

Digicel ESG Report

Environmental • Social • Governance
2025



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A MESSAGE FROM OUR GROUP CEO



Marcelo Cataldo

With our Connecting and Empowering vision at the heart of everything we do, it's been a year of bold decisions and deliberate actions for Digicel. We set out to define a new strategy focused on long-term sustainability, to simplify our operating model in support of our vision and to ensure we had the right culture to bring it to life which is proudly amplified in our DIGI values of Diversity, Integrity, Growth and Innovation. And, as always, our co-workers showed up strong, demonstrating their commitment to our customers, our communities and to each other.

We're keenly aware that the services we provide are fundamental to the human need for connection. With our network at the heart of our customers' family lives, social lives, business lives, entertainment lives and love lives, we're right there with them in every moment. We consider it a privilege to be granted that trust and responsibility and it's one we take very seriously.

At Digicel, our ESG journey is a pivotal part of this – and we're pleased with the strides we made in the year to set ourselves up for success in the future. From improved Governance and a strong focus on building out and operationalising a robust Ethics and Compliance programme to implementing sustainable technologies on our path to Net Zero, we closed out FY25 with some solid foundations and a burning platform for future success.

We're proud of the progress we have made and the direction in which we are headed. Of course, none of this would be possible without the strong support of our very engaged Board and the hard work, dedication and positivity of our teams who work with passion and purpose and day in, day out turn our ambitions into powerful and transformational realities for our customers. My sincere thanks to all of them for the journey so far and the one ahead.

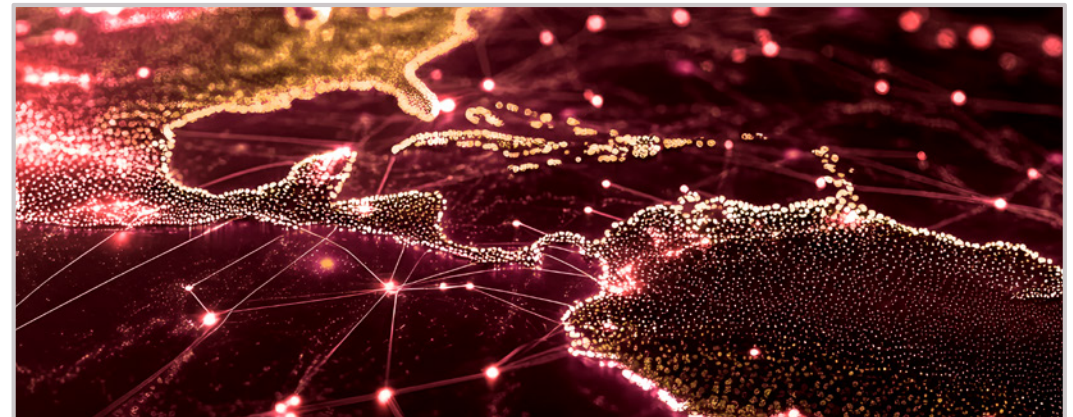


ABOUT US

Enabling customers to live, work, play and flourish in a connected world, Digicel's world class LTE, 5G and fibre networks deliver state-of-the-art mobile, home and business solutions.

Serving 8.8 million consumer and business customers in 25 markets in the Caribbean, Atlantic, Central and South America, our investments of over US\$6.4 billion and a commitment to our communities through our Digicel Foundations in Haiti, Jamaica and Trinidad and Tobago have contributed to positive outcomes for over two million people to date.

With our connecting and empowering vision at the heart of everything we do - supported by our **DIGI** values of **D**iversity, **I**ntegrity, **G**rowth and **I**nnovation - our 5,121 co-workers worldwide work together to make that a powerful reality for customers, communities and countries day in, day out.



