

Our Response to Covid-19

Driving Inclusivity To Build Socio-economic Recovery

Digi's response to the pandemic underscores our commitment and leadership in Responsible Business as we prioritise the safety of our employees and stakeholders, whilst keeping Malaysians connected and accelerating digital transformation for businesses. These are the six key focus areas of our response.

Key
1

Maintaining network stability to sustain leading position on consistency and quality



Continued **traffic management and network optimisation** at essential sites such as hospitals, quarantine centres, government agencies, and residential areas



Prioritised investments on targeted new coverage and capacity sites to support businesses and essential services institutions

Key
2

Promoting safe internet and digital inclusion and accessibility for underserved communities



A joint industry effort with Malaysian Communications and Multimedia Commission (MCMC) in supporting **#MYBaikHati** campaign to crowdsource used devices for distribution and loan at Pusat Internet Komuniti (PIK) or Community Internet Centres for B40 communities



Online Future Skills webinars and training for over 20,000 teachers and students. In partnership with MCMC, distributed **micro:bit quick start learning kits at remote and rural PIK anticipated to benefit 7,000 students**

Enhanced **digital platforms** features to enable easier access for the visually impaired community, including launching a best practice **digital touchpoint playbook** for accessibility improvements

Providing Future Skills and online safety content to Digital Educational Learning Initiative Malaysia (**DELIMa**) by Ministry of Education

Unlimited data access for national curriculum resources on Jom Tuisyen



Continuous online capacity building on **scam awareness** and webinar series on **safe internet** in partnership with **UNICEF Malaysia**

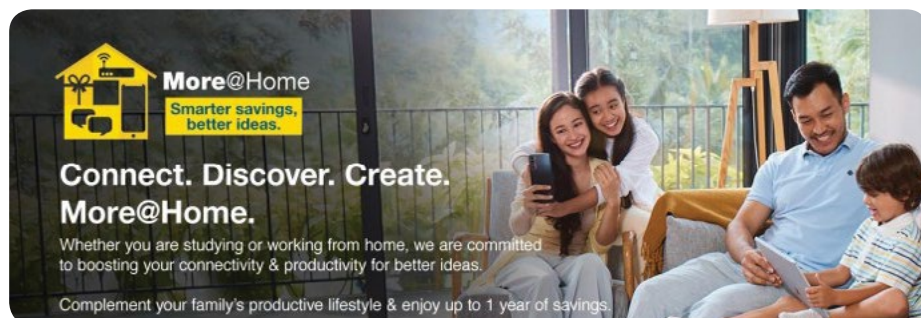


Supported **Tabung Cerdik**, a government-led initiative by providing devices and affordable connectivity options to B40 students for remote learning

Our Response to Covid-19

Key 3

Keeping customers connected via special plans and digital channels



Digi Prepaid Abadi,

first prepaid plan with free life insurance coverage in partnership with AXA Affin



More@Home Campaign,

affordable postpaid and smart bundle plans to help Malaysians stay connected at home

Exclusive

Digi Postpaid Smart Bundle

for frontliners and essential services workforce



New services on

Digi Store Online

such as appointment settings, drive-thrus and door-to-door deliveries

1GB free data since 22 March 2020 for selected education and productivity services to facilitate e-learning

Improved online billing and reload features through **self-serve kiosks and e-wallet partnerships with** Touch 'n Go Digital and Grab



Key 4

Helping micro businesses and SMEs digitalise for business continuity



Standing Together With You

Keeping you connected to what matters most.



Partnered with MDEC to drive **Business Continuity Digitalisation programme** to support businesses in their digitalisation journey



Offered PENJANA SME Digitalisation Grant via Digi Business **Go Digital Bundles**



Supported over **60 small businesses** on MyDigi Bazaar



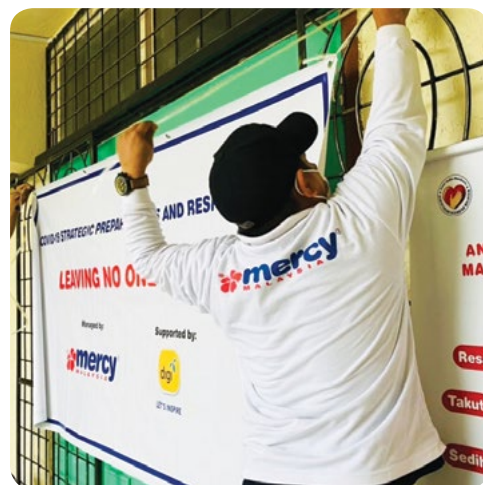
Extended discounts and facilitated payment extensions for some **NGOs** during Movement Control Order period



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Key
5

Supporting humanitarian and emergency relief efforts with Covid-19 aid



Nationwide crowdfunding via MyDigi app to provide
RM50,000 worth of PPE
to hospitals



RM2 million pledged

to support relief and recovery efforts via GLC/GLIC Disaster Response Network (GDRN) and Mercy Malaysia



Zero-rated calls

to state health emergency and hotline numbers



Sponsored devices and connectivity for video calls

for Hospital Kuala Lumpur and Sarawak General Hospital to enable safe, remote consultations with patients and for family members to stay in touch



Supported government in disseminating Covid-19 related information via

daily SMS broadcasts



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**Key
6**

Facilitating remote working whilst prioritising health and safety across our value chain



207 virtual inspections

within supply chain and weekly meetings with all in-house and Tier-1 vendor representatives or HSE officers on Digi's Covid-19 response plans



Mandatory health and safety e-learning

for employees before returning to workplace and a suite of **productivity and digital toolkits**, coupled with access to numerous learning resource platforms



Improved access to connectivity for employees with **discounted Digi home fibre plans** in addition to existing staff benefits



Comprehensive Business Continuity Plan (BCP) which included alternative locations for technology operations and customer service teams

Precautionary measures such as daily sanitisation, temperature readings, demarcation lines at workplace and providing masks to employees at all Digi premises



More details on how Covid-19 has impacted our business operations and performance can be found throughout Sections 3 and 4 of this report and in Digi's Sustainability website at <https://www.digi.com.my/sustainability/reporting.html>