

Overview

The 2023 National Contribution Report (NCR 2023) should be read in tandem with Axiata's Integrated Annual Report, Governance & Audited Financial Statements, and the Sustainability & National Contribution Report to understand the context in which we operate and our holistic value creation initiatives.

Long-term Good Corporate Citizen

Our national contributions represented by the long-term value that we have created through our investments in the local telecommunications industry, network infrastructure, talent development, environmental conservation and in society.



Achievements Across The Group In 2023 Malaysia Digital Ecosystem USD568 million Malaysia - CelcomDigi 35 years Investments¹ in 2023 (Key Associate Company)² USD631 million celcomdig Investments¹ in 2023 ~16.516 jobs supported ~0.1% of Malavsia GDP in terms of GVA contribution ~28,822 jobs supported ~0.3% of Malaysia GDP in terms of GVA contribution Indonesia 18 years Investments¹ in 2023 🔰 xL axiata Cambodia USD1,858 million 25 years ~267,723 jobs supported linknet Investments¹ in 2023 USD251 million Smart ~0.3% of Indonesia GDP in terms of GVA contribution ~48.493 jobs supported ~1.4% of Cambodia GDP in terms of GVA contribution **Bangladesh** 28 years Investments¹ in 2023 robi USD674 million **FDOTCO** 11 years ~109,176 jobs supported Investments¹ in 2023 EDOTCO ~0.4% of Bangladesh GDP in terms of GVA contribution USD332 million ~61,454 jobs supported Sri Lanka 28 years Investments¹ in 2023 Supporting around **0.6** million³ USD461 million Dialog ~65,493 jobs supported Job Opportunities across Asia ~0.9% of Sri Lanka GDP in terms of GVA contribution Years of Investment Notes: ¹ Investment in the forms of capital expenditure and operating expenditure ² Contributions from CelcomDigi as a key associate are proportioned at Axiata's share of the entity which is 33.1%

³ Including jobs supported by CelcomDigi as a material key associate

⁴ Financials presented in this Report are based on data provided by the Group Controller numbers and not the financial statements of subsidiaries Source: KPMG analysis

Report Structure

National Contribution Report Appendices

This Report consists of economic impact assessment of six OpCos, including:

FDOTCO

- Smart (Cambodia)
- XL including Link Net (Indonesia)
- Dialog (Sri Lanka)
- Robi (Bangladesh)

(Bangladesh. Cambodia. Laos, Pakistan, Philippines, Sri Lanka and Indonesia)

The Report also includes a chapter with the economic impact assessment of Axiata's digital ecosystem and group operations in Malaysia. Subsidiaries included in this analysis are:

- ADA Malavsia
- Axiata Group Berhad
- Axiata Digital Labs Malaysia
- (Corporate Centre) Axiata Foundation
- Boost Malaysia
- EDOTCO (Malaysia)
- Axiata Enterprise

The Report also consists of an overview of CelcomDigi's contributions to the Malaysian economy in 2023, as it is a material Key Associate Company of Axiata Group.

For this Report, a refreshed set of analysis will be conducted for 2019-2023, with the latest available data being provided as inputs. This may result in discrepancies compared to previous NCRs.

For each section, the Report presents the economic and financial assessments of Axiata Group and its subsidiaries' contributions to national economies



NATIONAL CONTRIBUTION REPORT

Malaysia Digital Ecosystem

Beyond telecommunications, Axiata has built an extensive portfolio of digital businesses, supported by activities at Group headquarters. This digital ecosystem has an extensive footprint in Malaysia, contributing to Malaysia's economy and growth, which will be presented in this section of the Report. Companies included as part of this analysis are3:

- Axiata Group Berhad (Corporate Centre)
- Axiata Foundation
- ADA Malavsia
- EDOTCO (Malaysia)
- Boost Malavsia
- Axiata Digital Labs Malaysia
- Axiata Enterprise

As a digital company, Axiata recognises the need for cyber security and resilience, investing heavily in their capabilities to control and manage digital risks.

Axiata Cyber Fusion Centre

In August 2022, Axiata launched its Cyber Fusion Centre as part of its Digital Trust & Resilience strategy. This centre not only enhances situational awareness in cyber security but also promotes public-private partnerships to bolster cyber resilience in the region. It offers advanced support and protection for digital data, enabling modern threat monitoring and hunting to ensure business continuity.

- The cutting-edge cyber security facility was awarded the Malaysia Cybersecurity Awards 2023 "Cyber Security Project of the Year", and its operational standards were accredited with CREST Certification, making it a FIRST Member
- Customer data privacy controls are evaluated through 24/7 monitoring of critical applications, penetration tests, vulnerability assessments, Red team exercises, threat intelligence functions and incident management protocols
- In 2023, Axiata hosted YB Ahmad Fahmi (Minister of Digital Communications) at the Axiata Cyber Fusion Centre, emphasising the crucial role in enhancing Malaysia's cyber security through public-private collaboration

Contribution to Gross Value Added	Direct 2,437 Employees	Total 16,516 Jobs Supported	
(GVA) USD500 million (0.1% of the Nation's GDP)	FemaleMalaysians44.6%92.4%	DirectlyOperationalSupported byEmployedIndirectly SupportedCapital2,4379,972Investment4,107	
Operational Direct GVA USD192 million	 2,437 staff were directly employed by Axiata in 2023 Around 44.6% of total employees were women, higher 	 Overall, Axiata supported 16,516 jobs in 2023 through its operations and capital investments Axiata's operations directly and indirectly supported 12,409 jobs, accounting for 75% of total employment 	
Operational Indirect and Induced GVA: USD242 million	 than the national level recorded at 39%² Malaysian citizens accounted for 92.4% of total employees 	 A further 4,107 jobs were supported by Axiata's capital investments 	
Capital Investment GVA USD66 million	Capital + Operational Expenditure	USD568 Contribution USD54 million to Public Finance millio	
 Axiata's total Gross Value Added (GVA) contribution to the Malaysia economy reached USD500 million, accounting for 0.1% of the national GDP in 2023 Axiata's operations directly and indirectly contributed USD434 million, accounting for 87% of total contribution A further USD66 million GVA was generated by Axiata's capital investment, accounting for 13% of total contribution 	Capital Expenditure USD101 millionOperational Expenditure USD467 millionEvery USD1 Spent c capex	Translated to USD5.0 GVA on Contribution ⁴ (0.08% of total tax revenue of the government)	
	Operational Expenditure to t reached USD568 million in 2 in 2023, with Capital sper	 Axiata contributed USD5. Axiata contributed USD5. million in total taxes an fees paid, accounting for 0.08% of total tax revenu of the Malaysian federa government⁵ 	

Notes: ¹ Totals may not add up due to rounding

- ² Source: Malaysia Labour Force Survey Report (December 2023), Department of Statistics Malaysia
- ³ For companies analysed in this section, only their financials from operations in Malaysia are taken into account
- ⁴ Including GDP contribution from productivity impact
- ⁵ Total tax revenue for the government in 2023 was estimated at RM303,200 million (Source: Ministry of Finance, Malaysia)

Digital Businesses and Group Operations' Total Economic Contribution to the Malaysian Economy

Axiata's operations and investments in Malaysia continued to contribute USD500 million to Malaysia's GDP in 2023. With a total operating expenditure of USD467 million and capital investment of USD101 million, the total Gross Value Added (GVA) contribution to Malaysia's economy was estimated at USD500 million in 2023, accounting for 0.1% of national GDP.

