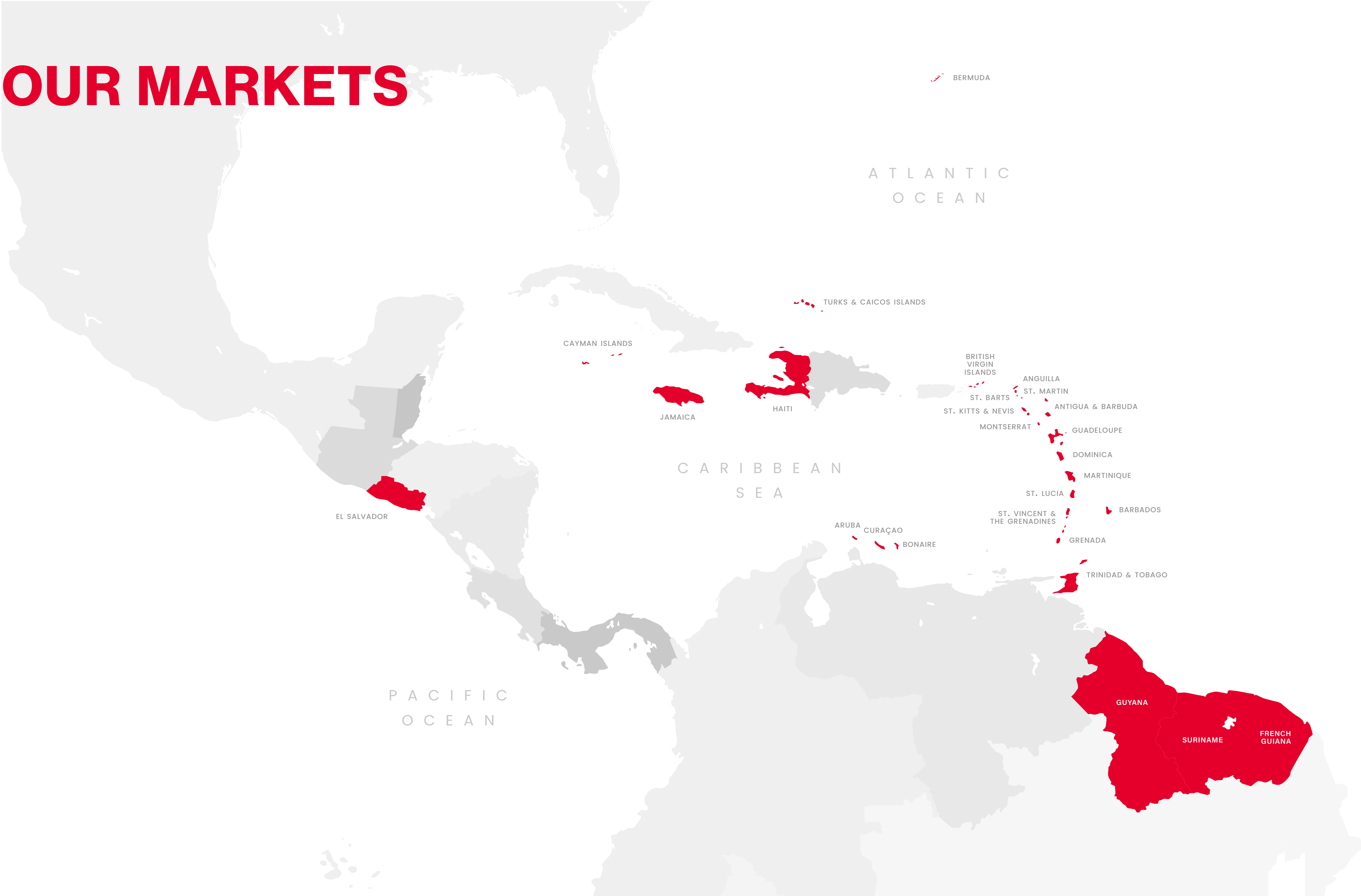
25
Markets

5,304
Cellular Sites

16
Fibre Markets

13,400km
Fibre Cable

OUR MARKETS


BERMUDA
ATLANTIC
OCEAN
TURKS & CAICOS ISLANDS
CAYMAN ISLANDS
BRITISH
VIRGIN
ISLANDS
ANGUILLA
ST. MARTIN
ST. BARTS
ST. KITTS & NEVIS
ANTIGUA & BARBUDA
MONTSERRAT
GUADELOUPE
DOMINICA
MARTINIQUE
ST. LUCIA
BARBADOS
ST. VINCENT &
THE GRENADINES
GRENADA
TRINIDAD & TOBAGO
JAMAICA
HAITI
CARIBBEAN
SEA
ARUBA
CURAÇAO
BONAIRE
EL SALVADOR
PACIFIC
OCEAN
GUYANA
SURINAME
FRENCH
GUIANA

OUR VISION

Sustainable Actions for a Sustainable Business

OUR STRATEGY

For us, ESG is Life.

When people talk about ESG investing – they talk about putting their money where their values are. We've been doing that since the get go. We're clear that an investment in ESG is an investment in humanity.

As a catalyst for positive change for our customers and our communities, we exist to bridge the digital divide and our focus is unwaveringly on impact and leaving a positive footprint.

We Do This By:

1. Providing Ubiquitous Access To Our Superfast Sustainable Networks

With a direct correlation between access to the internet and GDP growth, we're all about connecting people to economic opportunity. Delivering LTE in every one of our markets and superfast home broadband services in 21 of our markets, we're always working to ensure that our customers and communities can operate at the forefront of the knowledge economy by connecting more people in more places.

2. Building Education & Special Needs Capacity

Everyday, we're dedicated to improving the lives of others with resources and tools that make the difference. We're clear that education is the key to unlocking a brighter future. And we believe that everyone, everywhere deserves the opportunity to shine. Our work to date in education and special needs has positively impacted over 2.3 million people.

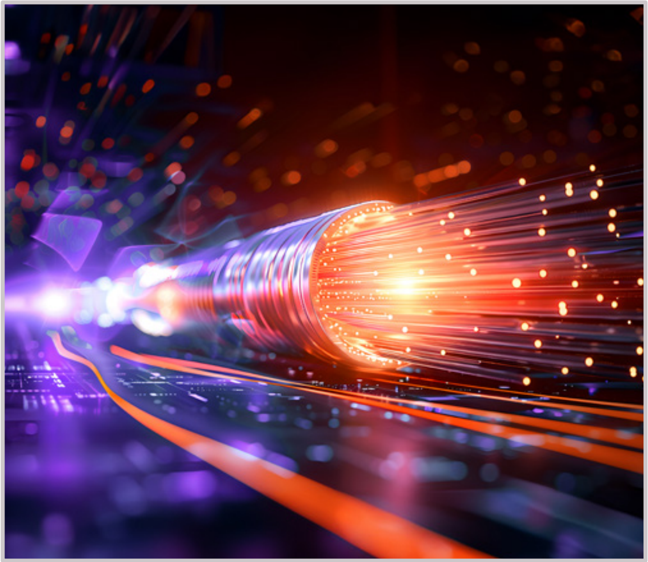
3. Advocating For Inclusion In Our Communities & In Our Workplace

We're a proud member of the Valuable 500. Driving change though synchronised collective action and channeling the power of over 500 partners and companies, the Valuable 500 is unified in its purpose to accelerate inclusion for the one in five people across the globe living with a disability by transforming business systems to transform society. The work of the Valuable 500 covers three areas: Leadership through a commitment to put disability on the leadership agenda, Reporting by tackling the disability data gap to create business accountability, and Representation by authentically representing people with disabilities in advertising and the media and ensuring accessibility for all.

Environmental

OUR NETWORK

Our sights are firmly set on keeping our customers connected to the people and things that matter most. With the International Telecommunications Union (ITU) reporting that a 10% increase in fixed broadband penetration can result in up to a 2.3% increase in GDP per capita, while a 10% increase in mobile broadband penetration can result in up to a 2.8% increase in GDP per capita, we're very clear that access to superfast networks equates to access to economic opportunity. As committed nation builders, we take our responsibility as an economic catalyst very seriously and are continually building out and enhancing our networks to the benefit of citizen consumers.



Our Mobile Network

With our devices at the centre of our hyperconnected world, it's our job to ensure that our mobile networks are up to the task and delivering an amazing experience for our customers as they live, work, play and transact. That's why so many trust us to help connect them to those closest to them.

Comprising a total of 5,304 cell sites across our 25 markets, 89% of our sites are LTE-enabled and we are proud to have the leading network across our markets in terms of performance as measured by external independent parties. 2% of our sites use solar power as their renewable energy source, while hybrid solutions have been implemented at 2.3% of our sites, predominantly in Haiti.

Of our 9.4 million mobile customers, more and more of them are reaping the rewards of LTE as we switch them on to the benefits of superfast connectivity so that they can enjoy an enhanced experience and get more bang for their buck.

Our Fibre Network

We've been hard at work building on the progress made in the prior year through our expanded footprint and have channeled our energies into modernising and improving our fibre networks.

That has seen us replacing legacy equipment with state-of the-art technology to enhance performance and reliability and to future proof our services, upgrading our backhaul capacity to support increased volumes of data traffic ensuring high-speed internet access and enhanced quality of service across our footprint, and rolling out Smart Home Solutions in addition to our IPTV, VOD, Streaming Apps interactive content services.

Today, our network spans more than 13,400 km and passes more than 850,000 homes. And to reach rural areas where our fibre network can't go, we've also leveraged our mobile towers via TDD-LTE deployments.

With all of the elements in place to deliver an enhanced service to our customers, we've gone all out to drive penetration on our Fibre to the Home and Fibre to the Business networks in Anguilla, Barbados, Bermuda, the British Virgin Islands, Curacao, Dominica, Grenada, Jamaica, Saint Lucia, Saint Vincent and the Grenadines, Trinidad & Tobago and the Turks & Caicos Islands.

Our Subsea Network

The future is here with best-in-class supercharged connectivity across the Caribbean and South America thanks to the arrival of our subsea fibre cable, Deep Blue One. Subsea fibre has long been the backbone of global connectivity - and Deep Blue One is set to serve as a stimulant for the next wave of economic development in the region particularly benefiting French Guiana, Guyana, Suriname and Trinidad & Tobago.

Going live in June 2024, our advanced fibre cable network provides seamless connectivity, facilitating uninterrupted communication and real-time data transmission. Deep Blue One's redundant pathways and cutting-edge technology ensure reliability, optimal operational efficiency and minimal downtime - even in challenging environments. Leveraging the latest technology, this 2,100 km+ subsea cable network is also designed to accommodate future growth and evolving technological requirements, offering scalability and flexibility to meet industry demands.

