



2026 SUSTAINABILITY REPORT



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ABOUT THIS REPORT

2026
SUSTAINABILITY
REPORT

FROM ESG TO SUSTAINABILITY

This year’s report marks an important evolution in how Digicel approaches and communicates sustainability. While previously published as an ESG Report, this edition is presented as our Sustainability Report, reflecting a broader, more integrated approach to how we create long-term value for our stakeholders and customers. For Digicel, sustainability is now embedded in how we manage risk, shape strategy, set priorities, and engage with partners across the business.

The shift demonstrates the changing expectations of investors, customers, employees, and the communities we serve. Increasingly, sustainability is considered an indicator of long-term resilience and business performance. Partners and customers expect that the companies they rely on operate responsibly and create meaningful impact. This report underscores our commitment to continuous improvement and more transparent sustainability reporting year-over-year.

REPORTING PERIOD

This report covers Digicel Group’s Financial Year 2026 (FY26), from 1 April 2025 to 31 March 2026.

REPORT SCOPE

This annual Sustainability Report provides an overview of sustainability-related information for Digicel Group’s operations across 25 markets in the Caribbean, Central and South America, and the Atlantic. Following Digicel’s 2025 Environmental, Social, and Governance (ESG) Report, this publication indicates continued progress towards a consolidated, group-wide approach to sustainability reporting. Where data across markets is not comprehensive, it is clearly disclosed.

REPORT PREPARATION

This report was prepared under the oversight of the Group Sustainability Committee, led by the Group Chief External Affairs Officer & Communications Officer and communications team.

HOW TO NAVIGATE THIS REPORT

This report is designed to be read either as a complete publication or by individual section, depending on the interest of the reader.

You can download individual sections, explore the full report online, or follow the links throughout the report to explore the topics most relevant to you. Over time, we intend to enhance our digital reporting capabilities to provide stakeholders with more timely access to relevant sustainability updates and information.





A MESSAGE FROM **OUR CEO**

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The Caribbean is one of the most extraordinary regions in the world. It is also one of the most complex places to build and operate critical infrastructure. Our markets are geographically dispersed, highly exposed to natural disasters, and continue to face challenges around digital inclusion and broadband access. Yet these same realities create a clear responsibility for companies like Digicel. We are not only providers of connectivity, but part of the infrastructure that keeps economies moving, businesses operating, governments functioning, and communities connected when they need it most. That responsibility shapes how we think about sustainability.

For Digicel, sustainability is fundamental to how we operate and how we plan for the future. It influences how we invest, how we manage risk, how we strengthen our preparedness, and how we ensure the long-term success of our business. This year marks an important step forward.

We have shifted from publishing an Environmental, Social and Governance (ESG) Report to producing a broader Sustainability Report, demonstrating a more integrated approach to how sustainability is embedded across our business.

Sustainability is a part of our governance framework, risk management processes, strategic planning, and capital allocation decisions. In FY27, we will build on this foundation by establishing formal targets and enhancing our disclosures to provide stakeholders with more consistent, comparable, and decision-useful information. FY26 was a year of building the foundations that will be required for a stronger and future capable Digicel.

Across our 25 markets, we formalized our Safety, Health and Environment Policy and Business Continuity Management Policy, supported by clear executive accountability. We established our Sustainability Committee, which provides regular reports to the Core Executive Team and key stakeholders. We completed a comprehensive compensation benchmark and talent review across our leadership ranks and launched programmes designed to develop the next generation of Digicel leaders. These efforts are central to our business strategy.

The same investments enable us to provide reliable service to governments, enterprises, and more than nine million customers across the region. The benefits of this work were put on display when Hurricane Melissa struck in October 2025. At the peak of the storm, 644 mobile sites were impacted, and network downtime reached 71% across three markets. Within 48 days, service had been restored. The recovery effort was coordinated at the group level and executed by local teams with extraordinary speed, expertise, and determination. More importantly, it validated the reliability model we have spent years building. When tested, it performed as intended.

Despite being one of the strongest hurricanes to make landfall in the Atlantic Basin, Digicel solar sites in most of Jamaica maintained continuous power, helping keep customers stay connected and enabling businesses and emergency services to operate when communications were most critical. That experience reinforced an important lesson: resilient infrastructure is essential to network reliability. We're building similar solar sites across the region to ensure all 25 of our markets are meaningfully equipped to navigate crises like this in the future.

Our commitment to the communities we serve remains equally important. In March 2026, the Digicel Foundation broke ground on its 200th school in Haiti. This milestone represents nearly USD 95 million invested, 198 schools built, and more than 1.3 million people reached since its inception. Beyond physical infrastructure, the program continues to strengthen school governance, support local economic development, and create opportunities for future generations. It reflects a commitment that has endured through some of Haiti's most challenging moments and remains one of the clearest examples of what Digicel stands for.

As you read this report, you will see both our progress and also the work that remains. **Our Sustainability work is never finished; it requires continuous innovation, transparency, sound decision making, and the ability to adapt as the world changes around us.** Every investment we make is ultimately about keeping our customers connected. Across our markets, connectivity supports education, healthcare, financial inclusion, business growth, and family connections. Sustainability helps ensure we can continue delivering these essential services today while building the Digicel of the future.

My sincere thanks to our employees whose commitment and hard work make this possible every day. I am confident that Digicel is a stronger company: more resilient, more accountable, and better prepared to serve our customers and communities for years to come.

MARCELO CATALDO

Group Chief Executive Officer, Digicel Group

“Digicel is becoming a **stronger company: more resilient, more accountable, and better prepared** to serve our customers and communities for years to come.”



ABOUT **DIGICEL**



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WHO **WE ARE**

Digicel is a leading digital connectivity and communications provider, delivering modern wireless and fibre networks across 25 markets in the Caribbean, Central and South America. Serving nine million customers through mobile, home, and business solutions, we play a critical role in enabling economic participation and digital inclusion in the region.

Our commitment to strong governance, inclusive access, and long-term value creation is embedded in how we operate every day. Backed by our DIGI values, our 5,000 employees are focused on driving impact for the customers, communities, and countries we serve.



Our 5,000 employees are focused on **driving impact** for the customers, communities, and countries we serve.



OUR VISION AND VALUES

Our vision is built on connections. **Connecting and Empowering People** is at the heart of everything we do. Across our markets, our team members deliver mobile, home, and business solutions that help customers, businesses, and communities stay connected and thrive.

Guided by our DIGI values - **Diversity, Integrity, Growth, and Innovation** - we shape how we work, the decisions we make, and the way we engage with each other and those we serve.

Connecting and Empowering People is at the heart of everything we do.

DIVERSITY.

Respectful, inclusive, and empathetic. We foster a culture of respect and value different perspectives.

INTEGRITY.

Responsible, trustworthy, and transparent. We are committed to doing the right thing, always.

GROWTH.

Customer-focused, collaborative, and driven. We invest in our people and create opportunities for growth.

INNOVATION.

Creative, flexible, and forward-looking. We continuously seek new and better ways to get things done.

WHAT WE DO

Digicel provides telecommunications and digital services across three core business lines, connecting consumers, homes, and businesses.

MOBILE

Digicel offers prepaid and postpaid mobile services across all 25 markets, supported by an extensive network of retail stores, distribution partners, and recharge agents. For millions of customers, mobile is their primary connection to communication, information, and digital services.

HOME BROADBAND AND TV

Digicel+ provides residential broadband, TV and fixed voice services in 18 of our 25 markets. As we expand our fibre footprint, we are helping more households access faster, more reliable connectivity and digital entertainment.

BUSINESS SOLUTIONS

Digicel Business is a trusted technology partner to organisations across the region, delivering a comprehensive suite of solutions including corporate mobile, connectivity, ICT, cybersecurity, cloud, managed services, wholesale carrier services, subsea connectivity, and digital advertising. We help businesses of all sizes address complex operational challenges, strengthen resilience, and accelerate digital transformation.



WHO WE SERVE

Our customers include individuals, businesses, and governments across the region, all relying on connectivity to live, work, and grow.

Consumers depend on Digicel for reliable, affordable connectivity that keeps them connected to the people, services, and opportunities that matter most. For many, mobile access is their primary gateway to the digital world.

Small and medium enterprises (SMEs) rely on scalable digital solutions that help them compete, grow, and operate more efficiently. We help businesses access the connectivity and technology they need to serve customers and adapt to a changing marketplace.

Large enterprises and corporations partner with Digicel Business to address complex operational challenges, strengthen capabilities, and accelerate digital transformation through secure connectivity, cloud, and managed technology solutions.

Governments and public sector organisations partner with Digicel to advance digital transformation, improve service delivery for citizens, and support broader economic development. Our infrastructure and technology solutions help enable secure connectivity, digital public services, and resilient communications. During natural disasters and national emergencies, governments and public safety services also rely on our networks to support coordination, response, and critical public communications.

Our communities are at the heart of our commitment to creating lasting impact beyond connectivity. Through our Foundations in Haiti, Jamaica, and Trinidad & Tobago, as well as community and Corporate Social Responsibility (CSR) initiatives across our other markets, we invest in education, community development, special needs, and entrepreneurship, helping to create opportunities and strengthen communities across the region.

Our customers include individuals, businesses, and governments across the region, **all relying on connectivity to live, work, and grow.**



YEAR IN REVIEW

OUR APPROACH

6th Consecutive Year
ISO 27001 and ISO
27701 certified

Sustainability
Committee Established



OUR PEOPLE

100% employee
completion of mandatory
cybersecurity training

92% LinkedIn Learning
license activation

162 promotions

31 interns placed

OUR NETWORK

10,220 petabytes of
data traffic carried in
FY26 (up 12% YoY)

5,387 cell sites across
the Group (up from
5,356)

91% of sites with LTE
coverage (up from 89%)

19 markets with 100%
LTE overlay

106,000 new homes
passed with fibre

75 million attempted
cyberattacks mitigated



OUR PARTNERS

1,140+ suppliers
assessed through Ethics
& Compliance due
diligence

430+ supplier personnel
trained

OUR COMMUNITIES

200th school project
launched in Haiti

400K USD invested
in Hurricane Melissa
Recovery and Relief

100K USD in relief
supplies donated to
the Office of Disaster
Preparedness
and Emergency
Management (ODPEM)

2,902 projects
delivered, **2.4** million
people supported across
Haiti, Jamaica, and T&T



OUR CUSTOMERS

9 million+ customers
across 25 markets

Fibre expansion
across **17** markets

Rolled out fibre in
Suriname for the
first time



OUR **APPROACH**

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At Digicel, sustainability is about building a business that creates value for our customers, employees, communities, and shareholders over the long term. **Our approach is grounded in the belief that long-term success depends on resiliency in the face of climate, economic, and social change.**

FY26 marked a foundational year in the evolution of this programme with the establishment of the Group Sustainability Committee, the introduction of supporting policies aligned to international standards, and the implementation of a more structured approach to sustainability data collection, management, and reporting. We are now better equipped to embed sustainability considerations in strategic decision making and day-to-day operations across our 25 markets.