Axiata's Malaysia operations **directly contributed USD192 million**, accounting for **38% of total GVA** contribution. It also **indirectly contributed USD242 million** through the inputs it purchased from local suppliers. This indicates that **for every USD1 Axiata directly added to Malaysia's economy, it generated another USD1.3 indirectly** through purchasing goods and services from Malaysian suppliers, which is around the general industry average of **USD0.9**.

USD66 million GVA was generated by capital investment in Malaysia, accounting for **13%** of total contribution. (Figure 1)



• Operational indirect and induced GVA

Notes: ¹ Totals may not add up due to rounding Source: KPMG analysis

Digital Businesses and Group Operations' Total Economic Contribution Over the Last Three Years¹

Our Business Our Sustainability Approach Advancing Digital Societies Advancing Green Economy Advancing Our People & Communities Driving Governance & Risk National Contribution Report Appendices

Axiata's total GVA contribution in Malaysia **decreased from USD531 million in 2021 to USD500 million in 2023**, with a consistent share of the country's GDP at around 0.1%. Over the last three years, **total operating profits decreased by a CAGR of 17.4%**. (Figure 2)



GVA by capital investment

Operational direct GVA

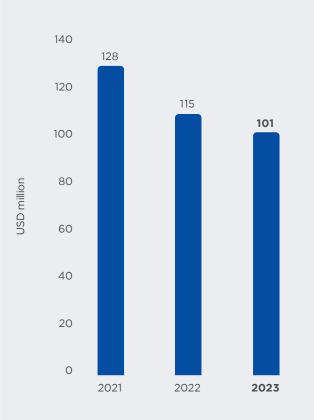
Operational indirect and induced GVA

Notes: ¹ The timeframe for analysis is limited to 2021-2023 as many of Axiata's digital businesses in Malaysia are in the nascent stage and only showed signs of operational maturity from 2021 onwards Source: KPMG analysis

Investing and Innovating for the Long Term

Total **accumulated capital investment** by Axiata's operations in Malaysia over the last three years **was USD343 million**. In 2023, Axiata continued to make significant investments of USD101 million. This continuous investment paves the way for Axiata's development of digital services, spurring long-term development and ongoing significant contribution to the Malaysian economy. (Figure 3)

Figure 3: Total capital investment 2021-2023



Notes: ¹ The timeframe for analysis is limited to 2021-2023 as many of Axiata's digital businesses in Malaysia are in the nascent stage and only showed signs of operational maturity from 2021 onwards

Source: Axiata and KPMG analysis. Totals may not add up due to rounding

Contributions to Public Finance

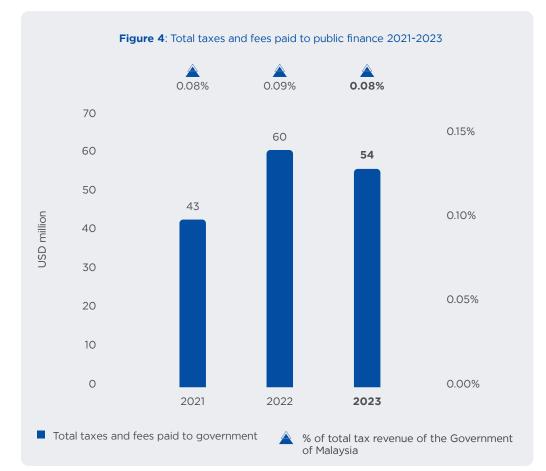
Total accumulated taxes and fees paid to public finance over the last three years reached USD157million. Annual taxes and fees paid have been relatively consistent from 2021 to 2023 and have broadly maintained the same contribution as a percentage of total government revenue.

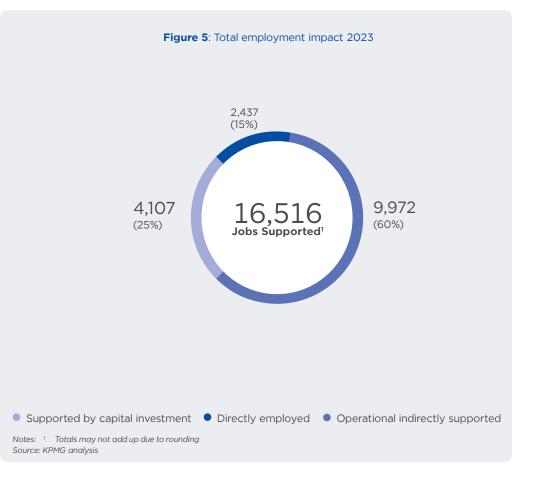
In 2023, Axiata and its subsidiaries contributed USD54 million in total taxes and fees paid, accounting for 0.08% of the total tax revenue of the Government of Malaysia. (Figure 4)

Total Employment Impact

Axiata's digital businesses and group operations directly provided 2,437 jobs in 2023. 92% of total employees were Malaysian, and around 44.6% of the employees were female, which is higher than the national level recorded at 39%.

These operations in Malaysia indirectly supported an additional 9,972 jobs in Malaysia through its suppliers and a further 4,107 jobs were supported by capital investments. The total number of employees supported decreased from 17,596 in 2022 to 16,516 in 2023. (Figure 5)





Celcomdigi CelcomDigi Direct 3.655 Total 87.074 **Employees Jobs Supported** TIAR, Our Triple Core Business, Key Associate Company - CelcomDigi Berhad on page 80 Female Directly Operational Supported by CelcomDigi was formed through a merger between Celcom and Digi in November 48% Employed Indirectly supported Capital 2022. Post-merger, CelcomDigi remains as a significant contributor to the Malaysian 3,655 64,853 Investment economy and also a material Key Associate Company of Axiata Group. While Axiata 18,566 retains a 33.1% stake in CelcomDigi, which justifies its inclusion in this report, the full contributions of CelcomDigi to the economy are presented in the section. • 3,655 staff were directly employed • Overall, CelcomDigi supported 87,074 jobs in 2023 through by CelcomDigi in 2023 its operations and capital investments **Contribution to Gross Value Added (GVA)** around 48% of total employees CelcomDigi's operations directly and indirectly supported 68,508 jobs, accounting for 78.7% of total employment are women contribution USD3,454 million (0.9% of the Nation's GDP) • A further 18,566 jobs were supported by CelcomDigi's capital investments **Operational Direct GVA** Capital Investment GVA USD1.276 million USD371 million **Capital + Operational** Contribution **USD135 USD1.907** to Public Finance Expenditure million million Every Translated to USD8.7 (0.2% of total tax revenue of the Capital Operational Operational Indirect and Productivity GVA government) Expenditure Expenditure USD1 GVA Induced GVA: USD1,577 million USD230 million **USD398 USD1.509** Spent on Contribution³ million million capex contributed CelcomDigi's total Capital CelcomDigi added USD8.7 CelcomDigi CelcomDigi's total Gross Value Added (GVA) contribution to the Malavsian USD135 million in total taxes **GVA** to the Malavsian and Operational Expenditure economy reached USD3,454 million, accounting for 0.9% of the national GDP in and fees paid, accounting for reached **USD1,907** million economy in 2023 for every 2023 0.2% of total tax revenue of the in 2023, with Capital USD1 spent through its CelcomDigi's operations directly and indirectly contributed USD2,853 million, Malaysian federal government⁴ Expenditure recorded at capital investment accounting for 82.6% of total contribution USD398 million (21%) and • A further **USD371 million** GVA was generated by CelcomDigi's capital investment, Operational Expenditure at accounting for 11% of total contribution USD1.509 million (79%). Contribution from productivity improvement was USD230 million, accounting for 7% of the total contribution Note: ¹ Totals may not add up due to rounding ² Figures in this section are based on data retrieved from CelcomDigi's Integrated Annual Report Year 2023 encompassing financials, employment and subscribers ³ Including GDP contribution from productivity impact

⁴ Total tax revenue for the government in 2023 was estimated at RM303,200 million (Source: Ministry of Finance, Malaysia)

Indonesia

🔰 xL axiata linknet

Link Net's performance and relevant metrics are only included in this section from 2022 onwards.