Additionally, as part of our commitment to minimising our environmental impact, the build out prioritised sustainable practices, while supporting the transition towards a greener future.

BEYOND CONNECTIVITY

We recognise that our services do far more than just simply connect people. As engines for growth and change, our networks power and empower customers, countries and economies and it's our responsibility to ensure that we're always at the forefront of innovation and mindful of environmental considerations.

BENEFITING FROM GREEN TECHNOLOGY SOLUTIONS

As we deploy and maintain our networks, we're also making efforts to ensure that we're doing right by our environment. In seeking to cause minimal to zero harm, we've been able to enhance our activities by deploying green technologies.

Our use of energy-efficient network equipment across new installations and upgrades has reduced our overall energy consumption and environmental impact, while our implementation of water conservation measures at our facilities, including the use of water-efficient technologies and recycling systems, has minimised our water usage and impact on local resources. We're also investing in innovative technology like GeoAI to utilise drones for surveys and network management purposes which is faster, cheaper, safer, more accurate and more efficient and can be used in a variety of environments and conditions.

CLOSING THE DIGITAL DIVIDE

As one of the pillars of our strategy, there's a range of social considerations we always keep in mind when implementing any network changes, be it expanding our mobile presence or deciding where to place new fibre. It's important that our network reaches those who need it most, that's why accessibility is a key piece of the puzzle. We are very aware of cultural sensitivity, respecting local practices and communicating clearly with all our stakeholders. To do this, we must engage those in the communities by speaking to community leaders and addressing any concerns while educating them on the benefits of the network. Connectivity has the potential to supercharge communities by connecting businesses which create employment opportunities and improving education, another of our missions.

REVOLUTIONISING CONNECTIVITY THROUGH INNOVATION

Our network is the backbone to the seamless connectivity we all experience and enjoy day in, day out in and is driving rapid change across the region.

The explosion of Artificial Intelligence (AI) has facilitated improvements all across the world from optimising performance, predicting trends and improving customer service. We've begun to implement AI throughout our business.

We've seen the proliferation of the Internet of Things (IoT) with nearly every device getting smarter and changing how we live. We see this across all our customer segments with the increase in data demand and consumption, but we're up to the challenge.

Cybersecurity is much more important than ever before with threats increasing both in number and complexity. We offer Cybersecurity solutions, which our customers can leverage in helping to protect their systems and data.

Gone are the days of needing on-premise solutions and massive expense to maintain data. We've seen a shift internally in our own solutions and from our customers to have cloud-based applications which gives greater flexibility to scale and grow adapting to consumer demands.

OUR CLIMATE RISKS & OPPORTUNITIES

As Small Island Developing States, or SIDS, the countries in our region feel the effects of climate change first hand. Small island states contribute to only one percent of the global greenhouse gas emissions that are causing the climate crisis. Yet, we face some of the worst impacts of climate change, among them, more frequent and powerful storms and weather events, rising sea levels, ocean acidification and biodiversity loss.

Our first hand understanding and experience of the effects of climate change mean we also recognise the myriad opportunities we have to operate in ways that mitigate the negative effects or indeed benefit the planet – whether that be through the digital solutions we offer as a company, how we power our operations or how we partner with our communities. Our overarching intent is always to leave a positive footprint.

Climate Risks

Infrastructure Damage • Extreme weather events are predicted to increase in both frequency and severity. This has the potential to cause damage to our infrastructure. We are currently combating this by ensuring that we consider this risk right at the inception of our planning for all capital projects. We also carry insurance coverage for any significant damage.

Supply Chain Disruption • We could face logistical challenges due to changing environments. Events can create shortages of components or impact our teams' ability to repair and perform maintenance on our infrastructure.

Increased Regulations • We've already seen some Governments begin to enact legislation to deal with the effects of climate change. This is likely to become more widespread and we expect some form of impact in future years.

Increased Costs • This could come in many different aspects from carbon taxes implemented by Governments or regulators to increased costs of repairs to more staff required to be able to report to regulation standards.

Reputation • Changing consumer preferences require that companies step up and make a difference. They want those that they interact with to care and change for the better. We'll continue to meet their expectations and give back to the communities where we operate.

Market Economic Challenges • In the markets where we operate, there are vunerable industries such as tourism and agriculture which could result in challenges for our customers. We are, however, always here to help them through difficult times while optimising our operations to reduce the impact.

Climate Opportunities

Renewable Energy • Being in an energy intense industry, we have a massive opportunity to move towards green infrastructure. This has the potential to drive down energy usage, lower costs and reduce reliance on third parties.

Digital Solutions • With our industry at the forefront of the digital revolution, our technology enables people to grow and thrive. We are grabbing this opportunity with both hands by effecting change in our own business as in turn we empower others.

Operational Resilience • Strengthening our operations means that our customers always stay connected. We understand how important our infrastructure is and the services that we provide are most important when times get tough. That's why we put so much into ensuring that we have the best network aand that our customers are always connected.

Growth • We have the opportunity to show our customers that we are a part of their community by meeting them where they are and providing solutions that align with their values and needs.

Financing • Green financing solutions are growing with more and more institutions making financial commitments to sustainable financing solutions. We have the possibility of taking advantage of this and lowering our cost of capital while doing good in the world.

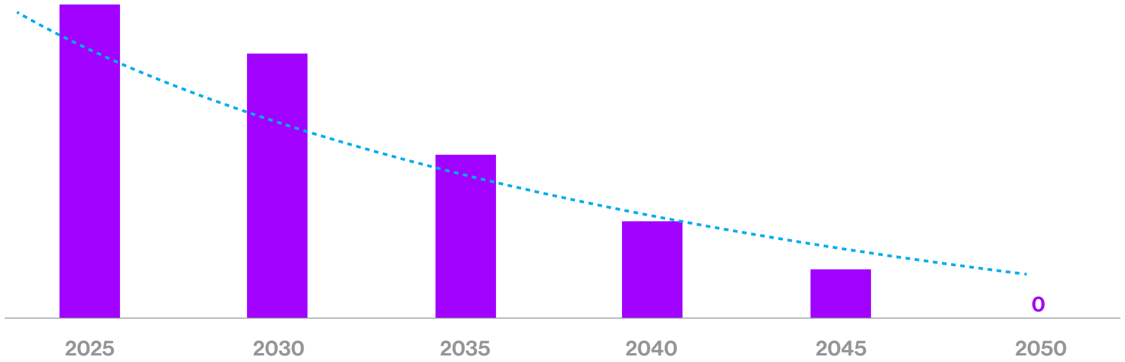
Supporting Our Communities • We've been supporting our communities for over 20 years, and we aren't about to stop now. We can help our communities to grow and adapt to change while supporting them in their connection.

OUR CLIMATE AMBITIONS

As the most significant challenge to achieving sustainable development, climate change threatens to drag millions of people into grinding poverty. Impacting our society by disrupting the natural, economic and social systems we depend on, it will affect food supplies, industry supply chains and financial markets, damage infrastructure and cities and harm human health and global development.

And much as climate change presents a significant challenge to society, closer to home, potential consequences for our business operations and networks are significant, both presently and in the future.

Climate-related risks are twofold; encompassing transition risks stemming from potential market and policy shifts as the global economy transitions towards low carbon solutions and physical risks such as extreme weather events and long-term climatic changes.



As such, we have put in place some ambitions for ourselves.

We are committed to reducing our scope one and two emissions and to understanding how we can better assist with reducing our scope three emissions over the short to medium to long-term.

By 2035, we hope to reduce our scope one and two emissions by 50%, with the ambition of being net zero by 2050.

2027

Improve Reporting

2035

50% Reduction [1]

2050

Net Zero

1. Scope one and two emissions only, scope three reduction to be 50% of base line.

OUR ENVIRONMENTAL VISION

Our approach to minimising the environmental impact of our operations sees us placing a strong focus on developing strategies to effect the changes necessary to achieve our net zero ambition.

Capturing Efficiency

Here it's all about optimising our productivity by minimising our resource usage through lower energy consumption, aiming to decrease our emissions and prioritising eco-friendliness.

This approach not only fosters environmental enhancements, but also streamlines operations. Enhancing overall performance with a more effective workflow and thorough evaluation of our policies and processes, it culminates in reduced emissions, decreased energy expenditures and fortified governance structures.

Implementing Renewable Energy

Here it's all about implementation of renewable energy sources as a cornerstone of our overarching environmental strategy to put us on a path to a more sustainable future.

Representing a pivotal shift in how we run our networks, it's important to acknowledge the considerable financial implications associated with the implementation of renewable infrastructure given the substantial capital investment required for a widespread overhaul across our diverse array of sites across multiple markets. Nevertheless, we are resolute in our commitment to taking proactive measures, rather than idly standing by.

Neutralising Our Impact

Here it's all about transitioning to renewable energy sources and optimising our operations whilst acknowledging that our emissions will not reach net zero. To address this, we intend to participate in carbon capture initiatives, such as reforestation or generating surplus renewable energy for local consumption. These projects not only remove carbon dioxide from the atmosphere, but also provide additional benefits like soil erosion prevention or fruit production.