AT A GLANCE



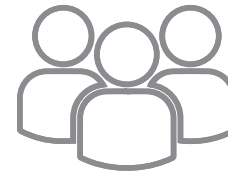
US **\$6.4b+**

Total Invested



US **\$1.8b**

Revenue



8.8m

Customers



25

Markets



5,356

Cellular Sites



20

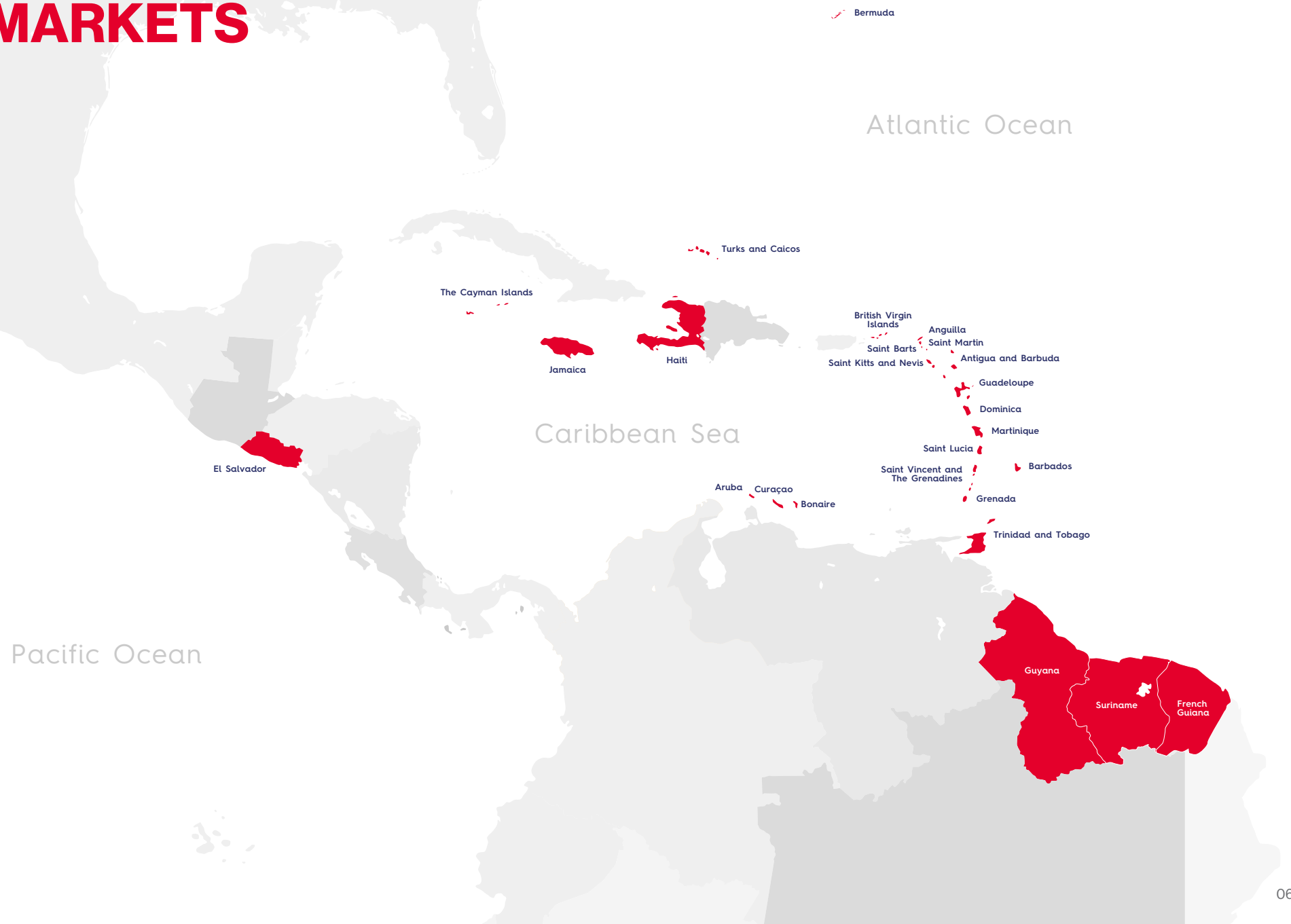
Fibre Markets



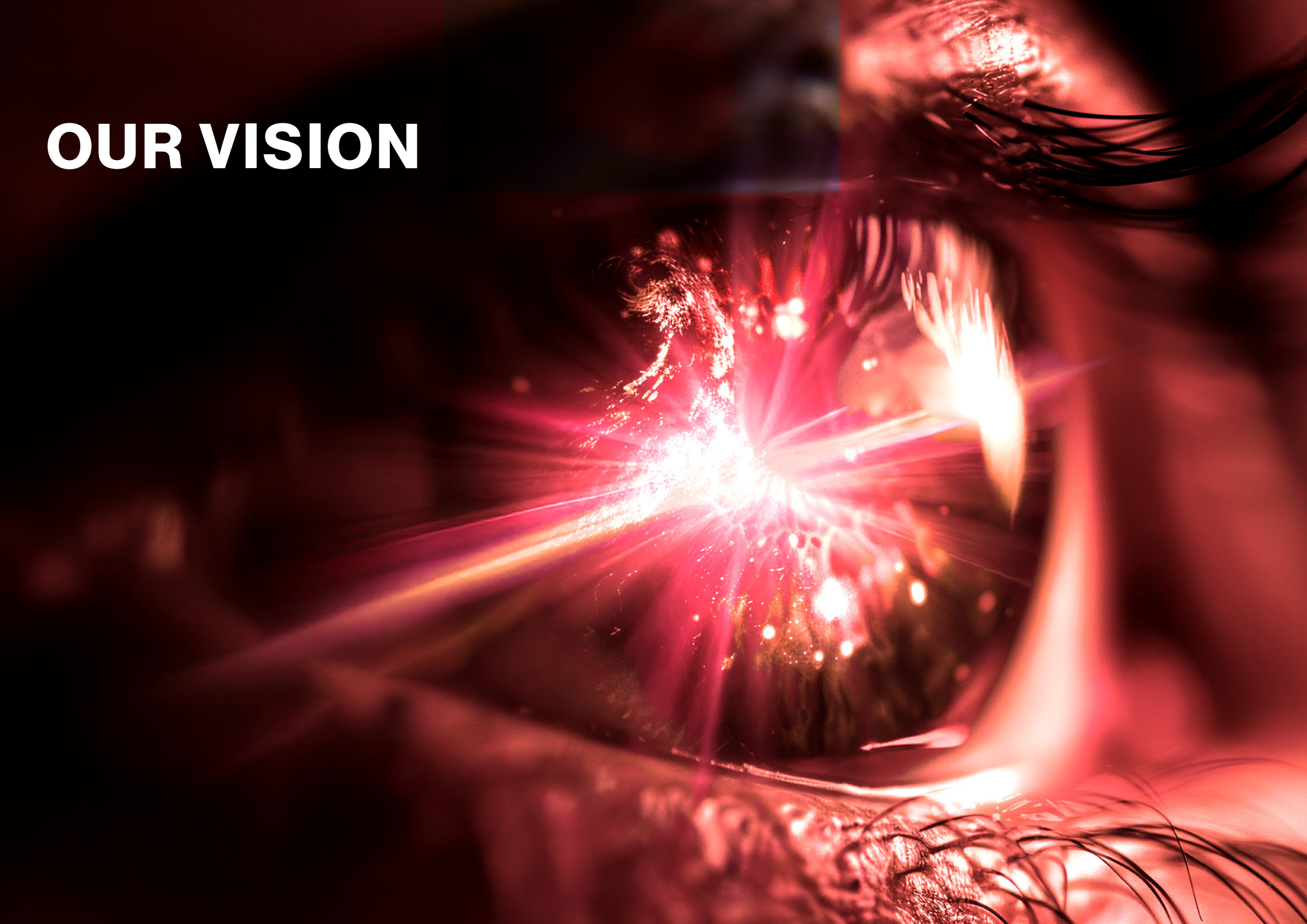
22,500km

Fibre Cable

OUR MARKETS



OUR VISION



CONNECTING AND EMPOWERING

Our vision is built on connection, whether with our co-workers, our customers or our communities. At the heart of it all is our culture, what we stand for and how we uplift one another every day.

It's not just about what we do, but how we do it. Guided by our **DIGI** values, we embrace **D**iversity, act with **I**ntegrity, pursue **G**rowth and drive **I**nnovation, ensuring that every interaction strengthens the foundation of who we are.



DIVERSITY

Meaning

You're one of us and your perspective matters.

Behaviours

We are respectful, accepting and empathetic.



INTEGRITY

Meaning

You're committed to doing the right thing...always.

Behaviours

We are responsible, trustworthy and transparent.



GROWTH

Meaning

Your drive for excellence and the pursuit of goals sets you apart.

Behaviours

We are customer obsessed, collaborative and have our eyes on the prize.



INNOVATION

Meaning

You're always finding new and better ways to get it done.

Behaviours

We are creative, flexible and driven.