Informed by international best practice and benchmarked against comparable multi-market telecommunications organisations, our framework is designed to ensure sustainability is integrated across the business rather than managed as a standalone function.

OUR SUSTAINABILITY GOVERNANCE STRUCTURE

Core Executive Team

- The Group Chief Executive Officer and Group Chief External Affairs and Communications Officer hold executive ownership of the sustainability agenda
- The Core Executive Team approves Group strategy and multi-year priorities, receive regular performance reporting, and escalate material risks to the Board as they arise

Group Sustainability Committee

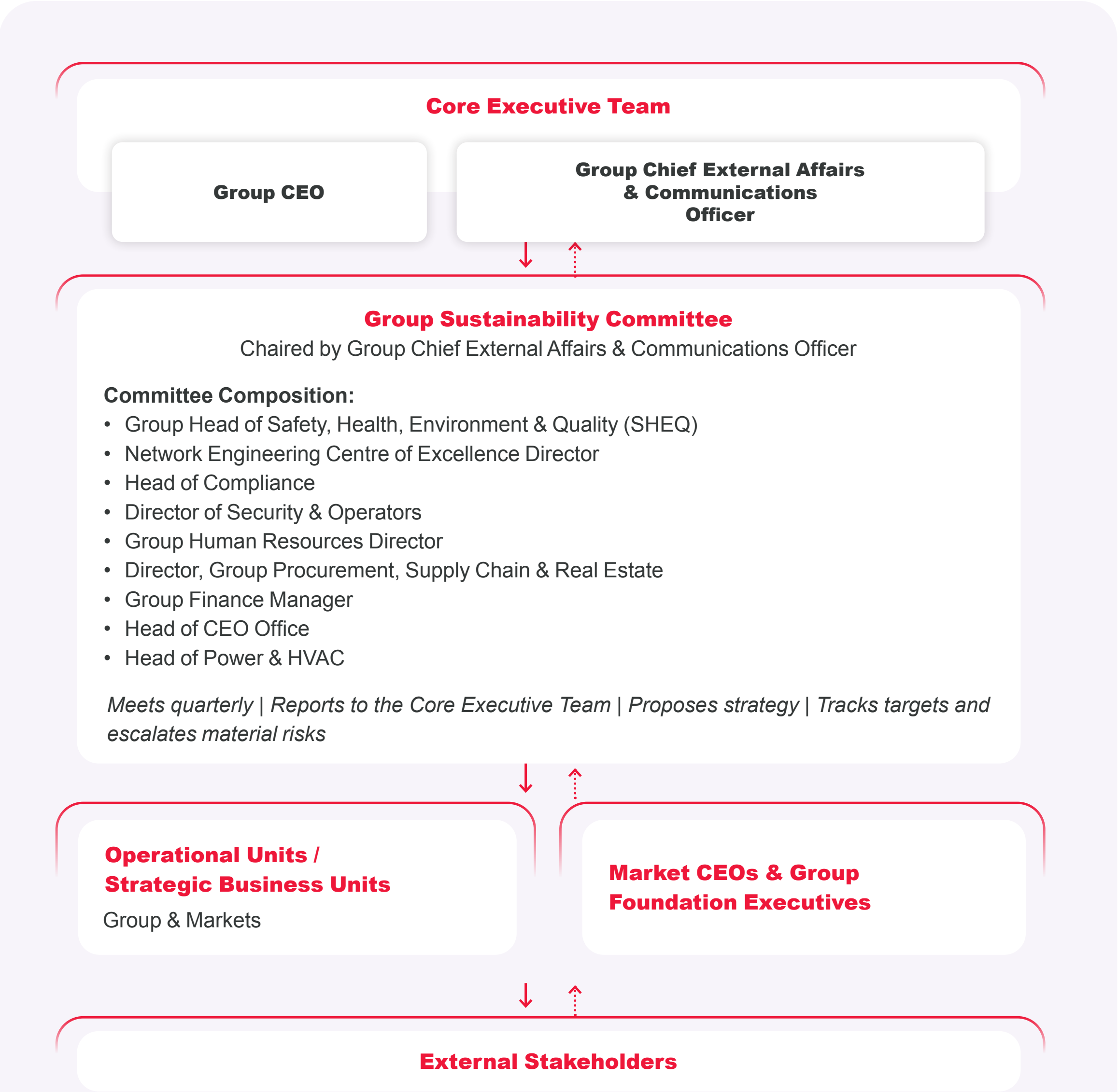
- Chaired by the Group Chief External Affairs and Communications Officer, the Group Sustainability Committee meets quarterly to develop and oversee group-wide strategy, track performance against priorities, identify and escalate material Sustainability-related Risks and Opportunities (SROs), and coordinate across markets and functions FY26 marked the establishment and initial operation of the Committee.

Market CEOs Group Foundation Executives

- Local accountability for sustainability execution and reporting to the Group Sustainability Committee sits with the leadership of each of our 25 markets
- The Digicel Foundation feeds social impact data to the Group Sustainability Committee.

Operational and Strategic Business Units

- Every business unit at Digicel considers sustainability in day-to-day decisions and reports on function-specific KPIs to the Committee



Sustainability-related risks and opportunities are managed through a combination of governance frameworks, policies, and operational controls across the business. Areas such as ethics and compliance, cybersecurity, health and safety, business continuity, procurement and supply chain management, and climate resilience are overseen through established Group policies and governance mechanisms. The following sections of this report provide further detail on our approach, performance, and progress across these priority areas.

LOOKING **AHEAD**

FY26 established the foundation for a more structured and integrated approach to sustainability across Digicel. As the programme matures, we will build on the governance, data collection, and reporting processes established during the year, while strengthening our understanding of sustainability-related risks, opportunities, and stakeholder priorities.

“Climate resilience is not philanthropy. It is an investment in the long-term strength of our networks, our communities, and our business. **Resilience is the foundation on which lasting progress is built.**”



— ANA RUA, GROUP CHIEF EXTERNAL AFFAIRS & COMMUNICATIONS OFFICER





OUR **NETWORK**

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CONNECTING COMMUNITIES

At Digicel, our network is the foundation of every customer relationship and the backbone of our business. It powers the connections that support economic growth, digital inclusion, and everyday life across the markets we serve. Many of the markets face a combination of climate-related risks, geographic challenges, and supply-chain constraints. Building a network that is future-capable, secure, and efficient is therefore both a business imperative and a sustainability priority.

The investments we make in cleaner energy, modern infrastructure, cybersecurity, and resilience are helping us continue to connect customers, support communities, and earn the trust of the more than nine million people who rely on our network every day.

OPTIMISING INFRASTRUCTURE FOR A SUSTAINABLE FUTURE

Improving energy efficiency is one of the most effective ways to reduce the environmental impact of our operations while strengthening network performance. Across the Group, we continue to modernise our infrastructure through technologies that consume less energy, optimise network resources, and extend the life of critical assets.

A key focus has been the rollout of Lithium Iron Phosphate (LiFePO4) batteries across our network sites, in progress in 24 markets. Compared to traditional battery systems, LiFePO4 technology

provides up to 40% more available energy, a lifespan up to two times longer, and reduces diesel generator runtime at hybrid sites by up to 75%.

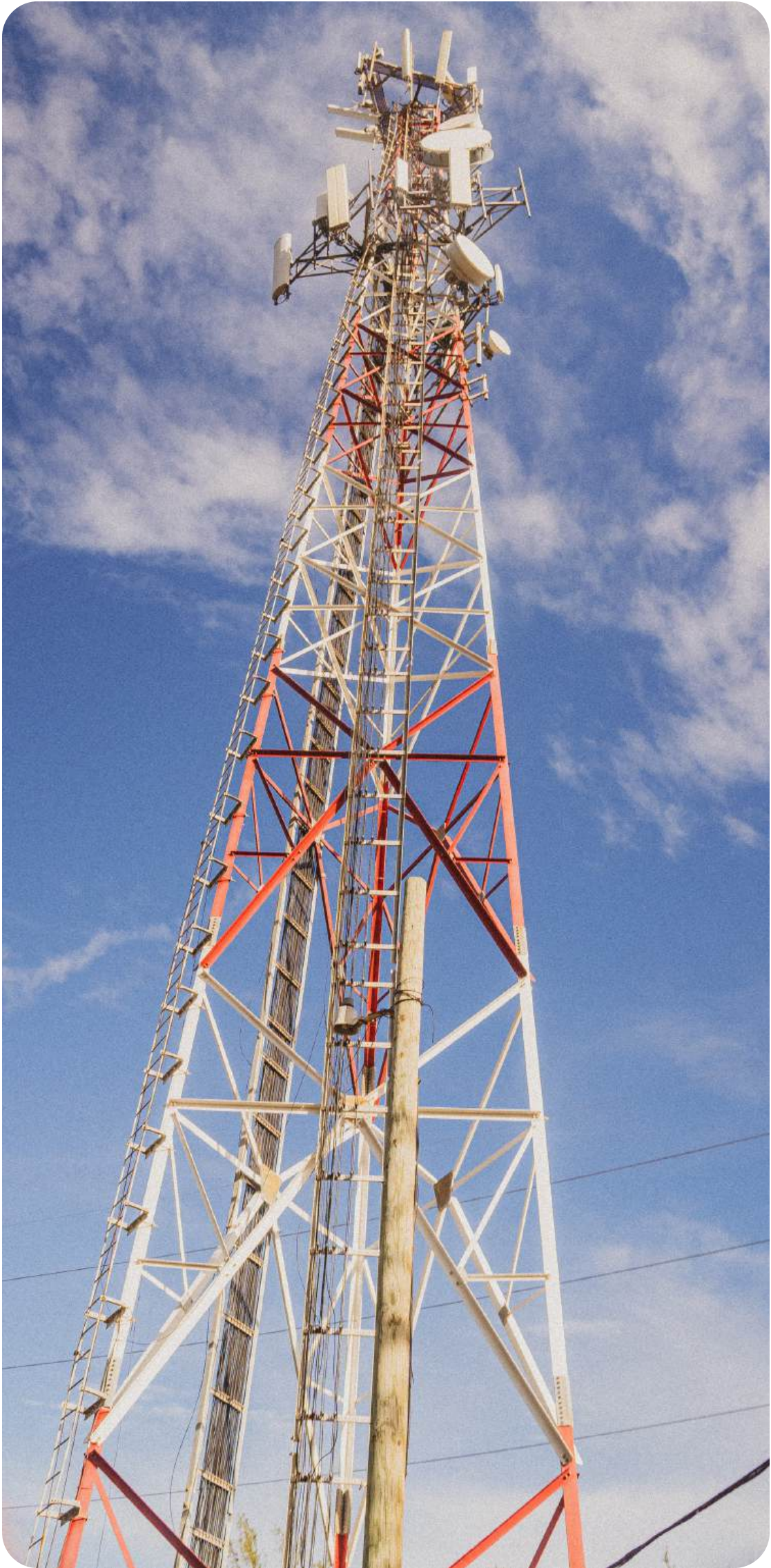
We also continued to expand our Self-Optimising Network (SON) programme across the Group. SON technology monitors demand in real time and automatically adjusts network capacity to match it, reducing energy consumption during low-usage periods and restoring capacity as demand increases. The programme delivers meaningful energy savings without impacting the customer experience, contributing approximately 3,284 kWh per day in Group-wide energy savings.