SAFETY FIRST

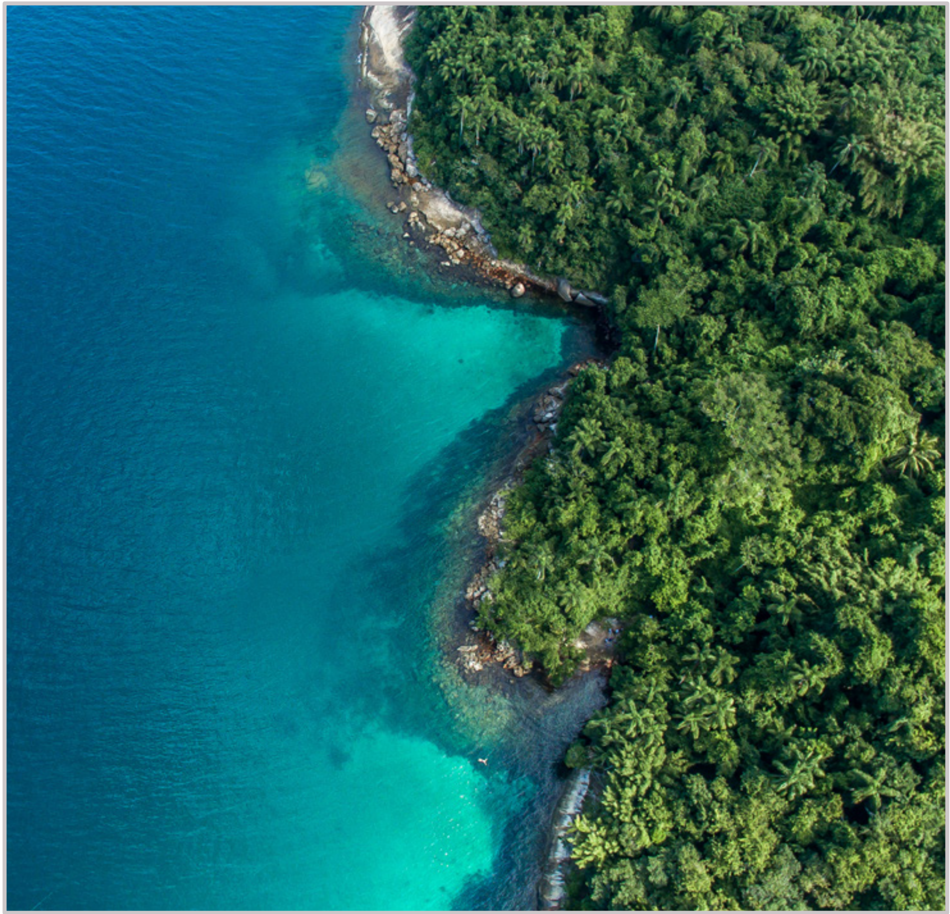
Safety, Health and Environmental (SHE) considerations are absolutely central to our ESG agenda since it's all about driving positive change – not just within our organisation, but also in our broader community and ecosystem.

Working together, we can create a more sustainable, equitable and resilient future for all and that's why we pride ourselves on our adherence to industry gold standard policies and procedures and on our efforts to drive continuous improvement in this area.

With the markets we operate in at the forefront of the effects of climate change and highly susceptible to natural disasters and extreme weather events, 2023 was a very active season with seven hurricanes - three of which were major hurricanes - and eight major earthquakes (above 5.0 magnitude). While we're well versed in preparedness and mitigation activities, we never rest on our laurels and are continually refining our planning and response mechanisms through training, drills, tabletop exercises, peer reviews and industry partner consultation to ensure that when the worst happens, we are #digicelready.

Having instituted an increased number of safety meetings internally (up 100%) across our markets giving rise to an 80% increase in corrective action reports, we heavily pushed the ability for our employees, contractors, customers and members of the public to be able to raise issues with our SHE teams or make comments and suggestions for improvements. As a result, we recorded a 25% increase in incidence reporting which in turn led to an increase in payouts for damages or accidents – a good performance against industry standards. We're pleased with that outcome which, in tandem with a 70% increase in auditing, meant we could successfully identify, mitigate and prevent safety violations thus avoiding a serious incident.

The work in this area never stops and we are always committed to improving and providing the best optimal safety environment for our people and for our wider community.



Social

OUR PEOPLE

More than a network, Digicel is a network of people – close-knit and highly motivated – we're proud to go above and beyond to keep our customers #betterconnected and to play our part in our communities.

As a multinational organisation in a progressive and dynamic industry, we're clear that having a mix of people only enriches us and is essential to fueling creativity and business growth. At Digicel, we respect, value and welcome you no matter who you are or how you are and our Code of Conduct is explicit in stating our commitment to creating a diverse and inclusive work environment that is free of harassment, discrimination and bullying.

With 5,333 people working across our 25 markets, our vibrant and diverse workforce is made up of people from all walks of life. It's something we are recognised for in our markets and that marks us out from other companies in the region as a positive example of what's possible if you do the right thing.

A further point of pride is our gender split which stands at 52% female to 48% male – and we're even more thrilled that 44% of our leadership team is female.

*Headcount as at 31 March 2024

Growing Lifelong Learners

Operating at the cutting edge of technology in a fast paced and ever-changing industry means that it's incumbent on us to furnish our people with continuous skills building and development opportunities through dynamic access to learning resources and programmes.

As well as ensuring our staff are up to date and on the ball with the latest developments in areas like data privacy and cybersecurity that are pertinent to how we operate in a digital world and how we do best by our customers, we also institute programmes to maximise their potential as they move through the organisation.

Creating Opportunities

We're always focused on driving opportunities for our people and specifically on the development of local talent by providing meaningful work and opportunities for career advancement when considering internal promotions or hiring to fill vacancies.

OUR PEOPLE

Building High Performing Teams

Our People Leaders' Development Programme (PLDP) has been successfully completed with participants from across various markets enrolled in the FranklinCovey – All Access Pass. This 12-month learning journey included courses such as "The Seven Habits for Highly Effective People," "The Six Critical Practices for Leading a Team," and "The Four Essential Roles of Leadership." The PLDP is designed to help our leaders and managers achieve sustained success by effectively leading themselves, influencing and engaging others, collaborating efficiently and continually improving their capabilities. As a result, 172 executive-level staff completed 440 training hours, with a further 238 employees completing 1,328 training hours.

Con-GRAD-ulations

In April 2022, a number of the best and the brightest young professionals joined the business as part of the Digicel Graduate Programme and two years later, on 31 March 2024, 15 graduates celebrated completing the 24-month long intensive programme.

With a number of market and department rotations over the two years, the graduates gained technical knowledge, a digital mindset, business acumen, commercial savvy and leadership skills through a combination of real world, on-the-job experience, professional development, networking and mentorship. And the even better news is that nine of them have secured permanent roles in the company.

Con-GRAD-ulations class of 2024, you did us and yourselves proud!

OUR PEOPLE

Meet Jeneard

Jeneard is an inspiration to us all.

He's been on our team for an incredible ten years and he's living proof that everyone possesses unique abilities that contribute to the world and that it's all about embracing the opportunity to make a difference and overcome life's challenges. And Jeneard knows all about that having been born with multiple phocomelia syndrome – a rare birth defect that causes shortened, and sometimes absent, bones of the arms and other appendages.

We were blessed to find Jeneard through our POWER Intern programme which provides opportunities for people with disabilities. Having completed high school in Kingston, Jeneard worked and trained at the Rehabilitation Centre before enlisting in the Recognising Abilities Through Training Employment and Development (RATED) programme and, through that, our dynamic partnership was born.

Today, he works as our Education and Special Needs Project Officer in the Digicel Jamaica Foundation and his positive attitude, work ethic and all-round good guy demeanour make him an indispensable member of the team. Oh! And he's also a star athlete having represented Jamaica on the Paralympic table tennis and basketball teams and winning medals in several 5K wheelchair races.

Jeneard describes his journey way better than we ever could; "When you see the challenge, you have to take it one step at a time. When it's your time to shine, it's your time to shine."

Well said Jeneard! You're a shining example of what's possible and we're honoured to have you on our team.

Digicel Foundation

OUR CUSTOMERS

It's not enough to just have an amazing network. Of equal importance is ensuring that the service experience we deliver to our customers is the best it can be. That means that we are continually improving what we do and how we do it so that our customers can get the help they need, when and how they need it.

In order to facilitate changing customer demands, we've driven significant improvements by focusing operations and implementing centralised service technology, workforce and reporting management and segmented service approaches. As customers increasingly favour digital channels and self-care options, our use of generative AI and automation, which currently stands at 6% for digital non-human resolutions, is targeted to reach 70% in the next two years.

With different customer preferences, we still have our 720 fantastic customer care agents across our six contact centres who are there 24/7 supporting all our consumer and business customers across our 25 markets while showcasing our commitment to excellence and best in class Customer Care. Each of our hubs is a centre of excellence driving even more focused performance and specialising in different areas. For example, our Haiti hub provides digital customer service (via chat, social media and email) for all of our customers, while our Trinidad hub is dedicated to our business customers.

We have key performance indicators in place to track and make sure we are hitting our SLAs. We are proud to be achieving top-tier results and recent benchmarking by a global consultancy ranked us in the top tier of customer experience when compared to other telecoms providers.

Painting The Town Red - 22 Years Running

On 19th April 2023, it was time to paint the town red to celebrate our 22nd anniversary in Jamaica, where it all started for us. And so began an action-packed, fun-filled day of paying tribute to our amazing people and rewarding our customers.

Starting the day out right, Deaf Can! Coffee (a social enterprise and Digicel Foundation grant recipient) was on hand to provide everyone with a fresh cup of coffee or a smoothie to get the day going. Lots of people turned out in their Digicel red to celebrate, and along with some fun activities and prizes and surprises, the day wrapped up with a party on the roof.

Never one to let an opportunity to delight customers pass us by, we also used the occasion of our anniversary to kick off our J$40 Million in 40 Days campaign (or about US$262,000) as our way of saying THANK YOU to our customers for choosing us and sticking with us.

OUR CUSTOMERS

MonCash in Haiti

In Haiti, access to financial services is reserved for a very small proportion of the population but digital financial services are creating a path to increased financial inclusion and real-world benefits for low-income people all across the country.

According to the Central Bank of Haiti, 89% of Haitian adults are unbanked, while the World Bank reports that more than five million Haitians live on less than US$3.65 per day. For context, these figures are among the lowest not only in the Latin American and Caribbean region, but globally.

The simple act of being able to access more formal financial services opens up doors. People can store their money safely, they're able to conveniently receive or send money and make payments, not to mention having savings and being able to invest in their future.

Our MonCash mobile money service has been growing exponentially in the last few years and we continue to invest to meet our customers needs. That saw the team successfully complete a platform migration in August 2023 to upgrade the service, meaning we can now offer enhanced features. Some of these changes like the additional security features have led to a significant drop in fraud-related calls delivering better security, better service and a better user experience.

We are also alongside our community when difficult situations arise. With the civil situation in Haiti continuing to be problematic, MonCash customers have the ability to receive international remittances which can help people survive the day to day. We've seen our transaction value grow by an amazing 417% as customers responded to the convenience and security that MonCash offers at a time when Haitians are most in need. As we continue to educate our customers on the benefits, we've also been able to build our merchant network from 1,200 to 3,000 active retailers.

Customer Day

Customer Day has become a bit of a thing around here since we first staged it in 2021.

It's the one day in the year where every single Digicel person (no matter where they work in the organisation) dedicates themselves to working in a front-line customer facing position.

From team building, morale boosting and skills sharpening to providing us all with incredible insights into the customer experience we provide (and how we can improve it), the energy was high as we once again ensured that our customers are at the heart of everything we do.

A big thank you to our customer-facing employees who do this job all day, every day; thanks to our non-customer-facing employees who participated; and special thanks to our graduate interns who made it all come alive. Together, we made the day a huge success, proving that Without U, there is no US.