ESG IN DIGICEL

Our approach to ESG powers our purpose and is central to our ambitions for our co-workers, our customers and our communities. It's all about leaving a positive footprint and enabling our customers to operate at the forefront of the global knowledge economy. That means we exist to bridge the digital divide.

WE DO THIS



Via Ubiquitous Access for All to Our Superfast Sustainable Networks



By Advocating for Inclusion in Our Communities and in Our Workplace



Through Building Education and Special Needs Capacity

ENVIRONMENTAL



OUR NETWORKS

At Digicel, we're all about connecting and empowering our customers and the communities we serve, and as a telecommunications company, our network infrastructure is the backbone of our business and how we're able to deliver on our connecting and empowering vision. From mobile and fixed networks to subsea fibre, we're here to connect the region to what matters most, using world-class networks that drive economic growth, enable digital inclusion and support sustainable development across our markets.

Mobile

Our Mobile network spans 25 markets with 5,356 cell sites, 89% of which are LTE-enabled, providing coverage for almost 8.8 million customers. We deliver fast, reliable connectivity with increasing energy efficiency.

Fibre

Our Fibre rollout continues to expand at pace, with our Fibre to the Home and Fibre to the Business networks supporting over 850,000 homes and businesses in 20 markets with over 22,500 km of high-speed fibre connectivity.

Subsea

Our subsea network, Deep Blue One, was activated in June 2024 and represents a leap forward in international connectivity. With more than 2,100 km of undersea cable connecting French Guiana, Guyana, Suriname and Trinidad and Tobago, this state-of-the-art system provides seamless connectivity to the countries it serves, facilitating uninterrupted communication and real-time data transmission. It also presents an invaluable opportunity to connect offshore oil and gas rigs, supporting the growing energy sector in the region and fostering collaboration among key stakeholders in the oil and gas industry. Deep Blue One is engineered for growth, scalability and reduced environmental impact.



SMARTER NETWORKS AND GREENER IMPACT

As part of our ongoing ESG strategy, Digicel continues to invest in technology that optimises energy use and minimises carbon emissions. Four major initiatives in year contributed significantly to this effort.

Combatting Climate Change with Caban

With Caribbean countries at the forefront of the negative effects of climate change, the region's energy landscape is evolving. In a powerful statement of Digicel's commitment to environmental responsibility and combatting climate change, our partnership with renewable energy leaders, Caban Energy, sees us diversifying our energy source using solar technology, reducing our greenhouse gas (GHG) emissions and significantly reducing operational costs – while supporting the region in achieving its sustainability goals as outlined in the Paris Agreement.

Providing a reliable, sustainable and cost-effective alternative power source for cell towers, data centres and other critical infrastructure locations, solar energy and storage solutions enhance network reliability, energy security and communications resilience. By integrating renewable energy into our network once fully deployed, we will reduce GHG emissions by over 38,674 tons of CO₂e per year or 580,109 tons of CO₂e for the life of the project.

Jamaica is our first market with Caban and is the shape of things to come with the expectation that more of our 25 markets will come on stream in the coming months.



Cleaner Energy for a Sustainable Network

In 2025, we invested US\$1.5 million across 14 markets to replace traditional lead-acid batteries with Lithium Iron Phosphate (LiFePO₄) energy storage modules at our network sites. This upgrade not only enhances the efficiency and reliability of our backup power systems, but also significantly reduces the environmental risks associated with lead-acid technology, including chemical leakage and disposal challenges.

LiFePO₄ batteries offer a longer lifespan, faster charging capabilities and higher energy density compared to lead acid batteries, making them better suited for modern network operations, especially in markets with unstable grid power or remote infrastructure.

SMARTER NETWORKS AND GREENER IMPACT

In transitioning to a more sustainable way of doing business, Digicel is not only improving operational resilience, but also reducing maintenance needs and further lowering our carbon footprint solidifying our commitment to greener, smarter networks.

GSM Shutdown in Jamaica

In August 2024, we completed the staged shutdown of our GSM (2G) network in Jamaica. Operating on a standalone 900MHz frequency, the GSM network included 873 sites and over 2,300 radio transceivers (each consuming approximately 6 kWh per day).

Shutting down this legacy network resulted in a significant energy saving and a major milestone in our journey toward greener operations. The repurposing of this spectrum, for newer, more energy-efficient technologies, also improves our customers' experience while lowering the impact we have on the environment around us.