Alongside smarter network optimisation, we continued retiring legacy technologies and transitioning customers to more efficient platforms. During FY26, Jamaica became the first Digicel market to complete the shutdown of its GSM (2G) network. As a decades-old technology, GSM carries only a small share of network traffic relative to the electricity required to operate it. Running 2G alongside newer LTE networks means powering two systems where one can increasingly meet customer demand more efficiently. By retiring 2G, we reduce energy consumption, remove redundant equipment, and reallocate valuable spectrum to more efficient next-generation technologies. In total, 1,982 radios were decommissioned and safely disposed of. Similar programmes are planned across Suriname, Guyana, Bonaire, and Curaçao in the coming year.

We are also enhancing the performance of existing network assets. In Haiti, we continued investing in Massive MIMO technology, which uses advanced antennasystemstoservemultipleuserssimultaneously, increasing network capacity, improving data speeds, and enabling more traffic across existing sites without additional infrastructure. Building on successful deployments in the South, Grande-Anse, and Cap-Haïtien regions, 83 sites were modernised and 63 Massive MIMO deployments completed during FY26, delivering approximately three times improvement in data speeds. Further upgrades are planned for FY27.

~3,284 kWh
per day in Group-wide energy savings

SUNSETTING 2G IN JAMAICA
1,982
radios were decommissioned and safely disposed of



The investments we make in cleaner energy, modern infrastructure, cybersecurity, and resilience are **helping us continue to connect customers, support communities, and earn the trust** of the more than nine million people who rely on our network every day.

ENHANCING NETWORK PERFORMANCE IN HAITI

83

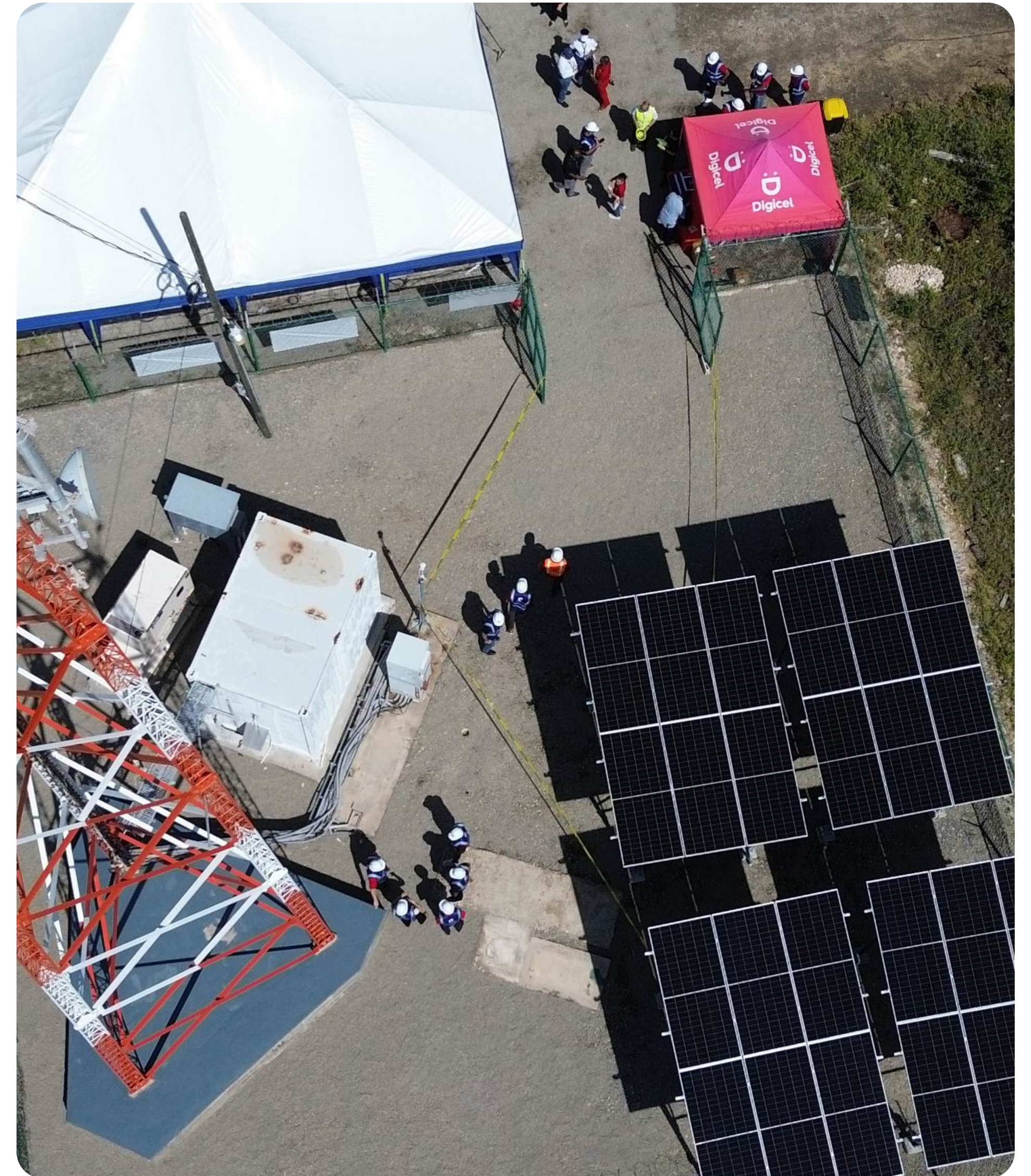
sites modernised

63

Massive MIMO deployments completed

~3X

improvement in data speeds



SUPPORTING SUSTAINABLE CONNECTIVITY THROUGH ENERGY INNOVATION

While efficiency reduces how much energy our network consumes, sustainability also requires changing how that energy is generated. Across the Caribbean and Atlantic, telecommunications networks must operate through hurricanes, severe weather events, grid outages, and fuel supply challenges. By increasing the use of renewable energy, we are reducing emissions and operating costs while strengthening our resilience to climate-related disruptions and energy supply risks.

A key part of this strategy is our partnership with Caban Energy, which combines solar generation, advanced battery storage, and intelligent energy management technology to reduce reliance on traditional fuel sources. Jamaica served as the launch market following lessons learned from Hurricane Beryl in 2024, which highlighted the critical role power plays in maintaining telecommunications services during periods of crisis.

As of 31 March 2026, 50 sites were live in Jamaica, with a long-term objective of solarising 511 of Jamaica’s nearly 900 mobile sites. Once completed, the programme will support approximately 55% of the country’s mobile network. Building on the Jamaica rollout, Barbados was announced as the next deployment market, with a target of solarising 60% of mobile sites. Discussions are also underway to expand the programme across an additional 14 markets.

Haiti presents a unique operating environment where social, political, and security-related challenges can affect fuel availability, transportation logistics, site accessibility, and operational continuity. To address these risks, we expanded solar-powered infrastructure

across the market and commenced a major solar installation at the Digicel Haiti Headquarters and Turgeau Data Centre, installing 700 kW of solar energy panels. This contributed to approximately a 20% reduction in fuel consumption at the Haiti office. Across the market more broadly, over 200 network sites were upgraded with advanced 4G Massive MIMO technology, hundreds of additional kilometres of fibre were built to improve redundancy and capacity, and LTE capacity was expanded to support growing data demand.

JAMAICA SOLAR CELL SITE PROGRESS

50
sites live

511
targeted sites



HAITI NETWORK & SUSTAINABILITY PROGRESS



Upgraded

200+

network sites with advanced 4G Massive MIMO technology



Hundreds of additional kilometers of

FIBRE

built to improve redundancy and capacity



Installed

700 kW

solar energy panels at the Digicel Haiti office



~20%

reduction in fuel consumption at Haiti office

EXTENDING ACCESS TO
RELIABLE CONNECTIVITY

During FY26, we accelerated the expansion of our Fibre-to-the-Home (FTTH) footprint across 18 Digicel markets, passing 106,000 new homes and extending access to high-speed broadband while increasing network capacity to support growing demand.