OUR CUSTOMERS

Shaping Our Future

We're two years into a five-year project to simplify our ecosystem for our customers and to build our company to be fit for the future. Welcome to Project Shapes.

Shapes sees us digitally transforming, modernising and streamlining our business and technical model and redesigning our entire Customer Experience to enable a frictionless digital journey by deploying a new single core solution.

Simplification is the name of the game here. As we reshape our business and move from bespoke legacy equipment, we're ushering in a new era of competitive advantage and customer satisfaction. And there's so many benefits including the reduction of on-premise equipment by moving to the cloud, reducing the number of systems we use, and cutting our fraud exposure by improving our governance and regulatory compliance in managing people's data and privacy.

" Shapes is our future... and it's shaping up nicely."

Specifically We Are

OPTIMISING business efficiency to simplify our customer journeys and make it more straightforward for our internal and external customers to do business with us.

SIMPLIFYING and removing existing legacy constraints which are complex, ill-equipped and incapable of supporting new simple and streamlined services allowing us to evolve our business and stay competitive with solutions beyond the 'here and now.'

EXPANDING our digital business, moving beyond partner streaming initiatives into next-generation offerings.

ENHANCING customer experience by creating consistency in how a customer experiences interactions across our markets, while making a seamless digital journey.

OUR SECURITY & YOUR PRIVACY

Cybersecurity

In a world where cybersecurity threats are ever-growing, and becoming ever more sophisticated and harmful, we work hard to ensure that when it comes to protecting our customers, our operations and our people, we're firing on all cylinders.

Our robust cybersecurity programme is designed to identify and protect against modern, evolving threats as well as to position us to swiftly detect, respond to and recover from incidents capable of causing serious harm to our customers and network infrastructure. We pride ourselves on the deep work we do in this area; our recent ISO 27001 recertification (having first achieved certification in 2021) and the award of two international certifications - ISO/IEC 27001:2022 (Information Security, Cybersecurity and Privacy Protection) and ISO/IEC 27701:2019 (Security Techniques Extension for Privacy Information Management) are testament to our commitment to and focus on this area.

Given the rise of new and emerging data privacy and protection laws and the related penalties for non-compliance, the Group Security and Group Legal teams collaborated to include a Privacy Information Management System (PIMS) compliant with international standards, laws and regulations. We are committed continually to enhancing our cybersecurity and data privacy programmes to protect our systems and data and gain the trust and confidence of our customers and partners.

We embarked on several modernisation and uplift projects to strengthen our preventative, detection and mitigation capabilities. These included implementing AI endpoint protection, machine learning identity management and access controls with enforced multi-factor authentication (MFA), real-time Denial of Service (DDoS) uplift, email DMARC, automated incident response and digital forensics, and replacement of the central SIEM/intrusion detection platform for robust log aggregation and advanced threat detection across our evolving hybrid network environment. For proactive action in a rapidly evolving cybersecurity risk world, and an imperative continuous need to establish and maintain trust and compliance, a cybersecurity strategy and roadmap is documented as part of the wider Technology strategy plan. This focuses on key areas including adopting a modern zero-trust model, deeper use of AI for defensive and offensive security, data protection and loss prevention, identity and access management, compliance and bug bounty.

Our people take our responsibilities in this area as seriously as we do and we're proud to have achieved 100% compliance in 2023 for our mandatory security awareness training for all staff. And while, email attacks against us are being successfully mitigated, we also continuously analyse them and the tactics employed to enhance our protections and improve our staff's awareness through more targeted and immersive training.

OUR SECURITY & YOUR PRIVACY

Data Security and Privacy

Employing a highly skilled, dedicated in-house cybersecurity team and working in collaboration with top international experts, we pride ourselves on adhering to best-in-class industry standards. Our approach includes regular risk assessments, security awareness training and a comprehensive incident response plan. This commitment is driven by the Group Security Team and supported by the entire organisation, ensuring continuous vigilance and innovation in safeguarding our digital infrastructure. Our annually renewed ISO-certification for Information Security and Cybersecurity helps to ensure robust protection for our networks, systems and customer data, highlighting our commitment to good governance by making sure that we get independently reviewed.

We continue to implement and execute on our strategic initiatives involving our Global Privacy & Data Governance Programme. In 2023, we underscored our dedication to keeping our customers, employees and stakeholders #BetterConnected and #BetterProtected with the launch of the Privacy and Trust Centre. This webpage captures our commitment to transparency, providing clear notices about data use, and ensuring robust safeguards to protect information, housing all data policies, notices and reports on our data use. We recommend you check it out at digicelgroup.com

In quarter four of our financial year, our Privacy Team launched a data privacy and protection training tailored to our Jamaican market, ahead of the enforcement of the Jamaica Data Protection Act (JDPA), which over 700 employees completed. In addition, the Privacy Team conducted tailored training sessions with the following teams over the course of FY24: Customer Care (Cayman, Jamaica), Sales, Marketing, Retail, Commercial, HR, Digicel Foundation, Digicel Business, Digicel+ (Jamaica), Trend Media, Paymaster, Magna Rewards, MyCash, and NewCom.

Additional training will be introduced for employees in Barbados, the Cayman Islands and Guyana in the coming year.

#BetterProtected

OUR SECURITY & YOUR PRIVACY

AI • A New Paradigm

While acknowledging the transformative potential of artificial intelligence (AI) and big data in modern society, we are nonetheless also acutely aware of the ethical considerations and risks associated with the misuse of these technologies. We are committed to ethical AI development and usage, emphasising privacy, transparency and trust as core principles and the development of our internal framework for AI governance within the Privacy and Data Governance Programme is testament to our dedication to these values.

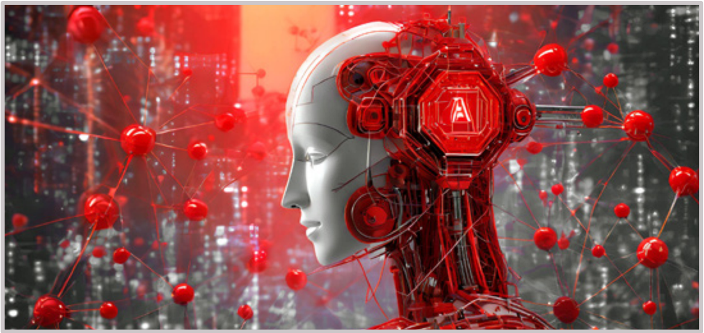
To this end, we have updated our Information Security Policy to incorporate additional safeguards tailored to AI. These updates include enhanced data use requirements, rigorous access and sharing controls and continuous monitoring to detect and respond to potential threats. By embedding privacy considerations into the design and deployment of AI systems, we aim to build and maintain trust with our customers.

Transparency is a cornerstone of our approach to data governance. Clear communication about how AI systems work and how data is used is essential for fostering trust. As part of our commitment to transparency, we have developed a comprehensive vendor assessment process that has been updated for AI considerations.

We are in the process of creating our policies that will address data use, ethics and AI governance and will serve as a guiding framework for all our AI-related activities, ensuring consistency and compliance with applicable laws and regulations across all markets where we operate. The ethical implications of AI are profound and we are committed to leading by example in this area.

As we move forward, we will continue to engage in constructive conversations about the role of AI in our operations. Our main goal continues to be enhancing trust and integrity while empowering and transforming the digital lives of consumers across all our markets.

We have taken several steps to arm ourselves against data privacy threats by implementing initiatives that reflect our dedication to enhancing the skills and knowledge of our employees, ensuring they are well-equipped to handle the evolving challenges in cybersecurity and data privacy.



DIGICEL JAMAICA FOUNDATION

DIGICEL JAMAICA FOUNDATION

US $46.67m
Total Invested

29
Special Needs Centres, Schools and Early Childhood Institutions Constructed or Renovated

107
Braille Machines Donated to The Salvation Army School For The Blind

231
Primary School Enrichment Rooms for Literacy and Numeracy

888
Community Grants Provided, Impacting Over 250,000 Lives

1,413
Tablets Distributed to Persons with Special Needs

DIGICEL JAMAICA FOUNDATION

Through the ‘Follow the Trail, Invest in Braille’ campaign, a total of 107 Braille machines and two embossers were donated to the Salvation Army School for the Blind and Visually Impaired Children, Jamaica’s only school for the Blind. This donation was made possible through a collaborative effort between our Foundation and the generous support of 42 individual, private and public sponsors.

Provided 13 environmental grants to communities through our ‘Good Energy Clean Environment’ grant campaign. The projects ranged from solar energy, rainwater harvesting, hydro farming and the Kingston Harbour Cleanup project.

Completed all ten Smart Rooms in primary schools to help bridge the digital divide and expose young people to emerging STEAM (Science, Technology, Engineering, Arts and Mathematics) careers.

Opened the newly renovated Hope Valley Experimental Special Education Unit. Nestled within a constituency with a high population of persons with Special Needs, this revitalised facility guarantees a secure and hygienic learning space for children with Special Needs.

> **“Over the years, Digicel Foundation, through its corporate social outreach, has been a boost to the Government’s vision of developing our children to their fullest potential regardless of their social and economic backgrounds.”**
>
> **HONOURABLE FAYVAL WILLIAMS**
> *Minister of Education and Youth*

DIGICEL HAITI FOUNDATION

DIGICEL HAITI FOUNDATION

US $87.1m
Total Invested

1.3m
Direct Beneficiaries

20
Trainers Certified

363
Community Development Projects Funded

193
Schools Constructed Benefiting 60,000+ Students

1,719
Trained School Directors and Teachers

DIGICEL HAITI FOUNDATION

Inaugurated three new school constructions: Ecole Nationale de Notre Dame de Perpétuel Secours de Latibolière, Ecole Nationale Saint Michel de Charpantier, and Institution Mixte Notre Dame de l'Assomption. A total of 39 classrooms were built, in addition to administrative offices, kitchens, basketball courts and other needed facilities. These three projects have positively impacted approximately 1,800 students, providing them with an environment conducive to learning.

Launched initiatives aimed at fostering the development and involvement of young adults, notably the second edition of our influencer contest. The winning project facilitated the training of approximately sixty participants in graphic design, screen printing and photography. Moreover, a successful Christmas carol singing contest was organised, serving as a platform to highlight numerous talents and celebrate Haitian culture.

Maintained our involvement in development by financing 16 community projects through our annual “Konbit Pou Chanjman” or Come Together for Change campaign. Furthermore, we extended our support to like-minded partners such as Special Olympics Haiti, whose athletes achieved remarkable success by securing six medals at the World Games held in Berlin.