Self-Optimising Networks (SON) Energy Savings

Across all Digicel markets (excluding the French West Indies), we've implemented a Self-Optimising Network (SON) application that intelligently manages energy consumption across our 3G and LTE cell sites. SON uses traffic algorithms to automatically power down underutilised cells—particularly in areas with overlapping coverage or during off-peak hours.

This smart shutdown of radio transceivers, including their power amplifiers, significantly reduces electricity usage. The system automatically reactivates cells as traffic demand increases, ensuring no reduction in service quality. On average, SON saves approximately 387 kWh per day and 10,000 kWh per month, reducing our operational expenditure and carbon footprint while maintaining optimal network performance.

OUR CLIMATE RISKS AND OPPORTUNITIES

With our operations spanning 25 markets in the Caribbean, Atlantic, Central and South America, we are more aware than most of the significant challenges posed by climate change. As a telecommunications provider operating in one of the world's most climate-vulnerable regions, we must address these risks from both an industry and geographic perspective.

Climate Risks



Infrastructure Damage

The increasing frequency and severity of extreme weather events pose a direct threat to our infrastructure. To mitigate this, we integrate climate risk assessments into the early stages of all capital project planning and maintain comprehensive insurance coverage for significant damage.

Supply Chain Disruption

Environmental changes may disrupt logistics, leading to component shortages and hindering our teams' ability to maintain and repair infrastructure. We are actively working to build resilience into our supply chain.

Regulatory Changes

Governments are increasingly introducing legislation to address climate change. We anticipate broader regulatory impacts in the coming years and are prepared to comply with evolving requirements, including reporting and operational standards.

Rising Costs

Climate-related expenses may include carbon taxes, increased repair costs and additional staffing to meet regulatory demands. We are proactively managing these potential financial impacts.

Reputation and Consumer Expectations

Consumers increasingly expect companies to demonstrate environmental responsibility. We are committed to meeting these expectations and continuing to support the communities in which we operate.

Economic Vulnerability in Key Markets

Many of our markets rely on climate-sensitive industries such as tourism and agriculture. We are adapting our operations to support our customers through these challenges while minimising our environmental footprint.

Climate Opportunities



Transition to Renewable Energy

As a high-energy-consuming industry, we have a significant opportunity to adopt green infrastructure. This transition can reduce energy consumption, lower costs and decrease reliance on external providers.

Advancing Digital Solutions

We are at the forefront of the digital revolution, not only enabling technological growth for others, but also driving sustainable innovation within our own operations.

Enhancing Operational Resilience

Reliable connectivity is critical, especially during crises. We are investing in robust infrastructure to ensure uninterrupted service and maintain customer trust.

Market Growth and Customer Alignment

By aligning with customer values and demonstrating our commitment to sustainability, we can strengthen our market position and enhance our value proposition.

Access to Green Financing

The rise of sustainable finance presents an opportunity to secure funding at lower costs while advancing our environmental goals.

Community Support

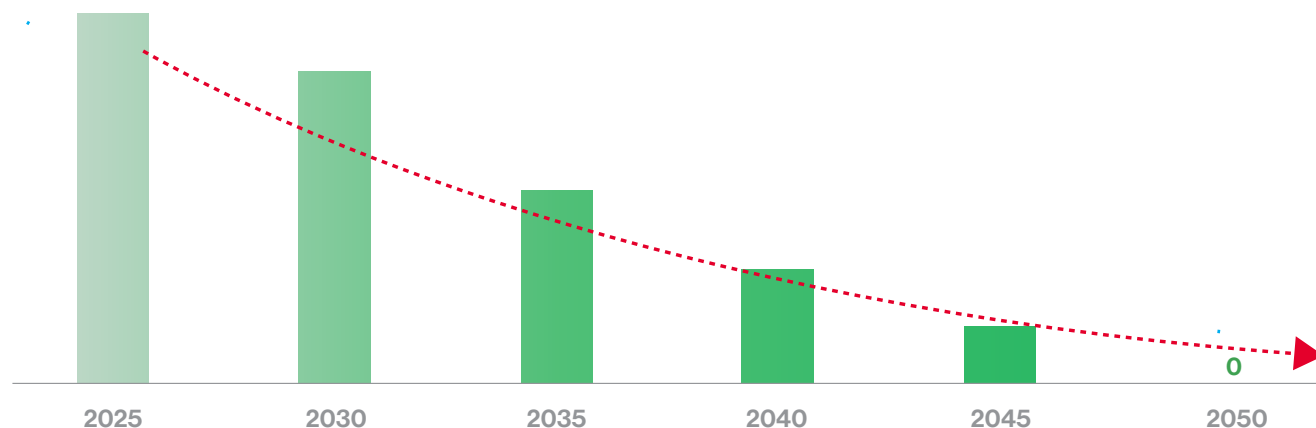
With over two decades of community engagement, we're dedicated to helping communities adapt and thrive in the face of climate change.