Jamaica represented our largest fibre deployment during the year, with the network expanded into new communities along the north coast, including Montego Bay. We also continued expanding our FTTH network in Guyana and added Suriname to our fibre footprint for the first time. Together, these three markets accounted for 36% of the Group’s regional fibre rollout. Alongside new deployments, we continued migrating customers in several markets from legacy broadband technologies, such as copper and HFC networks, to fibre, simplifying our technology footprint and improving network performance.

Our fixed-network expansion is supported by continued investment in regional connectivity infrastructure. Since becoming operational in June 2024, the DeepBlue One subsea cable has strengthened international connectivity and expanded broadband capacity in Guyana and Suriname, helping connect more communities and businesses to the digital economy.

FY26 FIBRE EXPANSION RECAP

106,000

new homes passed, expanding access to reliable broadband connectivity

1M+

total homes passed across the Group, reaching more than half (54.9%) of households in our markets



“Reliable high-speed connectivity enables people to **learn, work, build businesses, and access services** in ways that were not possible before. Every new community we bring online strengthens the region and helps ensure more people can participate in an increasingly connected economy.”



– MARIO BALLADARES,
GROUP CHIEF CONSUMER OFFICER

SAFEGUARDING OUR DIGITAL INFRASTRUCTURE

Protecting our digital infrastructure is essential to delivering reliable connectivity and services. Cybersecurity is a critical component of network resilience, helping to safeguard service continuity, protect customer data, and maintain the trust our customers place in us every day.

Our approach is built on strong governance, internationally recognised standards, advanced cybersecurity technologies, and ongoing employee awareness. During FY26, we successfully maintained certification of our Information Security Management System (ISMS) to ISO/IEC 27001:2022 and our Privacy Information Management System (PIMS) to ISO/IEC 27701:2019 following independent external audits. No non-conformities were identified, marking the sixth consecutive year that both certifications have been maintained.

Technology alone is not sufficient to build a strong security culture.

We invest in employee awareness, specialist training, and regular simulation testing to ensure our teams are equipped to identify, respond to, and recover from evolving threats. During FY26, 100% of employees, including Board members, completed mandatory annual cybersecurity awareness training. Through our phishing simulation programme, the rate at which employees clicked on simulated phishing emails decreased from 12.6% to 4.3%, a 66% reduction, demonstrating the effectiveness of our training and the adoption of secure behaviours across the Group.

Cyber incident response is a key component of our operational resilience strategy. Our incident response plan and playbooks are regularly reviewed and updated to ensure alignment with evolving threats and international best practices. During FY26, our cybersecurity team, alongside external experts, conducted targeted technical incident response exercises and executive-level simulation drills to test decision-making, escalation protocols, and cross-functional coordination. Insights from these exercises are used continuously to strengthen our response capabilities and minimise potential service disruption.

As emerging technologies reshape the digital landscape, we are also developing an AI Governance Framework to support the responsible use of artificial intelligence across the Group while addressing the evolving risks associated with AI-enabled threats.

Supporting this framework is a dedicated cybersecurity team responsible for managing the policies, controls, technologies, and training that underpin our security posture. During FY26, we completed the Group-wide rollout of a zero-trust security platform, replacing traditional VPN access for remote workers with identity-based access controls. The platform now analyses and protects approximately 994 million network transactions each quarter. Over the year, we mitigated approximately 75 million attempted cyberattacks, including 65 million email-based threats, 152,000 malware events, 27,000 DDoS attempts, and 3.8 million web-based attacks.

KEEPING OUR NETWORK SECURE

~994M

network transactions analysed & protected per quarter

152,000

malware events mitigated

75M

attempted attacks mitigated

27,000

DDoS attempts prevented

65M

email-based attacks blocked

3.8M

web-based attacks mitigated



Sixth consecutive year
of ISO/IEC 27001 certification

CYBERSECURITY
AWARENESS & TRAINING

100%

employee completion of mandatory
cybersecurity training

66%

reduction in click behaviour

“Resilience is all about how effectively you prepare for, respond to, and recover from threats. Our investments in cybersecurity, network protection, and operational resilience are helping ensure that customers can rely on Digicel’s services when they need them most, **while protecting the trust that underpins every connection we provide.**”



— DAVID WONG GROUP DIRECTOR, CYBERSECURITY & OPERATIONS



ENERGY & EMISSIONS

Across our 25 markets, energy and emissions are among the most direct measures of how efficiently we run our network. FY26 serves as the baseline for our consolidated energy and emissions data at the Group level, drawing on vehicle fuel, generator, grid, and renewable energy inputs from every market. Our inventory is prepared in line with the GHG Protocol Corporate Standard: emissions from fuel we combust directly are calculated using internationally recognised combustion factors, and emissions from purchased electricity using published national grid emission factors. FY25 figures have been restated on this same basis so that FY26 can be compared like-for-like.

Group energy consumption rose 20.3% year over year, reflecting rising data demand across the network. Group data traffic grew to 10,220 petabytes in FY26, up 12% on the prior year, alongside continued network and coverage expansion. As customers consume more data, the network draws more energy to carry it, making this increase a direct consequence of how heavily our customers rely on our services and how much the business has grown. Despite this increase in energy demand, continued investment in more efficient, lower-carbon network infrastructure improved the overall efficiency of our energy use during the year.

Total greenhouse gas emissions were 199,494 tCO₂e in FY26. The year included several exceptional operational events, most notably Hurricane Melissa in October 2025, which required prolonged generator operation across Jamaica during extended grid outages and significantly increased field activity to restore network services. As a result, Group emissions

Group metric	FY26	FY25 (restated)*
Total greenhouse gas emissions (tCO ₂ e)*	199,494	175,167
Scope 1 emissions (tCO ₂ e)	128,910	107,735
Scope 2 emissions (tCO ₂ e)	70,583	67,433
Total energy consumption (GWh)	247.8	206.1
Carbon intensity of energy (kg CO ₂ e per kWh)	0.80	0.85
Vehicle fuel consumption (gallons)	1,302,545	899,646

**Scope figures may not sum to the total due to rounding.*

increased 13.9% over the restated prior year, with most of the increase occurring in Scope 1 emissions from diesel consumed in generators and fuel used by operational vehicles. These impacts represent the direct operational costs of maintaining service and restoring connectivity during the recovery effort and are expected to normalise in FY27.

Set against these operational pressures, the carbon intensity of our energy use (the amount of CO₂e released for each unit of energy consumed) improved by 5.3%, from 0.85 to 0.80 kg CO₂e per kWh. Even with the demands of the hurricane year, emissions grew more slowly than the energy consumption behind them. This improvement reflects continued investment in network modernisation programmes, particularly the rollout of solar generation and LiFePO₄ battery systems, which reduce diesel generator runtime and displace higher-carbon energy sources. As the majority of our emissions arise from assets we operate directly, these initiatives target the areas where we have the greatest opportunity to improve performance.

This operational programme is already visible across the network. As of 31 March 2026, 50 sites were live under our solar initiatives in Jamaica, against a long-term objective of 511 sites covering roughly 55% of the Jamaica network; Barbados was announced as the next deployment market with a target of 30% of mobile sites, and discussions are underway across a further 14 markets. The LiFePO₄ battery rollout is progressing through 24 markets: compared to the traditional systems they replace, these batteries provide up to 40% more available energy, up to twice the lifespan, and reduce diesel generator runtime at hybrid sites by up to 75%. Our own renewable installations generated 2.4 GWh in FY26, led by the 700 kW system at our Haiti headquarters and Turgeau Data Centre, which reduced fuel consumption at the Haiti office by roughly 20%; in Haiti, 83 network sites were modernised during the year, including 63 Massive MIMO deployments. Retiring legacy technologies adds a further efficiency lever: Jamaica completed



the Group’s first full 2G shutdown, decommissioning 1,982 radios, with similar programmes planned for Suriname, Guyana, Bonaire, and Curaçao.

Reducing our GHG emissions remains a priority, guided by our broader strategic objectives to improve network efficiency and resilience across the markets we serve. Rather than tracking this work against a fixed emissions reduction target, we are integrating it into how we run and modernise our network, so that progress is driven by operational decisions embedded in the business. This includes expanding our use of renewable energy and battery storage, upgrading network technology to consume less power, and investing in infrastructure that performs reliably under increasing climate pressures. We look forward to reporting progress against these initiatives in the years ahead.

STRENGTHENING CLIMATE RESILIENCE

As climate-related disruptions become more frequent across our region, maintaining connectivity depends on our ability to prepare for, respond to, and recover from disruptive events.