Renewed our commitment to the "Teacher of the Year" campaign in collaboration with P4H Global, aimed at recognising the dedication and importance of teachers nationwide. Moreover, the Foundation's trainers continued to build the capacity of 66 school communities to improve the quality of education and ensure long-term sustainability.

"We are beginning to see tangible results. One notable example is the growing participation of young Haitian professionals in blood donation initiatives. This advancement is largely attributed to the proactive engagement of socially conscious organisations such as the Digicel Foundation."

KONBIT POU SAN TEAM

DIGICEL TRINIDAD & TOBAGO FOUNDATION

DIGICEL TRINIDAD & TOBAGO FOUNDATION

US $7.4m
Total Invested

604
Projects

162
Technology in Education (TIE) Centres

150
EPIC Grants

10
Innovation Labs

202K
Persons Impacted

DIGICEL TRINIDAD & TOBAGO FOUNDATION

To commemorate World Steel Pan Day, we partnered with Pan Trinbago to fund and support development of Technology in Education Centres at eight pan yards in Trinidad and Tobago. Each centre has five computers, a printer, desks, chairs and one year's free high-speed broadband. Each TIE Centre has the potential to impact 3,013 persons.

With help from Digicel Business and a partnership with Restore a Sense of I Can (RSC), we supported the DigiKids Tech Incubator. The free hybrid technology vacation camp for ages 8 to 12 empowers young people to become digital creators. Campers learned about simulations, dance code, cybersecurity, artificial intelligence, web development, audio editing and video editing. On-site activities included website design, dance code, robotics, augmented reality and virtual reality.

Through a partnership with the Ministry of Social Development and Family Services, we provided funding to procure physical therapy equipment, occupational therapy equipment, behavioural therapy equipment, speech therapy resources, and resources for an Adult Therapy Gym and Paediatric Therapy Gym, furniture for an Adult Daily Living Suite, and computer equipment and accessories for an NGO Resource Room at the National Therapeutic and Resource Centre (NTRC). The NTRC is a multidisciplinary resource centre which offers therapy and rehabilitation for persons with disabilities.

To commemorate World Literacy Day and the opening of a new play park in the city of Port of Spain, team Digicel read aloud to students while doing crafting activities. This year, five teams collaborated to share Christmas cheer during the yuletide season. The investment covered costs to purchase devices for children living in orphanages, appliances and personal care products for a senior citizens' home, food hampers for vulnerable families and a play park for children in early childhood care.

"It is a pleasure working with the Digicel Foundation team, who are always willing, helpful, positive and facilitative. Thank you Digicel Foundation for being a true, strong partner towards the realisation of national priorities and the sustainable development goals in T&T."

DR. SHARDA MAHABIR

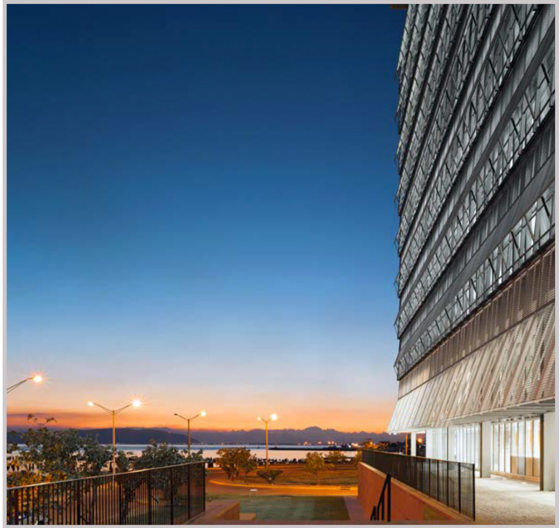
National Coordinator • GEF SGP Trinidad and Tobago • United Nations Development Programme

Governance

GETTING IT RIGHT

We continue to bolster our Governance structures and practices. This starts at the highest levels and permeates straight from our Board, working its way into all our decisions, from the policy stage right through to the ethical decisions we make, fostering a culture of trust and collaboration.

Ultimately good governance enhances our viability and reputation whilst providing direction and minimising risk. This is why we've slightly changed our approach and the roles and responsibilities of our three sub-committees which are the Audit Committee, the Remuneration, Appointments and Human Capital Committee and the Compliance Special Committee (CSC). The CSC is to help us drive this commitment to best in class governance. With that in mind, each committee had their charters renewed and approved by the full Board.



Our **Audit Committee** ensures we are on the best financial footing possible providing extensive financial oversight including supervision of key activities such as the audit process, investor reporting, and our financial internal controls. Its mission is always to focus on the financial position and help to set a good tone at the top in regards to financial risk management, demonstrating that this is core to a successful Digicel. It also gets involved in any governance, legal or regulatory matters which fall under its scope ensuring that we always remain compliant with all laws and regulations.

Our **Remuneration, Appointments and Human Capital Committee** is responsible for everything people-related. We recognise that our people are one of the most valuable resources we have and ensuring that our policies and practices in this regard support our strategy and long-term sustainable success is vital. All things remuneration, conduct, performance and succession-related falls under its purview and, with the support of the full Board, should enable us to achieve our goals and ambitions. For us, it's important that our staff feel valued and that our top tier talent is put to good use in growing both the business and the individual.

Our **Compliance Special Committee** oversees our compliance with laws, regulations and best practice, including ethics, integrity and appropriate transparency in our business operations. It gives us all clear guardrails and expectations to follow, making sure that the tone at the top is set appropriately. Overall, our CSC plays a crucial role in developing a culture of integrity and compliance, fostering a continuous learning environment ensuring that our compliance processes are responsive to the ever-changing needs of the organisation across all lines of our business from regulatory requirements to investigations and remediation.

OUR GOVERNANCE STRUCTURE

	Board	Audit Committee	Remuneration, Appointments and Human Capital Committee	Compliance Special Committee
Corporate Strategy	✓			
Legal and Regulatory	✓	✓		
Risk Management	✓	✓		✓
Financial Management	✓	✓		
Privacy and Security	✓			✓
Environment	✓	✓		
People	✓		✓	
Inclusion and Diversity	✓		✓	
Succession Planning	✓		✓	✓
Governance	✓			✓
Mission and Values	✓		✓	
Policies and Procedures	✓			✓
Rajeev Suri	C			
Marcelo Cataldo	✓			
Rodrigo Diehl	✓	✓	✓	
Alberto Griselli	✓	✓	✓	
Mariame McIntosh Robinson	✓		C	✓
Denis O'Brien	✓			
Tarek Robbiati	✓	C		✓
Rachel Samren	✓			C
Xiao Song	✓			

OUR BOARD MEMBERS

Our Digicel story is ever-evolving and in this next chapter comes a fresh new board and management team. Our new members have taken up the mantle to continue connecting the unconnected and bringing transformative communications to some of the most challenging places on earth. All our new directors bring a wealth of experience and showcase our ambition to create a best-in-class governance system. This shift in how we do things has resulted in change across our business. We've kept our Board to nine members, but we've improved our process with having our Chief Executive Officer become a member. Currently 78% of our board are independent with nine different nationalities represented, and 22% female representation.

Rajeev Suri
Chair of the Board

Marcelo Cataldo
Chief Executive Officer

Rodrigo Diehl
Non-Executive Director

Alberto Griselli
Non-Executive Director

Mariame McIntosh Robinson
Chair of the Remuneration, Appointments and Human Capital Committee

Denis O'Brien
Non-Executive Director

Tarek Robbiati
Chair of the Audit Committee

Rachel Samren
Chair of the Compliance Special Committee

Xiao Song
Non-Executive Director

OUR COMPLIANCE STRATEGY

How we do things is just as important as what we do. This means doing things right and doing the right things while ensuring that we have knowledgeable staff who know how to conduct themselves appropriately. This better prepares us to identify and solve any issues and concerns before they escalate.

Our people understand that compliance is a shared responsibility and we all have a part to play in ensuring that Digicel remains compliant in all our dealings. One of our priorities during FY24 was to bolster our governance and build upon the strong foundations that exist within our organisation. We recognise that ethics and compliance promote fairness, transparency and accountability, which results in better outcomes for us, our customers, our investors, our communities and our partners.

Our Strategy Encompasses Three Key Aspects

Prevent

Preventing and mitigating risks by conducting risk assessments, establishing policies and procedures, and providing training to raise awareness about legal requirements and ethical standards.. This is all about getting the right policies, processes and controls in place, making sure all our stakeholders understand our expectations.

Detect

Detecting weaknesses and potential misconduct through our enhanced controls and speak up process. If our controls are working, then we should see the benefits throughout the organisation from reduced fraud through to greater efficiency within our operations.

Respond

Responding and taking corrective action will define how successful we will ultimately be. To manage risks successfully, we will need to be innovative and constantly adapt to the changing landscape making sure any misconduct is addressed in a fair and transparent way.

OUR STRATEGIC RISK & GOVERNANCE

We continue to enhance our Governance structure and practices to manage our risks.

We understand how pivotal it is for us to get our strategic risk design right and effectively manage through the uncertainties which face our markets enabling us to grow sustainably. When assessing the strategic risk, we look at four aspects of our business; financial, legal, operational and strategic. Different risks will require different solutions and looking at all aspects means we have the best understanding to optimise and lower the risk to levels we deem acceptable. We are constantly looking to remain agile and therefore our risk strategy encompasses four aspects:

Financial Risk Management

Our Audit Committee oversees the financial risks and strategy setting that strong tone at the top which filters down to all of our people and is exemplified throughout our financial community. We also have specialised teams who focus on specific aspects of our operations helping to further reduce our risk. Our business risk and corporate security team mitigates the risk of fraud, revenue leakage and operational matters like the sensitive disclosure of business records. We take this very seriously and any instances are reported and analysed to continuously improve our operations and policies. In further support of managing our financial risks is our internal audit function. Our teams assess the integrity of our financial processes and perform substantial controls testing across all our markets, making sure our controls and processes are working as designed and being followed by all our teams across all our markets. It is only by applying this diligence that we are able to ensure that the quality of our information is up to scratch and fit for purpose.

Disaster Risk Management

Given the possibility for many of our markets to be hit by natural disasters, it will come as no surprise that we are prepared for the worst and ready to step up when the time comes. Our teams are always ready to activate and have numerous playbooks ready for when the worst does happen. All our people must complete disaster awareness training each year to make sure that they know what to do in the most likely scenarios and training drills are held throughout the year. For those teams on the front line, the training is even more intense. Our technology teams who go out in the worst conditions have drilled into them the importance of keeping our customers connected while mitigating potential risks to themselves and our infrastructure. Ensuring that our customers remain connected is top priority and speed of recovery is everything.