OUR CLIMATE AMBITIONS

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

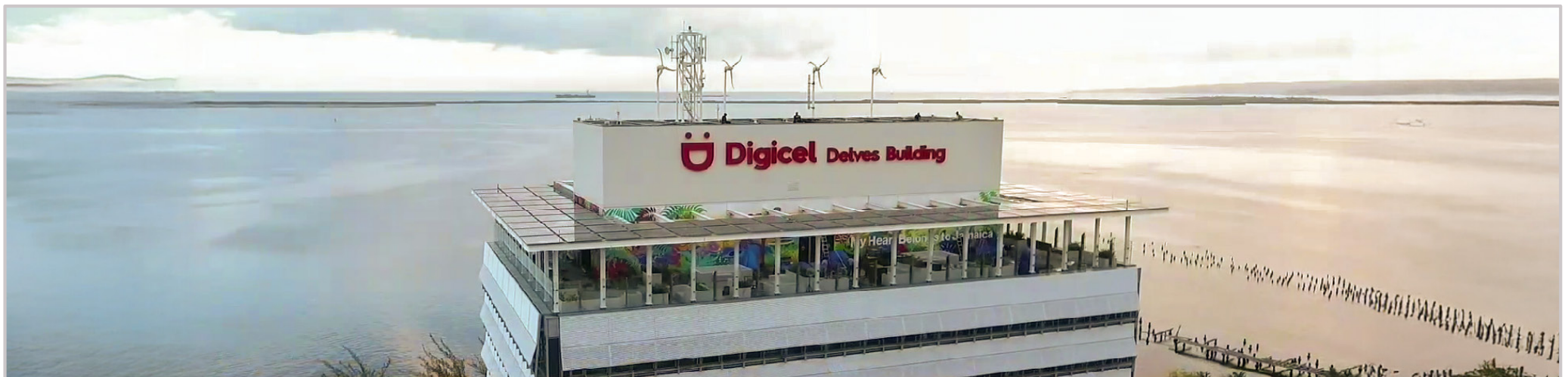
By 2035, we hope to reduce our scope one and two emissions by 50%, with the ambition of being net zero by 2050.

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



OUR ENVIRONMENTAL APPROACH

In seeking to minimise our environmental impact, we're placing a strong focus on developing strategies to effect the changes necessary to achieve our net zero ambition.



Boosting Energy

We aim to reduce emissions and energy use by optimising productivity and streamlining operations. This leads to lower costs, improved workflows and stronger governance.

Embracing Renewable Energy

We're committed to adopting renewable energy across our operations. While the investment is significant, it's a vital step toward a sustainable future.

Offsetting Our Impact

Recognising that we won't reach net zero emissions alone, in the future, we will look to support carbon offset projects like reforestation and surplus renewable energy generation, which also offer added environmental benefits.

SAFE AND SOUND

Health, Safety and Environmental (HSE) best practices are a critical pillar of our ESG strategy at Digicel representing our commitment to protecting people and the planet. A strong HSE culture goes further than just safeguarding our co-workers, contractors and communities by also ensuring sustainable operations that minimise environmental impact. By embedding HSE into our decision-making and daily operations, we're fostering trust, demonstrating accountability and contributing to long-term value for all stakeholders.

Continuous Improvement

As part of our commitment to continuous improvement, we are aligning our policies and procedures with international standards such as ISO 45001 (Occupational Health and Safety), ISO 14001 (Environmental Management) and ISO 22301 (Business Continuity). This alignment is designed to strengthen our resilience, enhance operational efficiency and ensure the safety and well-being of our co-workers and the environment. It also supports regulatory compliance, reduces risk and reinforces our dedication to sustainable, responsible and future-ready operations.