IAR, Our Triple Core Business, XL Axiata Review on pages 62 to 63 and Link Net Review on pages 72 to 73

By consistently expanding their coverage and upgrading their offerings, XL and Link Net supports the growing 4G/5G penetration in the country, creating network effects and productivity gains through connectivity.

Scaling Up Connectivity and Accessibility

XL and Link Net are doing their part in expanding their coverage and upgrading their offerings. Their initiatives include:

- XL and Link Net are orchestrating an accelerated delayering in Indonesia with proposed transformation of XL into a Converged ServeCo to capture Fixed Broadband (FBB) and Fixed Mobile Convergence (FMC) demand, and Link Net into a fibre InfraCo (FibreCo) to scale up FTTH access to eight million homes over the next five years
- XL has emphasised convergence, resulting in an additional 235,000 Fibre to the Home (FTTH) subscribers connected and expanded coverage in 86 cities
- XL also continued its rural connectivity programme in collaboration with BAKTI
- Link Net has upgraded HFC bandwidth from 3.2MHz to 6.4MHz to enable more capacity for HFC customers

Contribution to Gross

Value Added (GVA)

USD3.434 million (0.3% of the Nation's GDP)

Operational Direct GVA USD1.314 million

Operational Indirect and Induced GVA: USD1.393 mill

Capital Investment GVA USD594 million

Productivity GVA USD133 million

- XL and Link Net's total Gross Added (GVA) contribution Indonesian economy re USD3,434 million, account **0.3%** of the total national 2023
- XL and Link Net's ope directly and indirectly contr USD2,707 million, account 79% of total GVA contribution
- A further USD594 millio contributed by XL and Link capital investment, accounting for 17% of total GVA contribution
- Contribution from productivity improvement was USD133 million, accounting for 4% of the total GVA contribution

Direct 2,372 Employees	Total 267,723 Jobs Supported
XL Direct Employees Female Indonesian 1,495 29.1% 99% Link Net Direct Employees 877	Directly Operational Supported Employed Indirectly Supported by Capital 141,958 123,393
 In total, approximately 2,372 staff were directly employed by XL and Link Net in 2023 Around 29% of total employees were women Indonesian citizens accounted for 99% of total employees 	 Overall, XL and Link Net supported 267,723 jobs in 2023 through its operations and capital investments XL and Link Net's operations directly supported 2,372 jobs and indirectly supported 141,958 jobs Capital investment generated approximately 123,393 jobs
Capital + Operational Expenditure	USD1,858 million Public Finance million
apital xpenditureOperational ExpenditureEvery USD1L:XL:Spent o capexSD470 million ink NetUSD1,079 million Link NetcapexSD180 millionUSD129 million	Translated to USD5.3 GVA Contribution (0.2% of total tax revenue of the government) XL: USD361 million Link Net: USD9 million
Operational Expenditure reached USDS	 And Link Net added GVA to the contributed USD370 million in total taxes and fees paid, accounting for

Notes: ¹ Totals may not add up due to rounding

² Total tax revenue of the government was Rp2,774 trillion (USD182 billion). (Source: Ministry of Finance, Indonesia Preliminary Realisation advernment revenue)

XL and Link Net's Total Economic Contribution to Indonesian Economy

Led by XL and Link Net's total operating expenditure of USD1,209 million and capital investment of USD650 million, the company's total Gross Value Added (GVA) contribution to Indonesia's economy was **USD3,434 million**, accounting for **0.3% of national GDP**.

XL and Link Net's operations **directly** contributed **USD1,314 million**, accounting for **38%** of total GVA contribution. **Another USD1,393 million was indirectly generated** through the expenditures by XL and Link Net's suppliers. For every USD1 XL and Link Net contributed directly to Indonesia's economy, approximately another **USD1.1** was generated indirectly through local suppliers, **higher than a general industry of USD0.6**¹.

A further **USD594 million** was contributed by XL and Link Net's capital investment with a share of 17% of total GVA contribution. GVA contribution from productivity improvement was estimated at **USD133 million**, accounting for 4% of total GVA contribution. (Figure 1)



- Operational indirect and induced GVA
- Productivity

Notes: ¹ Based on simple average of general industry ² Totals may not add up due to rounding Source: KPMG analysis; Statistics Indonesia 2016

XL and Link Net's Total Economic Contribution Over the Last Five Years

Our Business Our Sustainability Approach Advancing Digital Societies Advancing Green Economy Advancing Our People & Communities Driving Governance & Risk National Contribution Report Appendices

XL & Link Net's total GVA contribution in Indonesia increased from USD3,247 million in 2019 to USD3,434 million in 2023. Total GVA contribution **increased from USD3,109 million in 2022 to USD3,434 million** in 2023, supported by growth in operational profits and the number of 4G subscribers in the country.

However, the contribution remains lower than that of 2021 (USD3,925 million) due to **the significant increase in mobile connections in 2021, which was not repeated in 2023.** (Figure 2)

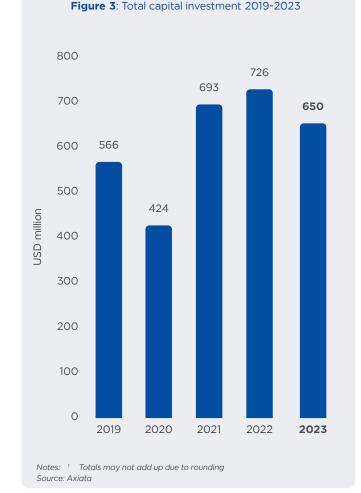


Productivity

Source: KPMG analysis; GSMA Intelligence; EIUO

Investing and Innovating for the Long Term

Total **accumulated capital investment** by Axiata in Indonesia over the last five years **reached USD3,058 million**. In 2023, total capital investment was USD650 million. Over 2019 to 2023, capital investment grew from USD566 million to USD650 million. Continuing capital investment supports XL and Link Net's development in Indonesia and makes a significant contribution to the Indonesian economy. (Figure 3)

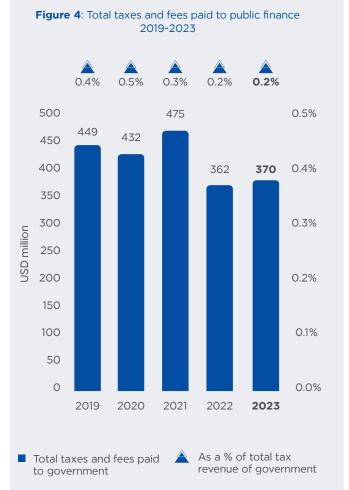


Axiata Group Berhad • SNCR 2023 111

Contributions to Public Finance

Total accumulated taxes and fees paid to public finance over the last five years reached USD2,086 million.