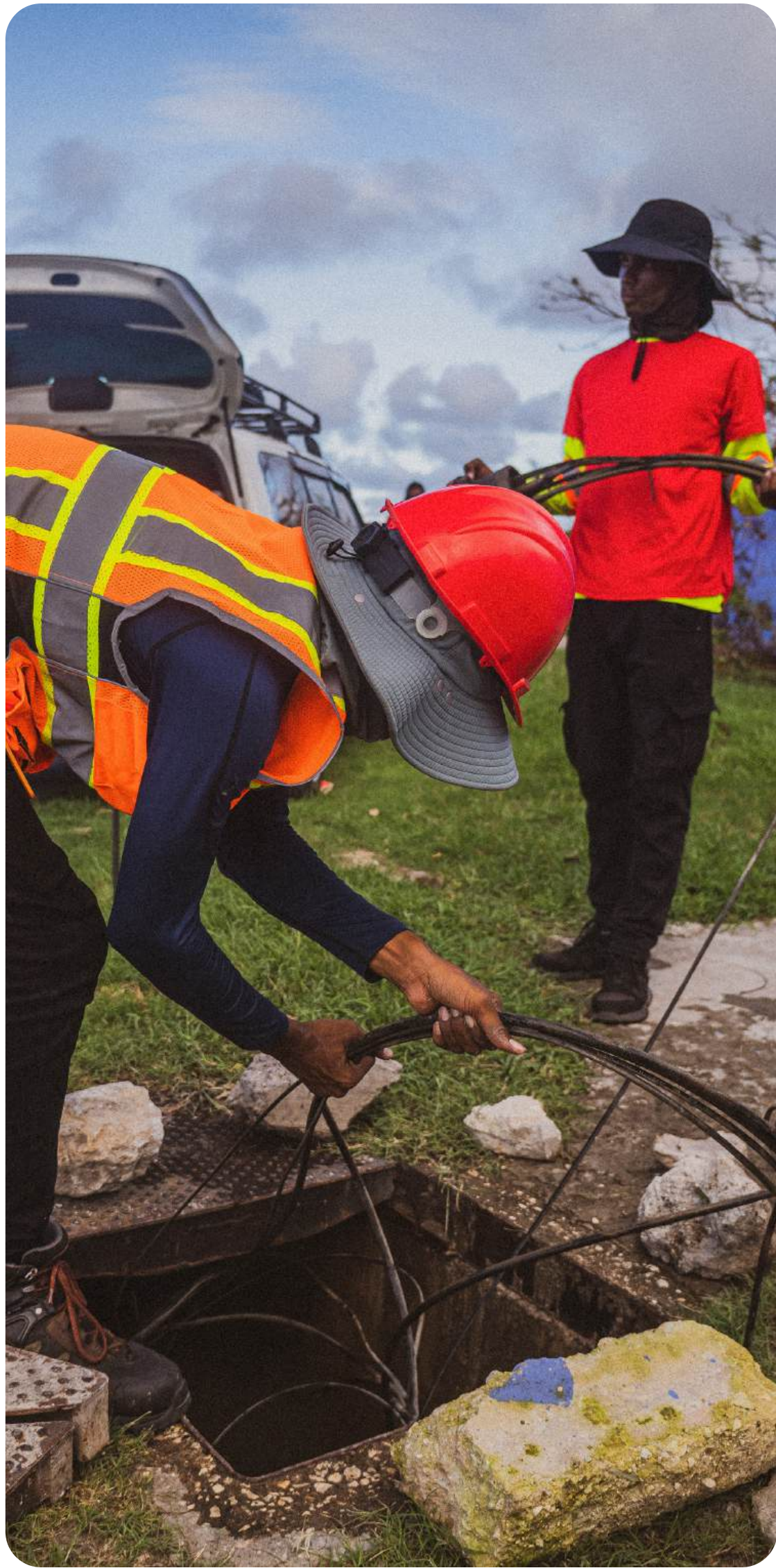
Our Business Continuity Management (BCM) model combines reinforced infrastructure, business continuity planning, and coordinated response capabilities designed to maintain connectivity before, during, and after disruptions. Our data centres and cell sites are purpose-built to withstand up to Category 4 hurricane conditions, incorporating regional network backups, cloud redundancies, and regularly tested backup power systems and redundant fibre connectivity.

During FY26, we formally implemented our Group Business Continuity Policy across all 25 markets, establishing universal standards for preparedness,

response, and recovery with named executive accountability at the highest level. The policy is operationalised through the Group BCM Steering Committee, which provides oversight, sets policy direction, and supports recovery efforts executed locally by market leadership. This structure combines the speed and local knowledge of in-market teams with the scale, resources, and coordination capabilities of the Group.

We have also made targeted investments to further strengthen these systems. Our Panama Hub, a regional warehouse for fixed-network materials, enables the rapid deployment of critical equipment during recovery operations. Our partnership with Everstream AI Analytics provides advanced climate modelling and forecasting to support proactive planning ahead of severe weather events.

Maintaining connectivity depends on our ability to **prepare for, respond to, and recover** from disruptive events.



HURRICANE MELISSA: RESILIENCE IN ACTION

Hurricane Melissa provided the most significant test of our resilience framework during FY26. Across three markets, 644 mobile sites were impacted at peak. Despite the scale of the disruption, full-service restoration was completed within 48 days.

Advanced forecasting from Everstream AI Analytics gave teams five days of advance notice before landfall, allowing resources to be pre-positioned ahead of the storm. Recovery efforts were supported by rapid access to critical equipment through the Panama Hub, alongside the deployment of temporary connectivity solutions and coordinated cross-Group support. In Jamaica, the rebuilding process also provided an opportunity to modernise and strengthen key parts of the network, improving capacity in areas most impacted by the storm.

Hurricane Melissa validated many of the enhancements made following Hurricane Beryl and Cyclone Chido in 2024. Reinforced rooftop installations withstood the storm; enhanced microwave monitoring provided real-time outage visibility; and dedicated recovery squads operating under a centralised command centre improved coordination across teams, utilities, and vendors. Regional resource mobilisation enabled personnel and equipment to be deployed across markets within hours of impact. These measures demonstrated a resilience model operating as intended and reinforced the value of continuous learning in building back stronger.



LOOKING AHEAD

FY26 establishes the Group energy and emissions baseline. In FY27, we will set formal reduction targets, extend renewable and storage deployment across additional markets, and continue improving the carbon intensity of the network year over year.

Every gain in energy efficiency represents both a reduction in emissions and a reduction in operating costs. Customer expectations, technologies, and risks continue to evolve, which is why maintaining a capable, secure, and efficient network remains critical. The initiatives highlighted throughout this section, including network modernisation, renewable energy deployment, fibre expansion, cybersecurity, and business continuity planning, will continue to shape how we strengthen and protect the infrastructure that connects our customers and communities.



OUR **CUSTOMERS**

2026
SUSTAINABILITY
REPORT

DELIVERING FOR OUR CUSTOMERS

Every customer relationship at Digicel is built on a simple promise: to create real connections through reliable connectivity, innovative services, and experiences that help people, businesses, and communities stay connected. Across our 25 markets, we serve more than 9 million customers who rely on our networks every day to communicate, learn, work, access services, and participate in an increasingly digital world.

ENHANCING CUSTOMER SUPPORT

Delivering a great experience requires continuous investment in the tools and technologies that make it easier for customers to access support and manage their services. In FY26, we continued developing Ruby, our digital assistant, from a knowledge-based support tool into an AI-powered smart digital assistant available across WhatsApp, voice, web, and the MyDigicel App. Designed to deliver a faster, more responsive, and more intuitive experience, Ruby helps customers manage everyday tasks, such as checking balances, activating plans, paying bills, and resolving common technical issues.

Since its launch in Jamaica, Ruby has supported more than 535K conversations with the smart assistant successfully handling **55% of interactions without the need for human agent support.** By providing support around the clock and resolving routine enquiries quickly and efficiently, Ruby complements our customer care teams, enabling them to focus on customers with more complex support needs.

These enhancements respond directly to customer feedback, including the need for faster access to support, assistance outside traditional business hours, and greater flexibility in how customers engage with us. Jamaica serves as the first market for the enhanced smart digital assistant, with plans to expand Ruby across additional Digicel markets during FY27.

EXPANDING DIGITAL ACCESS

Access to reliable connectivity is increasingly essential to economic participation, education, business growth, and social inclusion. As demand for digital services continues to grow, so too does the importance of the infrastructure that enables them. During FY26, our network carried 10,220 petabytes of traffic, a 12% increase from the previous year, highlighting the increasingly important role connectivity plays in everyday life across our markets.

Across the Group, our mobile network footprint grew to 5,387 cell sites, up from 5,356 in FY25, while LTE coverage increased to 91% of sites, compared to 89% the previous year. Nineteen markets now operate with 100% LTE overlay, and during the year, two markets launched next-generation technologies. These investments continue to expand access to high-quality mobile connectivity while increasing network performance and capacity to support growing digital demand.

We further expanded our Fibre-to-the-Home (FTTH) footprint, increasing the number of homes passed by 89% versus the previous year. The expansion extended access to high-speed broadband across new communities and growth corridors, while introducing fibre connectivity to additional markets and creating new opportunities for homes and businesses to participate.

Customers rely on our networks every day to **communicate, learn, work, access services, and participate** in an increasingly digital world.





DELIVERING MORE INTEGRATED SOLUTIONS

As customers’ digital needs continue to evolve, meeting those needs requires the right expertise, capabilities, and teams working together to deliver seamless solutions and experiences. During FY26, we strengthened and simplified our business solutions portfolio through the integration of complementary capabilities under Digicel Business. The acquisition of Symptai Consulting and the consolidation of Trend Media under Digicel Business brought together expertise spanning connectivity, cloud, cybersecurity, digital transformation, digital advertising, and customer engagement solutions.

By bringing these offerings together under a single organisation, we are creating a more connected customer experience, enabling greater collaboration across teams, strengthening regional expertise, and making it easier for customers to access the services and support they need through a trusted partner.

Together, these functionalities position Digicel Business as one of the few providers in the region able to deliver a comprehensive ecosystem of technology and business solutions, providing customers with a single strategic partner and a more seamless end-to-end experience.

LOOKING AHEAD

The investments made in FY26 focused on improving how customers experience Digicel, whether at home, at work, or on the move. By investing in people, technology, processes, and expertise, we continue to bolster the services, support, and connectivity that help customers stay connected and participate in the digital economy. As customer expectations evolve with time, understanding and responding to those needs will remain an integral part of how we deliver value across our markets.

INVESTING IN



PEOPLE



TECHNOLOGY



PROCESSES



EXPERTISE



OUR PARTNERS

2026
SUSTAINABILITY
REPORT

STRENGTHENING

STRATEGIC PARTNERSHIPS

At Digicel, our suppliers, contractors, and business partners play an essential role in helping us deliver our commitments to customers, employees, and stakeholders. We hold them to the same ethical standards we hold ourselves and have built the governance, assessment, and engagement frameworks needed to uphold those standards throughout our supply chain.

This commitment is reflected in our procurement governance, where sustainability is integrated into decision-making rather than managed as a standalone programme.

The Group Procurement Policy and Supplier Code of Conduct provides a universal framework for responsible supplier management and ethical business practices across our supply chain.

Digicel also became the first organisation in the Caribbean to achieve the Chartered Institute of Procurement and Supply (CIPS) Corporate Ethical Procurement & Supply Kitemark, with Ethics Certificate 1238 maintained throughout FY26. The accreditation provides independent recognition of our commitment to ethical sourcing, supplier integrity, and responsible procurement practices.

As sustainability and ESG factors are increasingly becoming considerations in global supply chains, many of our technology and equipment partners now require ESG assessments and compliance certifications from their suppliers. This creates a two-way accountability model that continues to strengthen standards across our supply chain.