Identification

01

Finding the risks within our organisation

Assessing the Risk

02

Evaluating the risk from the four different pillars

Mitigating or Preventing the Risk

03

Putting in controls or processes to bring the risk within acceptable levels

Monitoring and Reporting

04

Ensuring that we maintain and check that our controls are working and that we adjust as necessary to a changing world

OUR STAKEHOLDERS

Without relationships we wouldn’t be able to connect the unconnected. It’s by making sure that everyone knows what to expect that we can make sure we’re operating in the right way and able to meet our objectives. We’ve embedded ourselves in the fabric of those who deal with us across all our stakeholder groups, and by ensuring our practices are rigorous, responsible and environmentally mindful, we can be fit for the future.

Our Customers

We are constantly checking in with our customers and gathering key information to make their experience the best it can be. Gathering feedback such as our NPS scores and measuring analytics such as the queries and time to resolution means we have our finger on the pulse of our customers' needs. Our teams always have a listening ear for feedback so that we can constantly improve our services and meet our customers' expectations.

Our Employees

We constantly talk about how our employees are the driving force of our operations, making sure all our other stakeholders see the best of us and taking feedback where appropriate. That’s why it’s important for us all to stay connected. With over 5,000 employees in 25 markets, we have to use lots of different methods to make sure our people feel informed and heard. On top of the usual avenues such as bulletins, town halls, surveys, workshops, volunteer days and activities, we also implemented listening sessions and started work on defining and launching our values.

Our Suppliers

Making sure that we maintain a reputation for quality extends right through our supply chain. It’s therefore important that we know who we are dealing with and that they’re able to meet the demands of serving the number one telco in the region. We are in constant dialogue with our largest suppliers ensuring that we deliver quality at the right price in a safe way and in line with all rules and regulations.

Our Communities

We are embedded in the communities in which we operate and that started over 20 years with our first Foundation. Every year we see the numbers of those who have benefited rise and rise, helping to create a world that is that little bit better. Our teams keep their ear to the ground and make sure that the projects we take on fit with our values and the needs of the community and are in keeping with our strategic objective of advocating for inclusion and building capacity for those differently abled.

Our Investors

Maintaining relations with our investors and owners is key to making sure our strategy is aligned and we are both working from the same playbook. We keep everyone current through our investor portal which is routinely updated with the latest outputs. This is supplemented in a large number of other ways such as monthly investor calls, earnings reports, conferences, press releases and one-on-one meetings. Our investors also feel comfortable and confident in reaching out to us with any questions they have through our investor relations email.

Appendix

ABOUT THE REPORT

Reporting Year

This report covers the Caribbean and Central America region for the financial year 2024, unless otherwise noted. This is the period from 1 April 2023 to 31 March 2024, inclusive. All references to a year throughout the report refer to financial year, unless "calendar year" is specified. Where calendar year is stated this will run from 1 January 2023 to 31 December 2023, inclusive.

Data and Assurance

Certain figures in this report, including financial data, are rounded. Accordingly, corresponding calculated figures, including totals and percentage changes, in certain tables may not be an exact arithmetic presentation of the corresponding figures in the table. Data in this report may also reflect management assumptions and extrapolations using methodologies and estimates thought to be accurate and a true representation of outputs. Those factors including assumptions, extrapolations and methodologies may change due to subsequent developments or new information. Currently no external or third-party assurance has been sought for this report, this may change in future versions as we seek to improve our Environmental, Social and Governance reporting.

Forward-Looking Statements

The report does not cover all information about our business. This release contains forward-looking statements within the meaning of the federal securities laws of the United States. Certain other jurisdictions may have analogous concepts. Such forward-looking statements reflect, among other things, management's current expectations, plans and strategies and anticipated results, all of which are subject to known and unknown risks, uncertainties and factors that may cause our actual results to differ materially from those expressed or implied by these forward-looking statements. Many of these risks are beyond our ability to control or predict. Because of these risks, uncertainties and assumptions, you should not place undue reliance on these forward-looking statements. Many factors, including but not limited to changing Government regulations, our expansion into new products, services, technologies, and geographic regions may result in failure to meet stated goals, objectives, and/or execute our strategies. Furthermore, forward-looking statements speak only as of the date they are made. We do not undertake any obligation to update or review any such forward-looking information, whether as a result of new information, future events or otherwise.

Alignment to Frameworks

We have used three sets of reporting frameworks and standards as a guide in the development of our Environmental, Social and Governance report and associated index. We have included an easily identifiable table with the metrics of the standards we have used to guide us. What we report and how we report will be reviewed on a continuous basis to ensure we add value for our stakeholders.

UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (UN SDGS)

Two of our key ESG strategic objectives are represented within the UN SDGs, so it makes perfect sense to report against them. We believe that businesses have a vital role to play in creating a fairer and more prosperous society, supporting those communities in which they operate. We have worked on that belief for the last 23 years and our Foundations change the lives of people in our communities every day.

CODE	CODE DESCRIPTION	DESCRIPTION	RESPONSE
	Goal 4	**Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all**	One of the primary focuses of our Foundations is to ensure that all girls and boys can access free, equitable and quality primary and secondary education. You can read about some of the great work they do within Our Communities section. In Jamaica, through a partnership with Jamaica's Early Childhood Commission, we have renovated seven early childhood institutions with the aim of getting each institution certified with the Government, making each eligible for Government funding. We've also renovated 13 science labs and donated 42 mobile science labs for high schools. This drive to promote STEAM education (Science, Technology, Engineering, Arts, and Mathematics) is inspired by the Government of Jamaica's Vision 2030 to have secondary students graduate with a vocational skill and proficiency in English Language, a foreign language, Mathematics, a science subject and Information Technology. We completed four out of ten Smart Rooms to be established in primary schools across rural Jamaica to help bridge the digital divide. In Haiti, by the end of FY24 we had built 192 schools with over 62,000 students in attendence, certified 20 school trainers, and trained 1,719 school directors and teachers - all with the goal of ensuring girls and boys have a quality education leading to relevant and effective learning outcomes. In Trinidad & Tobago, the Digital Citizenship programme prepared youth from 13 to 18 years to exist in this fast-paced and technology-driven world. Exposing students to technology gives them a solid foundation to be recognised among the best ICT experts in the world.
	Goal 9	**Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation**	As a multi-national organisation, located in some of the most diaster-prone regions in the world, we must ensure that our infrastructure is built to the highest standards to ensure the greatest possible resilience. This is to ensure that when our customers need us most, we can be there for them. Not only do we have the physical infrastructure (through our towers and fixed networks) to provide services to the vast majority of the population in our markets, but we have also built out our digital infrastructure to provide our financial services products. As we continue to implement our environmental strategy, more and more of our infrastructure in the longer term will be fully sustainable.

SASB SUSTAINABILITY STANDARDS

The table below sets out our full compliance with the SASB Standard for the Telecommunications industry, which most closely aligns with our business operations as per the SASB industry classification system. Any metrics currently not available are being worked on for the future with expected full disclosure in subsequent years.

SASB CODE	CODE DESCRIPTION	DESCRIPTION	RESPONSE
TC-TL-130a.1	**Environmental Footprint of Operations**	**(1) Total energy consumed**	176,347.6MWh is equivalent to 634,851 GJ
		(2) Percentage grid electricity **(3) Percentage renewable**	98% 2% Total energy consumed includes usage for operations of the sites and switch buildings
TC-TL-220a.1	**Data Privacy**	**Description of policies and practices relating to behavioral advertising and customer privacy**	We adopt a responsible advertising approach and have designed our Behavioural Advertising Policy around the belief that all forms of communication should follow what is right for our customers. This includes educational efforts, complete transparency, obtaining consent, data security and full accountability on customer information. We ensure our messages and offerings are transparent and provide real value while clearly disclosing information on what type of data we collect and how it is used. Each person who benefits from our services has the freedom to be able to exercise their choice in changing the collection and use of their data preferences to suit their own specific circumstances at any time. Our Privacy and Trust Centre on our website gives more detail.
TC-TL-220a.2	**Data Privacy**	**Number of customers whose information is used for secondary purposes**	We publicly disclose our privacy policy as we believe in transparency and want our customers to feel comfortable with the uses of their data. Our policy can be found here (https://www.digicelgroup.com/en/privacy-and-trust-centre). The number of customers whose information is shared is dependent on choices made by our customers, and this varies as people change their preferences or behaviour. If any customers opt in to the sharing of their data, they can be confident that our business partners receive no personally identifiable data and any third parties must in all cases agree to a strict duty to keep all personal information confidential and to use it only for the purpose for which it was obtained.
TC-TL-220a.3	**Data Privacy**	**Total amount of monetary losses as a result of legal proceedings associated with customer privacy**	We take our customers' privacy extremely seriously and for FY24 complied with all directives on customer privacy, publishing our policy to all our stakeholders for full transparency and accountability. We work closely with regulators to ensure that our customers can feel confident they are in safe hands.