Annual taxes and fees paid remained consistent from 2022 to 2023 at USD370 million in 2023, accounting for 0.2% of total tax revenue of the Government of Indonesia. (Figure 4)



Source: Axiata and KPMG analysis

Total Employment Impact

XL directly provided 1,495 jobs while Link Net provided 877 jobs in 2023. 99% of total employees were Indonesian and around 29% of employees were women.

A further 141,958 jobs were supported indirectly by the total operations in Indonesia. XL and Link Net's capital investment supported 123,393 jobs. (Figure 5)

Figure 5: Total employment impact 2023

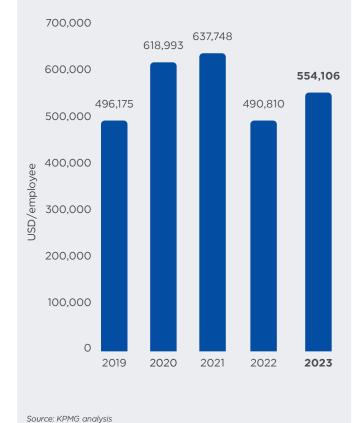


XL & Link Net's Labour Productivity in Indonesia Over the Last Five Years

XL & Link Net's productivity in Indonesia, measured as Gross Value Added (GVA) per employee, was USD554,106 in 2023. It grew by a CAGR of 2.8% from USD496,175 in 2019.

Labour productivity was lower for the first time in 2022 due to the increase in the number of employees resulting from XL's acquisition of Link Net. Labour productivity in 2023 was higher than 2022 due to an increase in operational profit and employees compensation. (Figure 6)





Sri Lanka

📋 IAR, Our Triple Core Business, Dialog Axiata Review pages 64 to 65

Technology and trends such as Arti Intelligence has the potential to trans businesses and operations. D has tapped into these technologies streamline their operations and enh their offerings, boosting productivity.

Improving Customer Experience Through

Leveraging the power of technology, D has implemented an AI-powered Virtual D Assistant (DIA), which offers a seamless autonomous virtual assistant experience.

- With features like first-contact resol intelligent ticket classification and trili support, DIA simplifies problem escal and significantly reduces effort require resolution
- By the end of 2023, DIA captured n 100% more chat resolutions, enhancing customer experience

Contribution to Gross Value Added (GVA)	Direct 1,756 Employees	Total 65 Jobs Supported	5,493
USD801 million (0.9% of the Nation's GDP)	Female Sri Lankan 24% 99.8%	Employed 148 Indirectly Capita 1,756 Supported Invest	ment
Operational Direct GVA USD228 million	: • 1,756 staff were directly employed by Dialog in 2023	 22,169 41,420 Overall, Dialog supported approximately 65,493 j 2023 through its operations and capital investments 	ob s in
Operational Indirect and Induced GVA: USD233 million	 Around 24% of total employees were women Sri Lankans accounted for 99.8% of total employees 	 Dialog's operations directly supported 1,756 jobs a indirectly supported 22,169 jobs Dialog's capital investment supported 41,420 jobs 	
Capital Investment GVA USD70 million			
Productivity GVA USD270 million	Capital + Operational Expenditure	USD461 million Contribution US to Public Finance	SD124 millio
 Dialog's total Gross Value Added (GVA) contribution to the Sri Lankan economy reached USD801 million, accounting for 0.9% of 	Capital ExpenditureOperational ExpenditureEvery USD1USD75 millionUSD386 millionSpent capex	t on Contribution ¹	of the
 Dialog's operations directly and indirectly contributed USD461 million, accounting for 58% of total GVA contribution Capital investments contributed USD70 million, representing a share of 9% of total GVA contribution 	Operational Expenditure to t reached USD461 million 202	 Iog added USD10.7 GVA the Sri Lankan economy in 23 for every USD1 spent bugh its capital investment Dialog contributed U million in total taxes a paid, accounting for of total tax revenue government of Sri Lanka 	nd fee 1.5 % of th
 GVA contribution due to the productivity improvement was USD270 million, accounting for 34% of the total GVA contribution 			

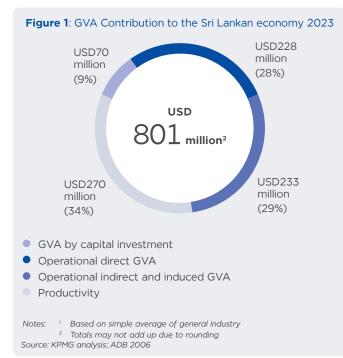
Note: 1 Total tax revenue of the government in Sri Lanka was LKR2,373 billion (USD8 billion). (Source: Ministry of Finance, Sri Lanka) ² Totals may not add up due to rounding

Dialog's Total Economic Contribution to the Sri Lanka Economy

Dialog's substantial operational activities and capital investment contributed significantly to the Sri Lankan economy in 2023. Led by Dialog's total **operating expenditure of USD386 million and capital investment of USD75 million**, the Dialog's total Gross Value Added (GVA) contribution to Sri Lanka's economy was **USD801 million** in 2023, accounting for **0.9%** of national GDP.

Dialog's operations directly contributed **USD228 million**, representing a share of **28%** of total GVA contribution. Another **USD233 million was indirectly generated** through the expenditures by Dialog's suppliers, accounting for **29% of total GVA**. For every USD1 Dialog contributed directly to the economy, **another USD1** was generated indirectly through local suppliers, higher than a **general industry average of USD0.4**¹.

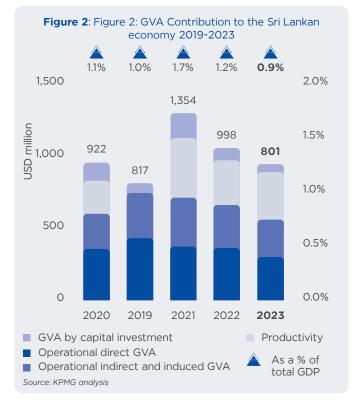
Productivity improvements contributed **USD270 million**, accounting for **34%** of total GVA. Dialog's capital investment contributed a further **USD70 million** with a share of **9%** of total GVA. (Figure 1)



Dialog's Total Economic Contribution Over the Last Five Years

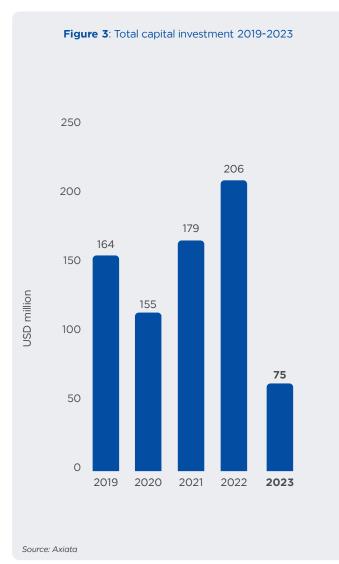
Dialog's total GVA contribution **fell at a CAGR of 3.4%** from **USD922 million** to **USD801 million** over the last five years. The contribution accounted for 0.9% of the nation's GDP in 2023. This is mainly driven by a decrease in Operational direct GVA and Operational indirect and induced GVA from 2021 onwards, both of which can be attributed to a sharp decline in operational profits. The lower operational profits remain in 2023 due to the inflationary impact, exposure to a depreciated exchange rate, and organisational transformation costs resulting from the financial crisis in 2022.