“This accreditation is an important reflection of how we do business. It demonstrates **the progress we have made in embedding ethical, transparent, and accountable procurement practices** across the Group and reinforces our commitment to raising the bar for responsible sourcing and supply chain governance in the region.”



– ARSHAD ALI, DIRECTOR OF GROUP
PROCUREMENT, SUPPLY CHAIN & REAL ESTATE



BUILDING RESPONSIBLE PARTNERSHIPS

Strong partnerships are built on clear expectations, ongoing engagement, and shared accountability. By the end of FY26, more than 1,140 suppliers were assessed through our Ethics and Compliance due diligence process. New suppliers undergo screening as a condition of onboarding, while existing suppliers are subject to periodic re-screening to support monitoring across key risk areas. This process helps ensure suppliers align with our standards for ethics, compliance, and responsible business conduct and has resulted in vendors being excluded from engagement where those standards were not met.

To help suppliers better understand our expectations, we launched a Supplier Safety Health training programme. During the reporting period, more than 430 supplier personnel completed training on topics including hazard awareness, Safe Operating Procedures, environmental awareness, and broader sustainability requirements. For contractors, our pre-qualification process assesses Safety, Health, Environment and Quality (SHEQ) performance, certifications, and environmental responsibility before engagement commences. SHEQ compliance remains a condition of doing business with Digicel.

BUILDING RESILIENCE IN THE SUPPLY CHAIN

Maintaining service continuity depends on strong planning, effective risk management, and trusted supplier relationships. During FY26, the most material risks included: device supply volatility linked to chipset shortages and pricing pressures; logistics disruptions affecting delivery timelines; and emerging data security and privacy risks associated with third-party vendors.

We further enhanced supplier risk management by including data security and privacy assessments at the Statement of Work stage of the sourcing lifecycle, enabling potential risks to be identified earlier in the procurement process. In parallel, our Contractor Safety Management System provides consistent oversight of Safety, Health, Environment and Quality (SHEQ) performance across the contractors who support network construction, maintenance, and disaster recovery activities throughout our markets.

LOOKING **AHEAD**

FY26 was another strong year for how Digicel selects, manages, and engages suppliers based on ethical, sustainable, and responsible business practices. The governance frameworks, supplier oversight processes, and engagement initiatives highlighted throughout this section support greater corporate accountability, help minimise regulatory and operational risks, and contribute to a more resilient supply chain. As these practices continue to mature, they will remain an important part of how we strengthen partnerships and support responsible business across the Group.



OUR **PEOPLE**

2026
SUSTAINABILITY
REPORT

SUPPORTING OUR PEOPLE

At Digicel, we know our people are central to our success. Before we can empower others through connectivity, we must first foster strong connections within our own organisation.

That means building a future-capable Digicel by investing in leadership, creating meaningful opportunities for growth, and fostering a culture where our people feel empowered to succeed.

OUR WORKFORCE

Our workforce reflects the diversity of the markets we serve, with employees representing 68 nationalities. This breadth of perspectives, experiences, and local insight strengthens our business and helps us better serve our communities.

Local talent remains a key strength for Digicel: 64% of our Market CEOs are nationals from Digicel markets and bring deep market knowledge and leadership rooted in

the communities they serve. Women represent 53% of our workforce, reflecting strong representation across the organisation, 31% of Director roles are women, 38% of Head of Department are women and 18% of Market CEOs are women.

Growth and development are a core part of our people strategy, shaping how we invest in learning, leadership capability, career progression, and long-term talent development across the Group.

LEARNING AND DEVELOPMENT

We made meaningful progress in building a culture of continuous learning and intentional leadership development, laying the foundation with new tools designed to strengthen capability across the organisation and scale in the years ahead, including LinkedIn Learning and our Operational Leadership Programme.

LINKEDIN LEARNING

We expanded access to on-demand development through LinkedIn Learning, giving employees access to thousands of courses across technical, leadership, commercial, and professional development topics.

With 4,786 of 5,200 available licenses activated, or 92%, engagement reflected strong employee interest in developing new skills and expanding their knowledge, helping to embed learning more intentionally into long-term career growth.



92%

License Activation Rate

62,097

Learning Hours Logged

2,320

Monthly Active Logins

2.2 HRS

Avg. Session Length

Before we can empower others through connectivity, we must first **foster strong connections within our own organisation.**



LEADERSHIP PROGRAMMES

We also piloted two new leadership development programmes designed to build capability at different stages of the leadership journey. Our Foundations of Leadership programme launched in the French West Indies, with 32 participants developing the core skills needed to lead teams successfully.

In parallel, we introduced our inaugural Operational Leadership programme, bringing together 34 high-potential leaders nominated by their CEOs from across the Group. Delivered virtually, the initiative provided practical insights into the technical, commercial, financial, and leadership capabilities needed to successfully lead a market.

CAREER GROWTH AND TALENT DEVELOPMENT

Developing future leaders goes hand in hand with creating meaningful pathways for career progression across the wider organisation. To strengthen our succession planning efforts, we completed a talent review of the Group’s top three organisational levels, covering more than 100 roles. This created a stronger foundation for identifying and developing future leaders across the business.

This work goes hand in hand with our career progression programming and early talent identification. What we found:

PROMOTIONS

162

Employees

PLACEMENT

31

Interns

In the coming financial year, we will also formally launch our Job Architecture Programme, giving employees greater clarity on role expectations, career opportunities, and the skills needed to grow within Digicel.

REWARDS AND
EMPLOYEE ENGAGEMENT

In FY26, we completed our first comprehensive Group-wide compensation benchmarking exercise, representing the most extensive review of pay competitiveness undertaken across Digicel’s markets. Using trusted market salary data and the Korn Ferry methodology, more than 2,400 roles were evaluated and aligned to a consistent Group grading structure.

This work provides a stronger and data-driven approach to how compensation is managed - ensuring we remain fair, competitive, and aligned to market realities, while supporting the needs of a future-capable Digicel.

Creating a strong employee experience, however, goes beyond compensation. Listening to our people and understanding what matters most to them remains equally important in shaping our culture and workplace experience. Through our company-wide DigiVoice survey, quarterly town halls, and initiatives such as Coffee and Conversations with senior leaders, we create meaningful opportunities for employees to share feedback, ask questions, and help shape the future of our workplace.

As our sustainability programme grows, we remain committed to listening to our people and reporting transparently on the progress we make in strengthening our culture and employee experience.

CREATING A SAFE
AND ETHICAL WORKPLACE

Our DIGI Values shape how we work, lead, and collaborate. They also guide how we approach ethics, accountability, and the responsibility each of us has to help maintain a safe, respectful, and ethical workplace.

In FY26, mandatory ethics and compliance training across the workforce achieved near-universal completion rates, including 100% for Antitrust and Competition Law, 99.96% for Conflicts of Interest, 99.92% for the Code of Conduct, 99.88% for Anti-Bribery and Anti-Corruption, 98.97% for Data Privacy, and 98.67% for Trade Compliance. These results reflect both the rigour of our compliance programme and the seriousness with which employees approach their responsibilities.

Our Speak Up programme continues to provide employees with multiple channels to raise concerns, including an anonymous third-party-operated reporting platform. Whether concerns relate to workplace conduct, compliance matters, business practices, or the actions of third parties working with Digicel, the programme is designed to ensure issues can be raised in good faith without fear of retaliation.

During FY26, 155 concerns were reported, 37% of which were submitted anonymously. Across the year, 105 investigations were closed, with 49% substantiated, reflecting both the legitimacy of concerns raised and the effectiveness of the investigative process, supported by thorough fact-finding and the cooperation of concern raisers throughout investigations.





HEALTH & SAFETY

The health, safety, and wellbeing of our people remain a fundamental priority. Our framework is reinforced by a Group SHEQ Policy formally signed and implemented across all 25 markets in FY26, with named executive accountability at the highest level.

In FY26, we took an important step forward in strengthening Group-wide safety oversight and reporting. During the year, we implemented a dashboard to monitor safety performance and enhanced our ability to track and report key safety indicators consistently across the Group. We also operate a Contractor Safety Management System that extends our safety, health, and environmental expectations to third parties working alongside our teams, helping to promote consistent safety standards across our operations and supply chain.

As a result, FY26 represents the first year that safety performance has been measured and disclosed consistently at the Group level, establishing a baseline against which future performance will be measured. During the year, the Group recorded 40 total recordable incidents and 17 lost-time injuries, resulting in a lost-time injury frequency rate of 1.26.

LOOKING AHEAD

The initiatives highlighted in this section reflect our belief that a strong culture is built through shared purpose, opportunity, and connection. We remain focused on strengthening the “I Am Digicel” culture year over year by helping employees build meaningful careers, deepen connections with colleagues, and contribute to the success of the business and the communities we serve.



A strong culture is built through shared **purpose, opportunity, and connection.**



OUR COMMUNITIES

2026
SUSTAINABILITY
REPORT

DIGICEL FOUNDATION

The Digicel Foundation is the primary vehicle through which Digicel invests in its communities. Established on the belief that wherever Digicel grows, its communities must grow with it, the Foundation supports programmes and partnerships that create opportunities, and help ensure that no one is left behind. Operating in Haiti, Jamaica, and Trinidad & Tobago, the Foundation is structured around four core pillars: Education, Community Development, Special Needs, and Entrepreneurship.

The Digicel Foundation has delivered 2,902 projects and supported 2.4 million people across Haiti, Jamaica, and Trinidad & Tobago. While each Foundation focuses on the unique needs of its communities, the following highlights some of the impactful work delivered during FY26.

2,902

PROJECTS

2.4M

PEOPLE



IN FOCUS: OUR WORK IN HAITI

Against an increasingly challenging social and economic backdrop, the Foundation continued to support programmes aimed at strengthening school communities, expanding livelihoods, and helping communities build greater self-sufficiency over time. Since its inception:



TOTAL INVESTED
US\$94.8M

DIRECT BENEFICIARIES

+1.3M

TRAINERS CERTIFIED

20

SCHOOLS BUILT

198

SCHOOL SOCIAL
ENTERPRISES FINANCED

78

DIRECTORS AND
TRAINERS TRAINED

1,719

COMMUNITY DEVELOPMENT
PROJECTS FUNDED

443



“I would like to extend my sincere gratitude to the Digicel Foundation, whose exceptional commitment to education and sustained investment in community development made the construction of this school possible. **This institution stands as a beacon of hope and opportunity** for children and families in an underserved area, offering them access to quality education and a brighter future.”