SASB CODE	CODE DESCRIPTION	DESCRIPTION	RESPONSE
TC-TL-220a.4	Data Privacy	(1) Number of law enforcement requests for customer information (2) Number of customers whose information was requested (3) Percentage resulting in disclosure	We receive law enforcement requests from across all our markets. Unsurprisingly all have their own independent legal systems which means before we respond to any legal demand we check for authenticity, and confirm the type of information requested, ensuring it is in compliance with the law for that country and appropriate for the type of data requested. If the requesting party has failed to adhere to the legal requirements, then the request will be rejected. Only those which pass the scrutiny of our legal team are disclosed, with no additional information outside the scope. At this time, we are choosing not to disclose based on the varied nature of the requests and no consistency across legal jurisdictions as to what would constitute disclosure.
TC-TL-230a.1	Data Security	(1) Number of data breaches (2) Percentage involving personally identifiable information (PII) (3) Number of customers affected	Data safety is one of our highest priorities and we understand the trust that our customers place with us. What is considered a data breach varies across our markets based on regulatory guidance. Where we have a data breach, the relevant customers and regulatory bodies are notified as required by law. Any security incidents will comply with our internal processes and policies, escalating through our governance structure as appropriate. We do not publicly report this number due to the variations and difficultly in aligning definitions and concerns for our customers' privacy.
TC-TL-230a.2	Data Security	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	To demonstrate how seriously we take our data security, we received ISO27001 accreditation, the gold standard for information security management systems. In order to achieve accreditation, we were externally audited by an independent authorised expert who assessed our conformity to the standards. Our policies and processes continually evolve and are kept up to date, managed by our senior IT leadership. We assess risks and develop our Information Security Management System in line with our requirements. Our systems are audited at a minimum once per year.
TC-TL-440a.1	Product End-of-life Management	Materials recovered through take back programs. Percentage of recovered materials that were: (1) Reused (2) Recycled (3) Landfilled	Whilst we encourage our customers to reuse and recycle where possible and support environmental efforts throughout the communities in which we operate, we do not currently have the required data to report on this metric. It is our intention to internally review and assess our policies and offerings for customers.
TC-TL-520a.1	Competitive Behaviour and Open Internet	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	We take our customers' privacy seriously and anti-competitive behaviour forms part of our Code of Conduct training which must be completed by each employee annually. Our policies and procedures ensure that we stay in compliance and do not breach any regulations. Should anyone have any concerns, our Whistleblower programme can be used to escalate for investigation.
TC-TL-520a.2	Competitive Behaviour and Open Internet	Average actual sustained download speed of: (1) Owned and commercially-associated content (2) Non-associated content	We do not currently restrict content or favour traffic in exchange for monetary gain. Our performance metrics regarding download speeds are dependent on the customer's chosen plan and requirements. We cater to all our customers including those who want lots of data at superfast speeds.
TC-TL-520a.3	Competitive Behaviour and Open Internet	Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	Our views are widely known and circulated considering the risks and opportunities associated with net neutrality. The investment required to build out the broadband networks of the future, runs into billions of dollars. Restrictive Net Neutrality rules undermine the ability of operators to make these investments and, far from protecting the interests of end users, they undermine them. A more sophisticated response is required in the region, one which intervenes no more than it needs to and allows sufficient flexibility for the markets to respond to the changing supply of services and the demands of consumers. It is our view that the priority in the region should be setting policies that encourage the unconnected to become connected.

SASB CODE	CODE DESCRIPTION	DESCRIPTION	RESPONSE
TC-TL-550a.1	**Managing Systemic Risks from Technology Disruptions**	**(1) System average interruption frequency (2) Customer average interruption duration**	System interruption periods are always on our radar and minimising this impact is core to delivering on our promises. Due to the environments in which we operate, this metric can fluctuate depending on any significant disruption including small scale localised issues or natural disasters which could befall any of our markets. Our team is extremely experienced in ensuring our customers are connected as fast as possible. Due to the variability and natural disaster propensity in our markets, we do not disclose this data.
TC-TL-550a.2	**Managing Systemic Risks from Technology Disruptions**	**Discussion of systems to provide unimpeded service during service interruptions**	We understand more than most the impact that service interruptions can have on Our People, Our Customers and Our Communities. We therefore build and maintain our infrastructure to be as resilient as possible. During our build process, we make sure to take into account the environment in which we operate and make use of advances in technology to ensure we remain at the forefront. Our Business Continuity Management team is key to our success in keeping our systems running 24/7 regarding those large scale unpredictable events like natural disasters or wide scale outages. Our team consists of a cross section of the business including Networks, IT, Commercial, SHE, HR and Customer Experience to ensure a cohesive strategy and a gold standard disaster and preparedness strategy when things happen outside of our control. Our teams take preventative action to ensure that all our people are trained and drilled should the unexpected happen, with a collection of playbooks used to cover high risk scenarios and eventualities. Each interruption is different, so each solution is tailored to the situation and follows our approach of i) Assess the impact, ii) Study recovery strategies, iii) Develop the plan, and iv) Implement, test and maintain. All of this has been proven time and time again in real life situations when our teams get services back up and running in record speed after a natural disaster. Our team reports into the Board any critical risks, and during a service interruption, senior management are continuously briefed on status and solution implementation timelines.
TC-TL-000.A	**Activity Metric**	**Number of wireless subscribers**	9.4 million
TC-TL-000.B		**Number of wireline subscribers**	0.3 million
TC-TL-000.C		**Number of broadband subscribers**	0.3 million
TC-TL-000.D		**Network traffic**	4,937 PB

GLOBAL REPORTING INITIATIVE (GRI) STANDARDS

The table below references our compliance with all relevant GRI indicators as part of our 2023 ESG report. We have been guided by the GRI standards rather than opting for full compliance.

SASB CODE	CODE DESCRIPTION	DESCRIPTION	RESPONSE
2-1	**Organisational details**	**Legal Name**	Digicel Group
		Nature of Ownership and legal form	Privately owned for profit entity
		Location of headquarters	Kingston, Jamaica (registered in Bermuda)
		Countries of operation	Countries of operation covered in this report are included within the 'About Us' section and listed in Appendix 1.
2-2	**Entities included in the organisation's sustainability reporting**	**Entities included in sustainability reporting** **Difference between publicly available audited FS and entities included in sustainability reporting** **Approach used for consolidating entities**	See Note 1 As a privately owned company, we do not publish our audited annual financial statements. Entities for our sustainability report includes all our consolidated markets and entities. We are in full compliance with local accounting standards within each of our markets as required by country regulations. Our Group consolidated financial statements are in full compliance with International Financial Reporting Standards.
2-3	**Reporting period, frequency and contact point**	**Reporting period and frequency of sustainability reporting**	Financial Year 2024 - annually
		If it does not align with the period for its sustainability reporting, explain the reason for this	Aligns with financial year
		Publication date of the report or reported information	TBC
		Specify the contact point for questions about the report or reported information	ESG@digicelgroup.com
2-4	**Restatements of information**	**Restatements of information from previous reporting periods**	No restatements made from previous reporting periods.

SASB CODE	CODE DESCRIPTION	DESCRIPTION	RESPONSE
2-5	External assurance	**Policy and practice for seeking external assurance**	We have currently implemented a new system to manage ESG which provides external assurance and audits our performance based on the UN SDG framework.
		If the organisation's sustainability reporting has been externally assured	We have received assurance for our sustainability reporting criteria from FuturePlus based on UN SDG criteria. We expect this to evolve further over the coming year.
2-6	Activities, value chain and other business relationships	**Sector**	Telecommunications
		Value chain activities, products, services, and markets served	Our value chain activities range from logistics, sales, and support functions delivering design, materials, information, and labour resources. This supports products across all our markets from connectivity products to digital apps providing the best content across the Caribbean and Central America.
		Report other relevant business relationships	Our relevant business relationships will be defined with our audited financial statements as required under accounting standards.
		Significant changes in the company's supply chain	Our supply chain had no significant changes in the year.
2-7	Employees	**Total number of employees and subsequent categories**	At March 31, 2024 we had 4,384 full time equivalent employees. The average for the period from April 1, 2023 to the March 31, 2024 was 4,458. Further details of our employees by region and working status are provided in Note 2.
		Methodologies and assumptions	We use the relevant legislation for each market when calculating our full time equivalent employees. This may vary based on labour law differences across markets.
		Significant fluctuations in the number of employees	There was no significant fluctuation. Efforts are made to promote from within, or hire locally, and where a current role may change or evolve that employee is assessed for other roles within the business.
2-8	Workers who are not employees	**Total number of workers who are not employees and whose work is Controlled by the Organisation**	Digicel puts our people first always, but we acknowledge that sometimes we need a particular set of skills which requires outside help and experience. In those instances, we do our due diligence and seek people who have the specific skillset and values that we require as it's important to us that our non-employee workers embrace our culture and expectations. Due to contractors being needed for specific ad hoc projects, the number can fluctuate significantly throughout the year, as such we have chosen not to disclose so as not provide misleading data.
		Methodologies and assumptions	N/A
		Significant fluctuations in the number of workers who are not employees	N/A

SASB CODE	CODE DESCRIPTION	DESCRIPTION	RESPONSE
2-9	**Governance structure and composition**	**Governance structure, including committees of the highest governance body;**	The Digicel Group is governed through its Board of Directors and three committees of the Board. This is documented within our Governance section.
		Committees responsible for decision making and overseeing the management of the organisation's impacts on the economy, environment and people;	Please see our Governance section.
		Composition of the highest governance body	Currently our Board consists of nine members, seven of whom are non-executive and independent directors. We have recently changed our Board of Directors. Our Governance section disclosed more information and our Board members bios are included on our website detailing their experience.
2-10	**Nomination and selection of the highest governance body**	**Nomination and selection processes for the highest governance body and its committees;**	The Remuneration, Appointments and Human Capital Committee is responsible for recommending Director nominees and appointments to Board Committees. For each new Director position appointment, a range of criteria is assessed, including but not limited to skillset, experience, and leadership principles. We believe good governance requires having a selection of skillsets to enable strong leadership and effective decision making. We closely assess the composition of our committees to ensure that the experience of our Board members is appropriate and can bring significant value to our sub-committees.
2-11	**Chair of the highest governance body**	**Report whether the chair of the highest governance body is also a senior executive in the organisation;**	Our Chairman of the Board does not hold a senior executive position.
		if the chair is also a senior executive, explain their function within the organisation's management	N/a
2-12	**Role of the highest governance body in overseeing the management of impacts**	**Developing, approving, and updating the organisation's purpose, value or mission statements, strategies, policies, and goals related to sustainable development;**	Our Board is heavily involved in the development and rollout of our corporate strategy including those items related to sustainability. Board sign-off is provided for considerable changes in strategic direction including our purpose, values and policies. Our three pillar ESG strategy has been in operation for several years, whilst giving back to our communities through our Digicel Foundations goes back to 2004. Sustainable development has been at the core of our business for many years.
		Overseeing the organisation's due diligence and other processes to identify and manage the organisation's impacts on the economy, environment, and people	Our Governance structure requires significant reporting requirements from Senior Management into the Board and its committees. This provides robust oversight and effective leadership allowing the challenges of running a large organisation to be overcome. Our economic impact is reported quartely at our full Board of Directors meetings, with our Audit Committee providing additional oversight over financial risks and policy. Our environmental reporting is completed through our Networks updates, reporting to the Board members.
		Reviewing the effectiveness of the organisation's processes	Please see our Risk management section within Governance.