From 2022 to 2023, productivity improvements also decreased from **USD349 million to USD270 million**, due to the extensive uptake of 4G connections in 2022 which was not observed in 2023. (Figure 2)



Investing and Innovating for The Long Term

Dialog's total **accumulated capital investment reached USD779 millio**n over 2019-2023. Capital investment was **USD75 million** in 2023. Continuous capital investment supports Dialog's long-term development and contributes to the growth of the Sri Lankan economy. (Figure 3)



119.544

NATIONAL CONTRIBUTION REPORT

Contributions to Public Finance

From 2019 to 2023, Dialog has contributed USD634 million of taxes and fees to public finance. Annual taxes and fees paid decreased over this period, from USD186 million in 2019 to USD124 million in 2023.

In 2023, Dialog's taxes and fees paid accounted for 1.5% of total tax revenue of Sri Lanka's government. (Figure 4)

Total Employment Impact

Dialog's direct operations generated 1,756 jobs in 2023. 24% of the total employees were female. Dialog was dominated by Sri Lankans as 99.8% of total employees were locals.

A further 22,169 jobs were supported indirectly by Dialog's operations. Its capital investment supported **41,420 jobs**. (Figure 5)

Figure 5: Total employment impact 2023

Dialog's Labour Productivity

140,000

120.000

100,000

80.000

60,000

40.000

20.000

0

2019

81,755

69,279

2020

JSD/employee

Dialog's productivity, measured as Gross Value Added (GVA) per employee, increased by a CAGR of 10% from USD81,755 in 2019 to USD119.544 in 2023.

An increase in labour productivity of 84.7% was observed for 2023 due to a sharp decline in the number of direct employees, from 3,041 in 2022 to 1,756 in 2023.(Figure 6)

Figure 6: Dialog's labour productivity 2019-2023

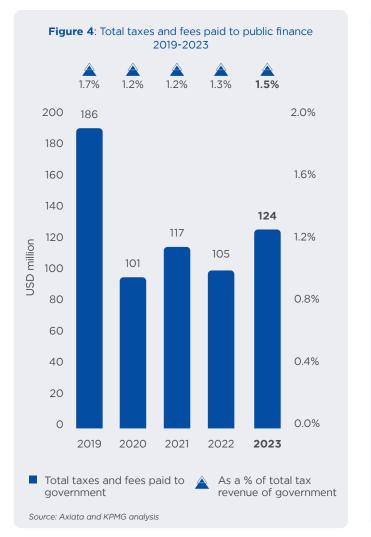
89,450

2021

64.739

2022

2023





- Operational indirectly supported
- Outsourced
- Supported by capital investment

Notes: ¹ Totals may not add up due to rounding Source: KPMG analysis

Source: Axiata

Bangladesh

📋 IAR, Our Triple Core Business, Robi Axiata Review 66 to 67

Robi has continuously invested in infrastructure, in order to provide custo with comprehensive and seamless us experiences.

Infrastructure Investments

Robi has maintained a significant lev capital investments over the years, but infrastructure and creating value for country. Investments in 2023 include:

- Deployed approximately 1,000 new increasing nationwide basic indoor cov from 90% to 92%
- Integrated 3,500 L2600 co-location into the network, resulting in over improvement in user experience

Phasing Out of 3G Network

In 2023, Robi successfully complete network shutdown in most part of the co except Dhaka

obi ages	Contribution to Gross Value Added (GVA)	Direct 1,243 Employees ³	Total Jobs Supported	109,176	
eir	USD1,662 million (0.4% of the Nation's GDP)	Female Bangladeshi 13.2% 99.5%	Directly EmployedOperational Indirectly SupportedSupported by Capital Investment 31,104• Overall, Robi supported 109,176 jobsin 2023 through its operations and capital investments		
omers er	Operational Direct GVA USD466 million	• 1,243 staff were directly employed by Robi in 2023			
of ing ihe	Operational Indirect and Induced GVA: USD435 million	13.2% of total employees were women Robi's operations indirectly supported		directly supported 1,243 jobs and	
es, ge	Capital Investment GVA USD199 million				
es %	Productivity GVA USD561 million	Capital + Operational Expenditure		ontribution USD448 Public Finance million	
3G untry	 Robi's total Gross Value Added (GVA) contribution to the Bangladeshi economy reached USD1,662 million, accounting for 	Capital ExpenditureOperational ExpenditureEvery USD1USD176 millionUSD498 millionSpent of capex	GVA 9	.1% of total tax revenue of the overnment)	
	 0.4% of total national GDP in 2023 Robi's operations directly and indirectly contributed USD901 million, accounting for 54% of total GVA contribution Capital investments contributed USD199 million with a share of 12% of total GVA GVA contribution due to the 	Operational Expenditure the B reached USD674 millio n 2023	added USD9.4 GVA to angladeshi economy in for every USD1 spent gh its capital investment	Robi contributed USD44 million in total taxes and fee to government, accounting fo 1.1% of total tax revenue of the government of Bangladesh ²	
	productivity improvement was USD561 million , accounting for 34% of the total GVA				

³ Employees consists of Robi only

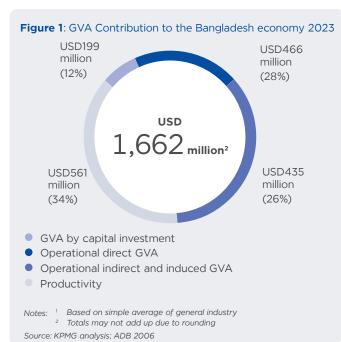
SNCR, Network Quality & Connectivity on page 33

Robi's Total Economic Contribution to The Bangladesh Economy

Robi's substantial operations and investments in Bangladesh contributed significantly to the country's economic growth. With a total operating expenditure of USD498 million and capital investment of USD176 million. Robi contributed USD1.662 million to the economy of Bangladesh in 2023, accounting for 0.4% of national GDP.

Robi's operations directly contributed USD466 million, accounting for 28% of total GVA contribution. Another USD435 million was indirectly generated through the expenditures by Robi's suppliers. For every USD1 Robi directly added to Bangladeshi economy, it generated just under another USD0.9 indirectly from local suppliers, higher than an average of USD0.4 for general industry¹.

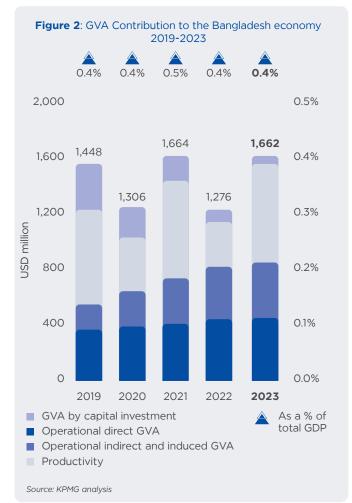
Productivity improvements contributed USD561 million, accounting for 34% of total GVA. Capital investment contributed a further **USD199 million**, representing a share of **12%** of the total GVA. (Figure 1)



Robi's Total Economic Contribution Over The Last Five Years

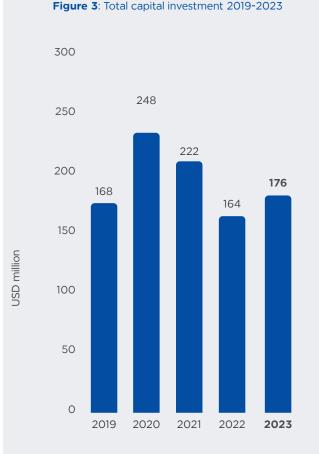
Robi's total GVA contribution increased at a CAGR of 3.5% from USD1.448 million in 2019 to USD1.662 million in 2023. representing **0.4%** of the national GDP in 2023.