— MONSIGNOR LAUNAY SATURNÉ, ARCHBISHOP OF CAP-HAITIAN, AT THE INAUGURATION OF COLLÈGE JEAN XXIII – ANNEXE ON OCTOBER 8, 2025, THE 195TH SCHOOL BUILT BY THE DIGICEL FOUNDATION

SCHOOL CONSTRUCTION: CREATING
SAFE SPACES FOR LEARNING

Education remains at the heart of the Foundation’s work in Haiti. During FY26, the Foundation inaugurated Collège Jean XXIII – Annexe and completed three additional school construction projects: Institution Notre Dame du Perpétuel Secours; École Communautaire Bon Berger de Pépin; and Sant Edikasyon ak Reyabilitasyon Kay Christine. Together, these projects provide more than 1,000 students with access to safe and inclusive learning environments.

The Foundation also undertook rehabilitation works at four existing schools, helping to preserve and strengthen educational infrastructure for future generations of students. During the year, the Foundation launched a nationwide campaign to identify its landmark 200th school. Following a rigorous application and on-site evaluation process, École Nationale Fondation Vincent was selected, with a groundbreaking ceremony held on 6 March 2026.



PARCCSEQ: INVESTING
IN SCHOOL COMMUNITIES

PARCCSEQ (Project to Support the Strengthening of School Community Capacities for Quality Education) is designed to strengthen school communities by promoting autonomous governance and supporting the development of income-generating initiatives that help schools become more self-sustaining over the long term.

To date, 95 schools have participated in PARCCSEQ, with 78 schools establishing school-based social enterprises. During FY26, 29 schools graduated from the programme, bringing the total number of graduates to 60 schools. These efforts have contributed to stronger school management practices, greater financial autonomy, and increased local ownership across participating school communities.



KONBIT POU CHANJMAN:
COMMUNITY GRANTS

Konbit Pou Chanjman, meaning Come Together for Change, supports community-led projects designed to strengthen livelihoods and create sustainable economic opportunities. Rooted in the Haitian tradition of collective effort and mutual support, the programme provides funding for initiatives across sectors, including fishing, livestock farming, and agricultural processing.

Building on the success of previous years, the programme received 547 applications during its ninth edition, demonstrating sustained interest and demand. Ultimately, 18 community organisations received funding to deliver projects aimed at strengthening livelihoods and supporting local development. Beyond the numbers, the programme’s impact can be seen in stronger livelihoods, improved living conditions, and enhanced self-sufficiency across participating communities.



DIGICEL STAFF ENGAGE IN
COMMUNITIES ACROSS HAITI

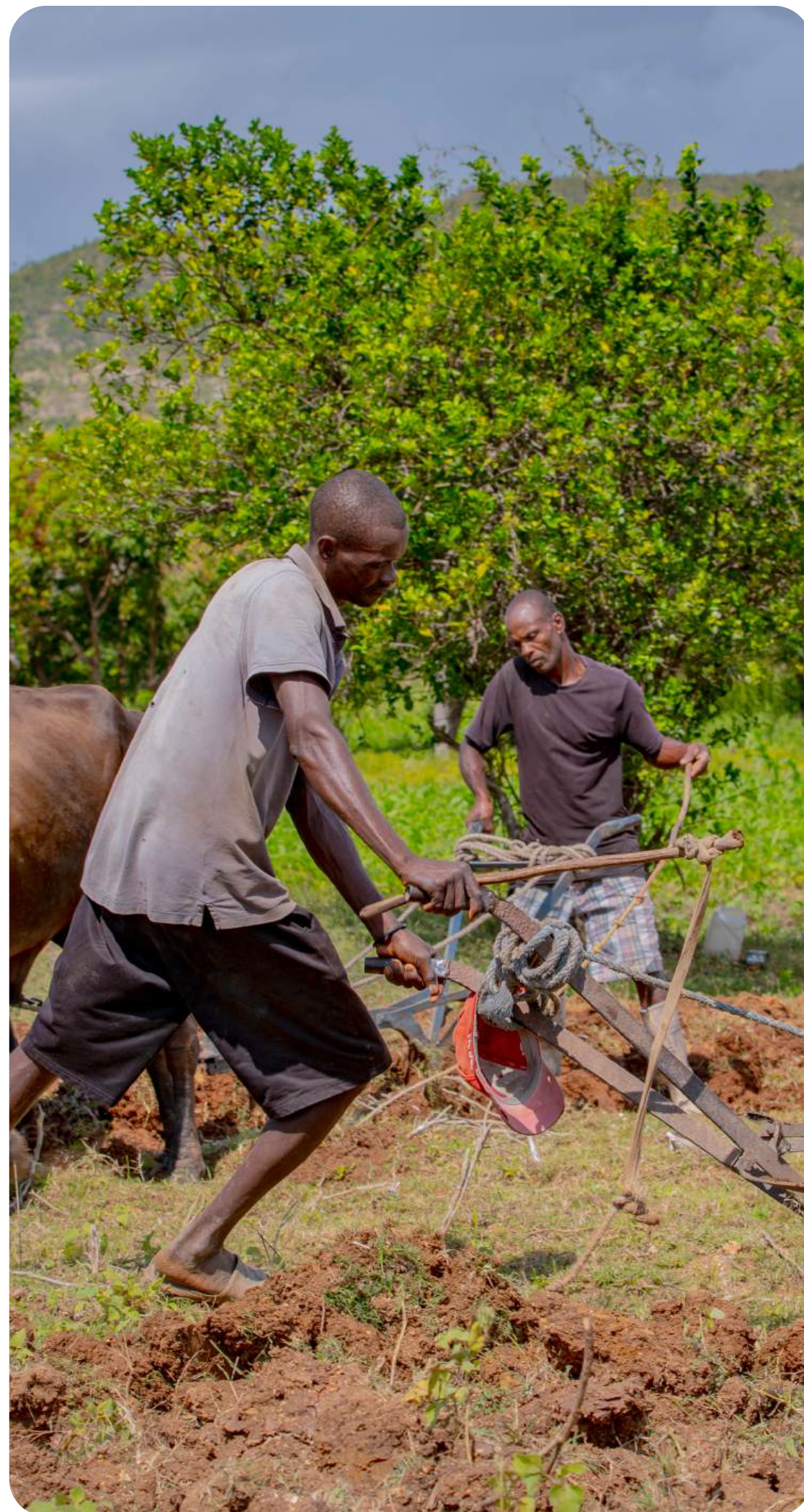
Digicel employees continue to demonstrate an outstanding commitment to their communities. This year, they led ten volunteer initiatives, primarily focused on rehabilitating public spaces and installing solar-powered streetlights to improve safety and community well-being.

Communities including Acul-du-Nord, Carice, and Lakou Souvenans benefited from these efforts. Other initiatives included a mobile health clinic in Arniquet and the renovation of the Jacmel Municipal Library.

These projects reflect Digicel employees’ commitment to creating meaningful impact beyond the workplace, strengthening the company’s connection with the communities it serves.

More than 100 employees participated in volunteer activities across Haiti’s ten departments, reinforcing Digicel’s culture of service and social responsibility.





“I’m getting older, and I don’t have the same strength I once had to work the land by hand. **Thanks to the Digicel Foundation providing the community with oxen and a cart, farming has become much easier for us in Bèsi.** Now, when planting season comes around, I feel at peace knowing my land is prepared quickly and I can plant at the right time. I truly can’t express how happy this makes me.”

— BENEFICIARY OF THE PLOW PROJECT LED BY THE OPBC ORGANIZATION,
WINNER OF THE 7TH EDITION OF KONBIT POU CHANJMAN IN THE SOUTH

IN FOCUS: OUR WORK IN JAMAICA

The Foundation’s work in Jamaica has long focused on expanding digital access and educational opportunities across the island. When Hurricane Melissa devastated our communities, we rose to meet the moment, incorporating community support, relief, and recovery efforts into our mission. Through both our long-term development programmes and our disaster response initiatives, the Foundation has remained committed to supporting people and communities across the island.



TOTAL INVESTED

US\$51.6M

COMMUNITY GRANTS

984

TOTAL PROJECTS COMPLETED

1,718

TOTAL PEOPLE IMPACTED

858,165

SMART LABS

25

SMART LABS: EMPOWERING TEACHERS THROUGH DIGITAL TRANSFORMATION

The Foundation continued to expand access to digital learning through its Smart Lab programme, bringing fully equipped digital learning environments to schools and, for the first time, teacher training colleges. During FY26, Smart Labs were established at four teacher training colleges, building on the 21 labs already established across 13 parishes since 2022.

The expansion reflects a recognition that meaningful digital transformation in education requires investment not only in students, but also in the educators responsible for preparing them for the future. By equipping teachers with the tools and confidence to integrate technology into the classroom, the programme aims to create lasting improvements in teaching and, learning outcomes across Jamaica.



SAFER INTERNET TOGETHER: BUILDING A CULTURE OF DIGITAL RESPONSIBILITY

The Foundation continued its Safer Internet Together (SIT) programme, delivering interactive sessions focused on safe and responsible internet use. Topics included cyberbullying awareness, digital footprints, online scams, personal data protection, and respectful online behaviour.

Despite a two-month disruption caused by Hurricane Melissa, the programme successfully reached its target of 150 schools across Jamaica, directly engaging more than 32,000 students. The initiative also extended beyond

schools, reaching more than 2,000 senior citizens and over 100 community members through community-based sessions designed to promote digital awareness and online safety.

More than 190 Digicel employee volunteers, known as the SIT Squad, supported the programme by helping deliver sessions across schools and communities in every parish across Jamaica. Endorsed by the Ministry of Education, Skills, Youth and Information, the programme has since been renewed for a second year.