SASB CODE	CODE DESCRIPTION	DESCRIPTION	RESPONSE
2-13	**Delegation of responsibility for managing impacts**	**Delegation of responsibility for managing the organisation's impacts on the economy, environment, and people**	Our senior management team has responsibility to drive the organisation's economy, environment and people impacts on a day-to-day basis with Board oversight through the Governance process. As a result, ownership is allocated based on the specific requirements of our goals, but delegation can be broadly classified as the CFO for economy, CTO for environment, and CPO for people. There remains significant cross functional working across all team members and updates to the Board on a routine basis.
		Process and frequency for senior executives or other employees to report back to the highest governance body on the management of the organisation's impacts on the economy, environment, and people	Please see our Governance section which outlines our Board structure, and frequency of reporting requirements. In addition to our structured reporting, there is continuous communication throughout the year with our Board members as appropriate.
2-14	**Role of the highest governance body in sustainability reporting**	**Responsible for reviewing and approving the reported information, including the organisation's material topics**	Our Board approved the use of the GRI standards to guide our reporting in our inaugural report. We have elected to focus our attention on the general disclosures (GRI2) only. GRI general disclosures add to our responsible reporting and ensure we provide information to our stakeholders. We continue to assess our reporting needs and requirements and may elect to add Material Topics in a future period, at which point our Board would be involved for sign-off.
2-15	**Conflicts of interest**	**Processes to ensure that conflicts of interest are prevented and mitigated.**	Our Remuneration, Appointments and Human Capital Committee performs significant due diligence on all prospective Board members prior to offering a position on the Board. This includes looking into potential conflicts of interest and, should a conflict of interest occur, then it will be discussed and disclosed to the committee for review. Any mitigating action once a conflict is identified is driven by the choices and potential mitigations in place, each issue is therefore assessed individually. Ongoing reviews are performed to ensure issues are identified.
		Conflicts of interest are disclosed to stakeholders	Related parties are identified and disclosed in our annual audited financial statements.
2-16	**Communication of critical concerns**	**How critical concerns are communicated to the highest governance body**	Management raises critical concerns through our well-defined Governance structure. The senior management team are all required to report quarterly at a minimum to the Board. This allows for any critical concerns to be raised and discussed while in a formal setting. Each management team member also has significant interactions with members of the Board throughout the year around key topics which allows for informal discussions to be escalated and flagged as early as possible. Should anyone in the business have a critical concern, it can also be raised directly through our Whistleblowing process.
2-17	**Collective knowledge of the highest governance body**	**Measures taken to advance the collective knowledge, skills, and experience of the highest governance body on sustainable development**	Our Board members are very experienced and experts in their fields, some being members of professional bodies requiring continuous professional development. Our Board have strong cross functional and relevant skillsets, but our members recognise the value of learning and seek outside counsel when more knowledge or experience is needed.
2-18	**Evaluation of the performance of the highest governance body**	**Processes for evaluating the performance of the highest governance body in overseeing the management of the organisation's impacts on the economy, environment, and people**	Our Board are evaluated based on the ESG strategy as defined by the three criteria outlined within our report. Each objective is measured independently and using different methods. KPI performance is reported to the Board and discussed at length.
		Actions taken in response to the evaluations	Our Board is very experienced, and no concerns were raised during the FY2024 evaluation process, negating any remedial actions.
2-19	**Remuneration policies**	**Remuneration policies for members of the highest governance body and senior executives**	Our Remuneration, Appointments and Human Capital Committee sets out the policies and practices to be implemented. Please see our Governance section.

SASB CODE	CODE DESCRIPTION	DESCRIPTION	RESPONSE
2-20	Process to determine remuneration	Process for designing its remuneration policies and for determining remuneration Report the results of votes of stakeholders (including shareholders) on remuneration policies and proposals.	Our Remuneration, Appointments and Human Capital Committee follows best practice regarding setting remuneration policies across the Group, ensuring fairness and helping to set expectations throughout our markets. As a private company, this metric is not applicable.
2-21	Annual total compensation ratio	Ratio of the annual total compensation for the organisation's highest-paid individual to the median annual total compensation for all employees Report the ratio of the percentage increase in annual total compensation for the organisation's highest-paid individual to the median percentage increase in annual total compensation for all employees Report contextual information necessary to understand the data and how the data has been compiled	As a private company, our management team salaries are not publicly available. To respect their privacy, we are opting not to disclose particulars of remuneration.
2-22	Statement on sustainable development strategy	Statement from the highest governance body or most senior executive of the organisation about the relevance of sustainable development to the organisation and its strategy for contributing to sustainable development	Please see our message from the Chairman of the Board within this report.
2-23	Policy commitments	Policy commitments for responsible business conduct Policy commitment to respect human rights. Policy commitments approved within the organisation How the policy commitments are communicated to workers, business partners, and other relevant parties	Our policy commitments are not currently publicly available. However we are currently evaluating this approach and in discussions with our Compliance Special Committee.
2-24	Embedding policy commitments	Embedding each of its policy commitments for responsible business conduct throughout its activities and business relationships.	Our policy commitments within contracts are not publicly available.
2-25	Processes to remediate negative impacts	Commitments to provide for or co-operate in the remediation of negative impacts Approach to identify and address grievances	At Digicel, we have different commitments for different stakeholders including Our Customers, Our People and Our Suppliers. Our approach to any grievance is to listen first and foremost. Should the grievance require our cooperation, then we will engage in dialogue. The nature of the grievance will determine the approach taken. We would interact differently with a customer and a supplier due to their differing needs and requirements.
		Other processes by which the organisation provides for or cooperates in the remediation of negative impacts	No other processes to identify.

SASB CODE	CODE DESCRIPTION	DESCRIPTION	RESPONSE
2-25	**Processes to remediate negative impacts**	**How the stakeholders who are the intended users of the grievance mechanisms are involved in the design, review, operation, and improvement of these mechanisms;**	Please see our Stakeholder management section regarding how we engage with our stakeholders.
		Organisation tracks the effectiveness of the grievance mechanisms and other remediation processes	Currently each grievance will be dealt with on an individual basis and this data is not collected. Effectiveness is measured through a review of how the remediation is working based on ongoing discussions and performance to KPIs.
2-26	**Mechanisms for seeking advice and raising concerns**	**Mechanisms for individuals to seek advice responsible business conduct and raise concerns about the organisation's business conduct**	Our people have access to all our policies and practices through our internal portal. Key policies and practices, such as compliance regulations would be included in our employee mandatory training and each employee is required to complete Code of Conduct training on an annual basis. Our IT security training received 100% compliance across the organisation showing the importance management and our employees placed on making sure they are up to date with the latest laws and regulations. We encourage people to raise any concerns through our Whistleblowing policy. The Code of Conduct and the Whistleblowing policy are included in onboarding for all new employees, and accessible online.
2-27	**Compliance with laws and regulations**	**Total number of significant instances of non-compliance with laws and regulations during the reporting period**	We strive to be compliant with all laws and regulations in all countries were we operate. Our legal team is on hand to advise any of our markets where there may be a concern. Our people are trained extensively, and our Code of Conduct speaks to our core values, whilst covering key topics like anti-money laundering, anti-competitive behaviour, and anti-corruption. If an instance of non-compliance is identified, it will be dealt with swiftly and all reporting made to the relevant regulatory bodies if necessary and appropriate.
		Total number and the monetary value of fines for instances of non-compliance with laws and regulations that were paid during the reporting period	
		Significant instances of non-compliance	
		How it determines significant instances of non-compliance	
2-28	**Membership associations**	**Industry associations, other membership associations, and national or international advocacy organisations**	Our membership organisations and those bodies we join with to advocate and assist us with the causes close to our hearts enable us to achieve more together than alone, working to solve some big issues. Currently we have signed up to The Valuable 500, a global movement putting disability on the business leadership agenda, aligning with our ESG strategy of advocating for inclusion in our workplace. Our Foundations also work closely with many partners in our markets advancing education and special needs capacity through sponsorship of Special Olympics programmes. We encourage you to check out our key partners within Our Foundation's section.
2-29	**Approach to stakeholder engagement**	**Approach to engaging with stakeholders**	Please see our Stakeholder Management section.
2-30	**Collective bargaining agreements**	**Percentage of total employees covered by collective bargaining agreements;**	Each market in which we operate has its own unique labour laws and regulations that we must comply with and these differences across markets significantly.

NOTES

Overview of the Countries of Operations Included in this Report

Tier One

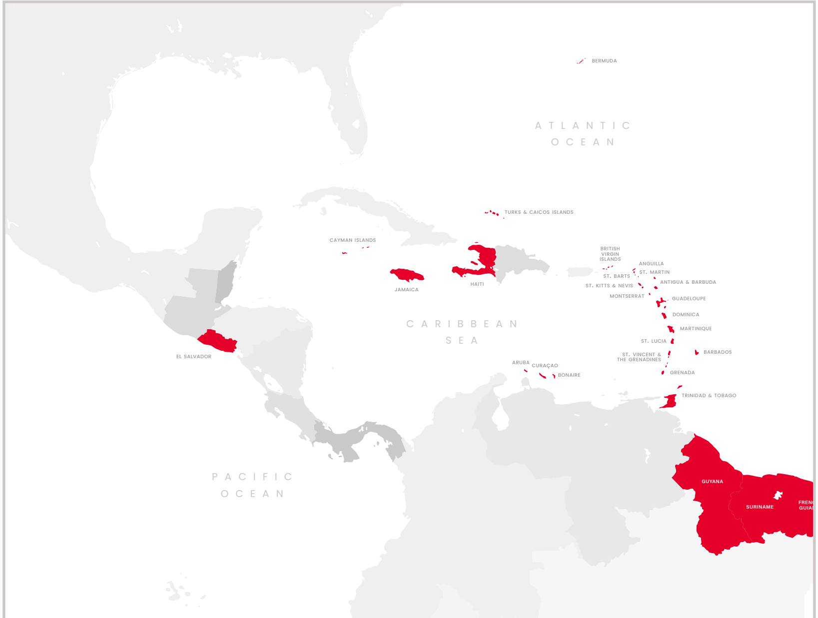
Jamaica
Haiti
Trinidad & Tobago

Tier Two

Barbados
Bermuda
El Salvador
French West Indies
Guyana

Tier Three

Anguilla
Antigua & Barbuda
Aruba
Bonaire
British Virgin Islands
Cayman Islands
Curaçao
Dominca
Grenada
Montserrat
Saint Kitts & Nevis
Saint Lucia
Saint Vincent & The Grenadines
Turks & Caicos



Regional Employees by Gender and Working Status

Market	Total	Female	Male
Tier One	2,241	1,161	1,080
Tier Two	949	437	512
Tier Three	590	326	264
Other & Group	1,553	823	730
Total	5,333	2,747	2,586
Percentage Split	100%	52%	48%

Total	Full-Time	Part-Time
2,241	2,140	101
949	635	314
590	584	6
1,553	1,533	20
5,333	4,892	441
100%	92%	8%

Numbers as at March 31, 2024

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Thoughts?
We welcome your comments and/or questions about this report.

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