Robi's total GVA was higher in 2023 at USD1.662 million as GVA contribution from productivity impact increased from USD217 million in 2022 to USD561 million in 2023, due to the higher growth from mobile connections in 2023 compared to 2022. (Figure 2)



Investing and Innovating for The Long Term

Robi's capital investment was USD176 million in 2023. The total accumulated capital investment reached USD978 million over the last five years. Capital investment plays an important role in facilitating long-term sustainable development of Robi's business and contributing to the growth of Bangladeshi economy. (Figure 3)

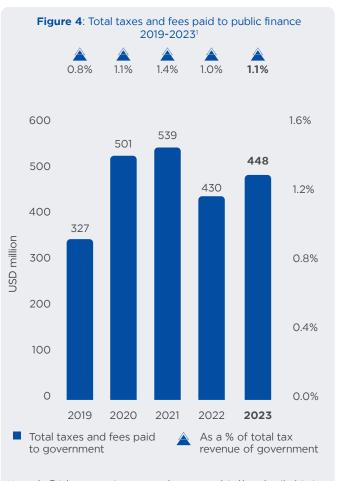


Source: Axiata

Contributions to Public Finance

Total accumulated taxes and fees paid to public finance over the last five years reached USD2,245 million.

Annual taxes and fees paid in 2023 was USD448 million, accounting for 1.1% of total tax revenue of the government of Bangladesh. (Figure 4)



Notes: 1 Total government revenue numbers were updated based on the latest information available

Source: Axiata and KPMG analysis

Total Employment Impact

1,243 jobs¹ were directly provided by Robi's operations in 2023. 13.2% of Robi's employees were women. The firm is predominated by Bangladesh citizens with 99.5%.

Robi's operations also indirectly supported 76,829 jobs. A further **31,104 jobs were supported by** its capital investment. (Figure 5)

Figure 5: Total employment impact 2023 1.243 (1%) 31,104 (29%) Jobs Supported² 76,829 (70%)

 Supported by capital investment Directly employed

Operational indirectly supported

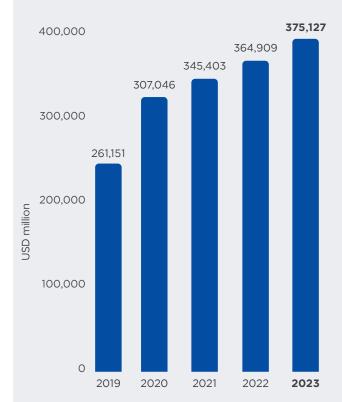
Notes: ¹ Employees consist of Robi only ² Totals may not add up due to rounding Source: KPMG analysis

Robi's Labour Productivity

Robi's productivity, measured as Gross Value Added (GVA) per employee, increased by a CAGR of 9.5% to USD 375,127 in 2023 from USD 261,151 in 2019. This growth was mainly driven by a decreasing employment number and increasing operating profits.

Robi's productivity increased slightly by 2.8% from USD364,909 per worker in 2022. (Figure 6)





Source: KPMG analysis

was generated by Smart's capital

investment, accounting for 13% of

• GVA contribution due to the productivity increase was USD78 million, accounting for 17% of the

total contribution

total GVA contribution

NATIONAL CONTRIBUTION REPORT

Cambodia

IAR, Our Triple Core Business, Smart Axiata Review on pages 68 to 69

Smart's commitment to network wide expansion and upgrades throughout the nation drives enhancement in infrastructure and boosts productivity.

Improving Connectivity

Smart has implemented a wide spectrum of initiatives to expand and improve network coverage. Through these efforts, Smart aim to bridge the digital divide, empower communities and foster socioeconomic development in Cambodia. Projects that have been initiated to improve network coverage include:

- Improving connectivity and reducing the digital divide by connecting the unconnected with high-speed 4G and 4.5G connectivity
- Allocated a major portion of its capex to increase coverage and connect more people with high-speed data connectivity
- Collaborated with the Telecommunication Regulator of Cambodia to enhance the quality of service and improve coverage
- Developed a long-term roadmap aimed at enhancing the guality of service at 357 sites, starting with central regions and completed 162 QoS sites by the end of 2023

Contribution to Gross Value Added (GVA)	Direct 1 Employees	,113 Total Jobs Supported	48,493		
USD462 million (1.4% of the Nation's GDP)	Female Cambo 35.9% 97.9%		y supported Capital Investment		
Operational Direct GVA USD216 million	• 1,113 staff were directly employ Smart in 2023	operations and capital i			
Operational Indirect and Induced GVA: USD108 million	 36% of total employees women Cambodian citizens accounte 97.9% of total employees 	31,657 jobs	• A further 16,836 jobs were supported by Smart's capital		
Capital Investment GVA USD59 million					
Productivity GVA USD78 million	Capital + Operational Expenditure	USD251 million	Contribution USD127 to Public Finance million		
 Smart's total Gross Value Added (GVA) contribution to Cambodian economy reached USD462 million, accounting for 1.4% of 	CapitalOperationalExpenditureExpenditureUSD75USD176millionmillion	Every Translated to USD6.2 USD1 GVA Spent on Contribution ² capex	(3.5% of total tax revenue of the government)		
 total national GDP in 2023 Smart's operations directly and indirectly contributed USD324 million, accounting for 70% of total contribution A further USD59 million GVA 	 Smart's total Capital and Operational Expenditure reached USD251 million in 2023 with Capital Expenditure recorded at USD75 million (30%) and 	• Smart added USD6.2 GVA to the Cambodian economy in 2023 for every USD1 spent through its capital investment	 Smart contributed USD127 million in total taxes and fees paid, accounting for 3.5% of total tax revenue of Cambodian government² 		

Operational Expenditure at

USD176 million (70%)

Note: ¹ 2023 GDP estimated at USD32,170 million. (Source: As reported by Xinhua News Agency)

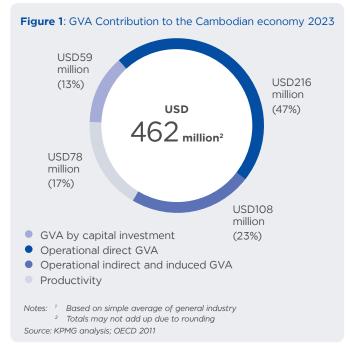
² Total tax revenue of the government in 2023 was estimated at USD3,612 million. (Source: As reported by The Phnom Penh Post)

Smart's Total Economic Contribution to The Cambodian Economy

Smart's substantial operations and investments in Cambodia had a strong positive impact on the Cambodian economy in 2023. With a total operating expenditure of USD176 million and capital investment of USD75 million, Smart's total Gross Value Added (GVA) contribution to Cambodia's economy was estimated at USD462 million in 2023, accounting for 1.4% of national GDP.