**SOUTH CAMP JUVENILE CENTRE
SEWING LAB: RESTORING HOPE
THROUGH SKILLS**

Through its Community Development portfolio, the Foundation supported the establishment of a Sewing Lab at the South Camp Juvenile Correctional & Remand Centre. The initiative equips young women with practical and marketable skills that can support rehabilitation, reintegration, and future economic independence.

Upon completing the programme, participants have the opportunity to leave South Camp with a HEART Level 2 Certification in Fashion Design, a nationally recognised qualification that carries real weight in the job market.

SALUTE 21 BUILD JAMAICA GRANTS

Launched to mark the Foundation’s 21st year in Jamaica, the Salute 21 Build Jamaica Grants programme expanded funding opportunities for schools, special needs organisations, youth groups, farming groups, and community-based organisations across the island. New focus areas introduced during the cycle included digital literacy and the Silver Economy, reflecting the Foundation’s continued focus on supporting programmes that respond directly to the evolving needs of Jamaican communities.



**HELLO! SPEECH THERAPY CAMP: UNLOCKING VOICES THROUGH
EARLY INTERVENTION**

The Foundation partnered with Hello! Speech Therapy Limited to deliver a speech therapy summer camp, providing children with speech and language challenges access to specialised therapy services in a supportive and engaging environment. The camp supported more than 100 children, many of whom were receiving consistent speech therapy for the first time.

Recognising that progress extends beyond the camp setting, the programme also equipped caregivers with at-home therapy techniques, empowering families to continue supporting their children’s development in everyday life.

The initiative forms part of the Foundation’s broader commitment to ensuring children with diverse learning and developmental needs have access to the support services necessary to reach their full potential.

HURRICANE MELISSA RELIEF EFFORTS

Following Hurricane Melissa in October 2025, the Foundation mobilised immediately to support affected schools, vulnerable communities, and recovery efforts across several western parishes in Jamaica. Support focused on helping communities rebuild, restoring safe learning environments, and providing essential supplies to help families navigate the immediate aftermath of the storm.

The Foundation committed \$500,000 USD to relief and recovery efforts. Across 75 communities and groups in Jamaica, support included the distribution of 14,835 food packages, 2,156 hygiene packages, and 1,000 hardware cards, helping families address immediate needs while beginning the process of rebuilding their homes and livelihoods.

Support also extended to the education sector: approximately 15.5 million JMD (or ~97K USD) in Hurricane Relief Grants for five primary schools and a high school impacted by the storm. The funding helped support urgent repairs, replace damaged furniture and equipment, and restore safe learning environments for students. The Foundation also committed to restoring Smart Labs damaged by the storm, with further investments planned to repair and replace water-damaged technology in schools across the island. Additional relief supplies were donated to ODPEM to support disease prevention, environmental sanitation, medical outreach, and ongoing recovery efforts.



IN FOCUS: OUR WORK IN

TRINIDAD & TOBAGO

Community investment in T&T is anchored by EPIC: Extraordinary Projects Impacting Communities, the Foundation’s flagship grant programme has been supporting community-based organisations since 2016. Through EPIC and a range of targeted initiatives, the Foundation continues to support sustainable community development, inclusion, and employee-led volunteering across the country.



299,103

PEOPLE IMPACTED

180

EPIC PROJECTS EXECUTED

697

PROJECTS COMPLETED

20

INNOVATION LABS ESTABLISHED

9.4

MILLION USD INVESTED

60

TECHNOLOGY CENTRES ESTABLISHED



EPIC: EXTRAORDINARY PROJECTS IMPACTING COMMUNITIES

Since its launch, EPIC has supported 180 projects, benefited more than 100,000 people, and invested more than TT\$10 million (US\$1.5 million) in sustainable community development initiatives.

During FY26, EPIC funding focused on three priority areas: Environmental Sustainability, Sport for Development, and Technology and Digitalisation. Through the programme, 10 community organisations received funding totalling approximately US\$194,000, supporting projects expected to impact more than 15,000 people across Trinidad and Tobago.

Projects supported during the year included virtual reality technology labs, solar-powered hydroponic

gardens, robotics camps for children with Autism, and initiatives that transform plastic waste into community infrastructure. EPIC is co-funded by Shell Trinidad and Tobago, reflecting a shared commitment to sustainable community development.

In December 2025, Digicel Foundation and Shell Trinidad and Tobago unveiled a new three-year partnership, marking a significant expansion of EPIC’s reach. Representing a combined investment of TT\$3.8 million (US\$ 563k), the partnership will support the continued growth and expansion of the programme over the coming years.



INNOVATION CHALLENGE FOR PERSONS WITH DISABILITIES

The Foundation launched the Innovation Challenge for Persons with Disabilities (PWDs) in partnership with the United Nations Development Programme (UNDP) Global Environment Facility Small Grants Programme (GEF SGP). The initiative was designed to reduce barriers to entrepreneurship by supporting innovative, environmentally sustainable, and technology-driven business ideas developed by persons with disabilities.

With an investment of US\$100,000, the programme supported six business accelerator opportunities, helping participants develop new skills, strengthen their businesses, and create greater economic independence. Among the beneficiaries was Cristy Bhagwandeem, who established Cristy’s Sweet Treats, an ice cream business built around locally inspired flavours and supported through mentorship from the Cashew Gardens Community Council.

REAL CONNECTIONS: EMPLOYEE VOLUNTEERISM IN ACTION

The Foundation continued to create opportunities for Digicel employees to engage directly with their favorite causes through its Real Connections programme. During FY26, six employee teams received funding to support community-based passion projects, each incorporating a technology or digital literacy component.

Employee volunteers also supported a range of initiatives throughout the year, including Safer Internet Together training sessions, Autism awareness activities, World Down Syndrome Day events, Christmas fundraising initiatives, blood donation drives, and literacy programmes. These efforts reflect the Foundation’s commitment to creating meaningful opportunities for employees to contribute to their communities beyond the workplace.

LOOKING **AHEAD**

Our communities remain at the heart of our purpose. As we look ahead, we will continue building on the impact of our programmes by expanding access to opportunities and investing in initiatives that help people and communities thrive. Through the Digicel Foundations and the commitment of our employees, we remain focused on creating meaningful, lasting impact across the markets we serve. By creating real connections and investing in long-term community development, we will continue working to ensure that no one is left behind as we help build a more inclusive and sustainable future.



As we continue to strengthen our sustainability approach, **our focus remains on delivering reliable connectivity and digital services** that help people, businesses, and communities thrive.

GLOSSARY

BCP: Business Continuity Plan

BCM: Business Continuity Management

BCMS: Business Continuity Management System

CIPS: Chartered Institute of Procurement and Supply

- A global professional body for procurement and supply chain management

CO2: Carbon Dioxide

CO2e: Carbon Dioxide Equivalent

CPE: Customer Premises Equipment

E-waste: Electronic waste

EPIC: Extraordinary Projects Impacting Communities

ESG: Environmental, Social, and Governance

- A collective term for the three pillars used to evaluate a company’s sustainability-related risks, impacts, and governance practices
- ESG is used by investors, lenders, and regulators to assess non-financial performance and long-term business resilience.

GHG: Greenhouse Gas

GRI: Global Reporting Initiative

- An independent international organisation that provides the world’s most widely adopted standards for sustainability reporting
- GRI Standards enable companies to communicate their economic, environmental, and social impacts in a structured, comparable format

GSM: Global System for Mobile Communications

HSE: Health, Safety and Environment

IFRS: International Financial Reporting Standards

IFRS S1: IFRS Sustainability Disclosure Standard S1: General Requirements for Disclosure of Sustainability-related Financial Information

- Published by the ISSB in June 2023, IFRS S1 establishes the general requirements for reporting all material sustainability-related risks and opportunities in a manner useful to investors and capital markets
- It applies across all sustainability topics

IFRS S2: IFRS Sustainability Disclosure Standard S2: Climate-related Disclosures

- Published alongside IFRS S1 in June 2023, IFRS S2 provides specific requirements for disclosing climate-related risks and opportunities, including governance, strategy, risk management, and metrics
- It incorporates the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD)

ISO/IEC 27001: International Organization for Standardization / International Electrotechnical Commission standard ISO/IEC 27001:2022, covering Information Security Management Systems

ISO/IEC 27701: International Organization for Standardization / International Electrotechnical Commission standard ISO/IEC 27701:2019, covering Privacy Information Management Systems

ISSB: International Sustainability Standards Board

- An independent standard-setting body established by the IFRS Foundation in 2021 to develop a global baseline of sustainability disclosure standards for capital markets
- The ISSB is responsible for IFRS S1, IFRS S2, and the ongoing maintenance and development of the SASB Standards

LiFePO4: Lithium Iron Phosphate

- A type of rechargeable battery chemistry used in Digicel’s network infrastructure as a cleaner, longer-lasting alternative to traditional lead-acid batteries
- LiFePO4 batteries offer greater energy density, a longer operational lifespan, and reduced environmental risk

LTE: Long-Term Evolution

- The standard for high-speed wireless broadband communication commonly referred to as 4G

LTI: Lost-Time Injury

LTIFR: Lost-Time Injury Frequency Rate

SASB: Sustainability Accounting Standards Board

- A body that develops and maintains industry-specific disclosure standards for sustainability-related risks and opportunities that are financially material to investors
- SASB is now maintained by the IFRS Foundation through the ISSB

Scope 1 emissions: Direct greenhouse gas emissions from sources owned or controlled by an organisation, including emissions from fuel combustion in company-owned generators and vehicles

Scope 2 emissions: Indirect greenhouse gas emissions from the generation of purchased electricity, heat, or steam consumed by an organisation

Scope 3 emissions: All other indirect greenhouse gas emissions that occur in a company’s value chain, both upstream and downstream, including supplier activities, employee commuting, business travel, and customer use of products and services

SDGs: Sustainable Development Goals

- Seventeen interlinked global goals adopted by the United Nations in 2015 as part of the 2030 Agenda for Sustainable Development

SIDs: Small Island Developing States

SIT: Safer Internet Together

SON: Self-Optimising Network

SROs: Sustainability-Related Risks and Opportunities

Sustainability: The ability to operate in a way that meets the needs of the present without compromising the ability of future generations to meet their own needs

TRI: Total Recordable Incidents

5G: Fifth Generation wireless technology