Smart's operations **directly contributed USD216 million**, accounting for **47% of total GVA** contribution. It also **indirectly contributed USD108 million** to economic activity. For every USD1 Smart contributed directly to Cambodia's economy, another **USD0.5** was generated indirectly through local suppliers, **higher than the general industry average of USD0.4**¹.

Capital investment contributed USD59 million, representing 13% of total GVA. A further USD78 million was generated from productivity improvements, accounting for 17% of total GVA. (Figure 1)



Smart's Total Economic Contribution Over The Last Five Years

Our Business Our Sustainability Approach Advancing Digital Societies Advancing Green Economy Advancing Our People & Communities Driving Governance & Risk National Contribution Report Appendices

Smart's total GVA contribution **ranged between USD345 million and USD462 million** representing a share of the country's GDP between 1.3% and 1.6% during the last five years.

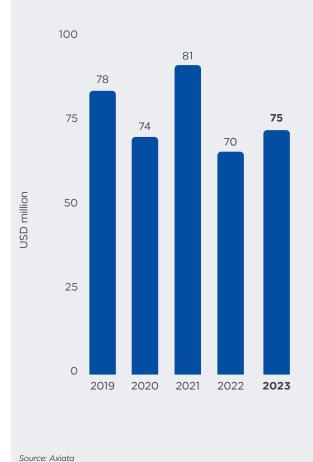
Over the last five years, total **operational profits** grew from **USD151 million** to **USD202 million** with a CAGR of 7.5%. Productivity gains in 2023 were higher as there was overall subscriber growth in the market driven by a significant increase in 4G subscribers. (Figure 2)



Investing and Innovating for The Long Term

Total **accumulated capital investment** by Smart over the last five years **reached USD377 million**. In 2023, capital investment **was USD75 million**, maintaining Axiata's capital expenditure over the five year period between USD70 million and USD80 million annually. Continuing capital investment supports Smart's development in Cambodia and makes a significant contribution to the Cambodian economy. (Figure 3)





Contributions to Public Finance

Total accumulated taxes and fees paid to public finance over the last five years reached USD539 million.

In 2023, Smart contributed USD127 million in total taxes and fees, accounting for 3.5% of total tax revenue of Cambodian government, excluding regulatory related fees and payment. (Figure 4)

Total Employment Impact

Smart directly provided 1,113 jobs in 2023. Cambodian citizens accounted for 97.9% of total employees of the firm. Around 36% of Smart employees were women.

Smart's operations indirectly supported an additional 30,544 jobs and a further 16,836 jobs were supported by Smart's capital investments. (Figure 5)

Figure 5: Total employment impact 2023

Smart's Labour Productivity

300,000

200,000

100,000

0

Source: KPMG analysis

USD million

Smart's productivity, measured as Gross Value Added (GVA) per employee, increased from 2019 to 2021 but fell back to 2019 levels in 2023 due to sharp expansion of Smart's workforce. (Figure 6)

Figure 6: Smart's labour productivity 2019-2023

232,614

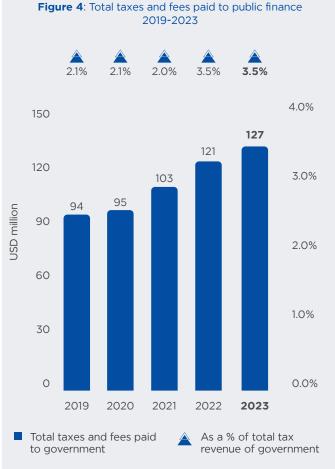
196,248

253,763

238.797

194.487

2023





Operational indirectly supported

Notes: ¹ Totals may not add up due to rounding Source: KPMG analysis.

2019

2020

2021

2022

Source: Axiata and KPMG analysis

EDOTCO

EDOTCO

Figures presented in this section exclude contributions from EDOTCO Malaysia, except for 2019 where they are still included. This is to avoid double counting as contributions from EDOTCO Malaysia are taken into account in the 'Malaysia's Digital Ecosystem' section Figures also exclude EDOTCO Myanmar for 2023.



IAR, Our Triple Core Business, EDOTCO Axiata Review on pages 70 to 71

As a TowerCo, EDOTCO has sought to provide best-in-class, sophisticated digital infrastructure for its customers through investments and an emphasis on innovation.

Digitisation and Innovation

Through innovation and upgrades to the infrastructure that they provide, EDOTCO will be able to achieve cost savings for their customers and consumers, as well as reduce their carbon footprint, creating a sustainable yet valuable business.

In 2023, EDOTCO signed a Memorandum of Understanding for the Bamboo R&D project to create a sustainable telco tower using bamboo. The implementation of the tubular tower has achieved energy savings of 8.8%, which accounts for up to 31% of the total GF tower rollout.

Contribution to Gross Value Added (GVA)	Direct 561 Employees	Total Jobs Supported	61,454	
USD696 million	Female 11.1%		upported by apital	
Operational Direct GVA USD247 million		561 26,605 Ir	Investment 32,843	
	• 561 staff were directly employed by EDOTCO in 2023	 Overall, EDOTCO supported 61,454 jobs in its operations and capital investments 	, EDOTCO supported 61,454 jobs in 2023 through	
Operational Indirect and Induced GVA: USD196 million	• 11.1% of total employees were women	 EDOTCO's operations directly and indirection 27,166 jobs EDOTCO's capital investment supported 34 	2	
Capital Investment GVA USD253 million				
• EDOTCO's total Gross Value Added (GVA) contribution across the seven economies it operates in reached USD696 million	Capital + Operational Expenditure	USD332 million ¹ Contribution to Public Finance	USD90 million	
 EDOTCO's operations directly and indirectly contributed USD443 million, accounting for 64% of total GVA contribution Capital investments contributed 	Capital ExpenditureOperational ExpenditureEvery USD1USD256 millionUSD76 millionSpent of capex	Translated to USD2.7 GVA Contribution (0.02% of total ta the governments operates in)		
• Capital investments contributed USD253 million with a share o 36% of total GVA	reached USD332 million operation o	to the economies it ates in for every USD1 t through its capital 0.02% of total	ributed USD90 taxes and fees accounting for tax revenue of ts in countries it	

Note: 1 Capital expenditure and operational expenditure data provided by Axiata in MYR, then converted to USD

² Total tax revenue of government is estimated at USD373 billion, and is the sum of tax revenue of government across all seven countries where EDOTCO operates other than Malaysia and Myanmar Where available, tax revenue of government estimates are obtained from national agencies. Estimates are otherwise obtained from IMF WEO

EDOTCO's Total Economic Contribution

EDOTCO's substantial operations and investments contributed significantly to the economic growth in countries it operates in. With a total operating expenditure of USD26 million and capital investment of USD256 million, EDOTCO contributed USD696 million to the economies.

EDOTCO's operations **directly contributed USD247 million**, accounting for **35% of total GVA** contribution. Another **USD196 million was** indirectly generated through the expenditures by EDOTCO's suppliers. For every USD1 EDOTCO directly added to the economies, **it generated another USD0.8 indirectly** from local suppliers.

Capital investment contributed a further **USD253 million**, representing a share of **36%** of the total GVA. (Figure 1)

Figure 1: GVA Contribution to the Economies in 2023



Notes: ¹ Totals may not add up due to rounding Source: KPMG analysis

Investing and Innovating for The Long Term

Our Business Our Sustainability Approach Advancing Digital Societies Advancing Green Economy Advancing Our People & Communities Driving Governance & Risk National Contribution Report Appendices

300

200

100

0

2019

143

108

2020

2021

USD million

EDOTCO's capital investment was **USD256 million in 2023**. Capital investment plays an important role in facilitating long-term sustainable development of EDOTCO's business and contributing to the growth of the economies it operates in.

158

15

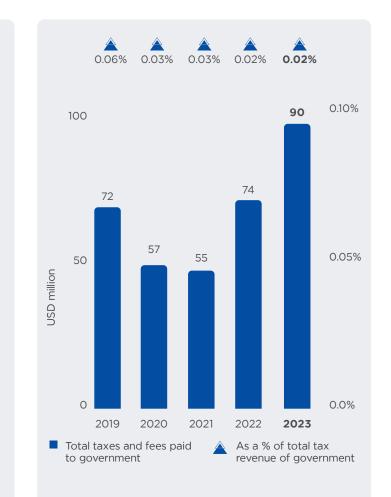
2022

2023

245

Contributions to Public Finance

Annual taxes and fees paid in 2023 was **USD90 million, accounting for 0.02%** of total tax revenue of the government of economies EDOTCO operates in.



Notes: ¹ Where available, tax revenue of government estimates are obtained from national agencies. Estimates are otherwise obtained from IMF WEO

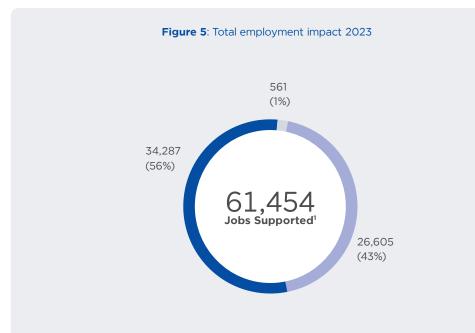
2019 figures take into account contributions from EDOTCO Malaysia
 3 2023 figures excludes contributions from EDOTCO Myanmar

Source: Axiata and KPMG analysis

Total Employment Impact

561 jobs were directly provided by EDOTCO's operations in 2023. 11.1% of EDOTCO's employees were women.

EDOTCO's operations also indirectly supported 26,605 jobs. A further 34,287 jobs were supported by its capital investment. (Figure 5)

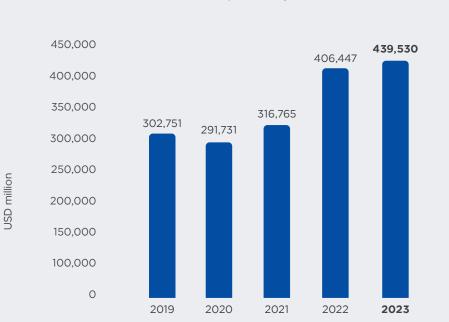


- Supported by capital investment
- Directly employed
- Operational indirectly supported

Notes: ¹ Totals may not add up due to rounding Source: KPMG analysis

Smart's Labour Productivity

EDOTCO's productivity, measured as Gross Value Added (GVA) per employee was USD439,530 in 2023. Labour productivity has been growing over 2019-2023, at a CAGR of 9.8%.



Notes: ¹ 2019 figures take into account contributions from EDOTCO Malaysia ² 2023 figures excludes contributions from EDOTCO Myanmar Source: KPMG analysis

EDOTCO's labour productivity 2019-2023

NCR METHODOLOGY

1. Methodologies and Computational Formula

Direct Value Added contributions were estimated based on operational data provided by Axiata regarding operating revenues, operating expenditures, compensation of employees, and indirect taxes and levies.

Total Value Added contributions were estimated using an economic multiplier. The total multipliers (Type II) for the Telecomm industry were derived from national Input-Output (-O)tables published by OECD, ADB, and national statistical agencies.

Employment is generated through a number of avenues including:

- i. Directly through Axiata and related industries.
- ii. Outsourced support services (if any) including customer support and network operations and maintenance.
- iii.Indirectly through firms that provide services to Axiata's operations.
- iv.Induced as employees from the above spend their household income there by generating further rounds of employment.

Total employment impact is estimated using I-O tables and Average Value Added per Worker derived from relevant Departments of Statistics for each country.

2. Capital Investment

- i. Total Value Added = Capital Expenditure in Host Country x Average Value Added Multiplier
- ii. (a) For countries where employment multipliers are available:

Total Employment in Host Country = Total Capital Expenditure in Host Country x Average Employment Multiplier

(b) For countries where employment multipliers are not available:

Total Employment in Host Country = Total Capital Expenditure Value Added in Host Country/Average Value Added per Worker in Host Country

3. Operational

i. Total Value Added = Direct Value Added x Total Value Added Multiplier where:

Direct Value Added = Operating Revenue -Operating Expenditure +Compensation of Employees + Indirect Taxes and Levies

Note: Operating expenditure provided by Axiata excludes depreciation

- ii. (a) For countries where employment multipliers are available: Total Employment = Total Operational Expenditure x Average Employment Multiplier
 - (b) For countries where employment multipliers are not available:

Total Employment = (Total Indirect Value Added/ Average Value Added per Worker in Host Country) + (Direct Employment as per Axiata data)

iii. Axiata's labour productivity = Direct Value Added / Number of Employees

Note: Number of Employees include both direct and outsourced employees if any.

4. Productivity Analysis

Axiata Contribution to GDP Growth = National Contribution to GDP Growth x Market Share of Axiata where:

National Contribution to GDP Growth = National Penetration Growth x Growth Factor

Our methodology until FY2021 for National Penetration was = Total Number of Subscribers/Population

For FY2022, we updated the methodology to split the productivity analysis into a mobile ownership effect and an upgrade effect (allowing us to assess the impact of 3G and 4Gconnectivity growth). 5G and IoT connections were less than 10% penetration and therefore were not assessed due to a lack of theoretical network effect.

Note: Until 2021, Growth factor was assumed to be 1.2% per 10% change in market penetration for all countries. For 2022, we assumed Growth factor to be 0.5% per 10% change in connections, 0.07% per 10% change in 3G connections and 0.05% per 10% change in 4G connections

5. Multiplier Analysis

Capex Multiplier = Total Axiata's Value Added Contribution/Capital Expenditure

Note: Total Axiata's Value Added contribution includes Operational Direct Value Added, Operational Indirect and Induced Value Added, Value Added by Capital Investment, and Value Added by Productivity Impact

6. Future Revision of Economic Contributions Estimate

Economic contributions estimated in the latest year may be revised in future. This is largely due to a revision of the underlying economic data such as number of mobile subscribers in the country, GDP growth, population, mobile penetration growth rate, etc. For example, in 2019, the economic data available for the year 2019 is usually a preliminary estimate. In 2020, that 2019 estimate may be revised or superseded by actual figures.

7. Exchange Rate

Exchange rates used in this analysis are derived by taking the average of exchange rates at the start of each month in the financial year (i.e. 1st Jan – 1st Dec). This approach is designed to capture the average exchange rate across the entire year, which is when the economic activities of Axiata that are being analysed take place.