We continue to improve our Business Continuity Management (BCM) System by aligning it with the requirements of ISO 22301, incorporating additional components such as internal audits, contractor/supplier business continuity assessments, dedicated BCM budgeting and integration with Enterprise Risk Management.



Building Back Better

Many of the markets in which we operate are highly vulnerable to climate change, natural disasters and extreme weather events. The year 2024 was particularly active, with 11 hurricanes forming and seven major earthquakes (magnitude five and above) recorded. Our operations were significantly impacted in July 2024 by Hurricane Beryl affecting Jamaica, Grenada and Saint Vincent and the Grenadines. However, thanks to our robust Business Continuity Management System, we restored our network four weeks ahead of the competition and gained 50,000 new customers. In the French West Indies market, the island of Mayotte (located in the Indian Ocean) was devastated by a category four cyclone in December 2024 that brought down 100% of our network. Nonetheless, we successfully mobilised our business continuity apparatus restoring 98% of our network within 40 days.



SAFE AND SOUND

Best Practice Alignment

To further strengthen our safety performance and align with global best practices, we implemented a series of targeted HSE initiatives across our operations. These include the development of a comprehensive Contractor Safety Management System and the roll out of an HSE schedule for contracts to ensure consistent oversight and enforcement of HSE best practices. We introduced a Health, Safety and ESG prequalification process for contractors, along with a contractor management identification system to better monitor on-site activities. Additionally, we conducted an Occupational Safety and Health regulatory gap assessment across the five markets of Aruba, Bonaire, Curacao, Trinidad and Tobago and Suriname to identify and address compliance gaps - an initiative that will continue into 2025 across all markets.

Proactive Progress

To improve visibility and accountability, we established an HSE KPI (key performance indicator) dashboard to track safety performance across markets and conducted health and safety assessments of retail stores in the British Virgin Islands and Saint Lucia. These assessments will continue in 2025 across all markets. Finally, we are in the process of launching an online accident reporting platform to streamline incident documentation and investigation. Collectively, these initiatives reflect our proactive approach to safety and our commitment to continuous improvement in line with ISO 45001 standards.

Resilience In The Face Of Disaster

Given the ongoing threat of natural disasters across many of our markets, disaster resilience continues to be a key pillar of our business continuity strategy. Over the past year, we have reinforced our preparedness protocols to enhance response speed, reduce downtime and safeguard both people and infrastructure. Our disaster response toolkits are continually refined drawing on real-world insights, evolving risk landscapes and industry best practices to ensure they remain fit for purpose.

Annual disaster awareness training is mandatory for all co-workers, supporting a culture of preparedness across the organisation. Throughout the year, we conduct simulation exercises to maintain a high level of operational readiness. For frontline teams operating in high-risk environments, scenario-based training is intensified to prepare them for complex field conditions. Likewise, our Technology teams, who often work under extreme circumstances, are trained to prioritise safety while maintaining critical services.

Ultimately, ensuring that our customers remain connected, especially during times of crisis, is central to our commitment to continuity and our broader responsibility to the communities we serve. This proactive approach not only supports stakeholder trust, but also reinforces the long-term sustainability of our operations.



SOCIAL



OUR PEOPLE

From building our teams, growing our culture, embedding compliance in our day-to-day activities and delivering for our customers, guided by our Connecting and Empowering vision and DIGI values of Diversity, Integrity, Growth and Innovation, we're clear on who we are and what we exist to do.

We're committed to forging a positive path forward and to taking our co-workers on the journey. That means constant engagement and communication in the form of town halls, video podcasts, surveys, team meetings, feedback loops, bulletins, check-ins and open dialogue to ensure that we're all on the same page and pulling in the right direction.



OUR PEOPLE

Diversity In Action

We don't just pay lip service to Diversity – it's who we are.

Our take on diversity is that we are respectful, accepting and empathetic and that no matter who you are or how you are, you're one of us and your perspective matters.

Essentially it's all about belonging. And with 5,121 talented people working across our 25 Digicel markets in the Caribbean, Atlantic, Central and South America, we're blessed to benefit from incredibly varied and rich perspectives with 68 nationalities represented in our dynamic and vibrant workforce.

We're all about creating opportunities for women and girls in our communities, so it's an even bigger point of pride that our gender split stands at 52% female to 48% male – with 42% of our leadership roles filled by women.



OUR PEOPLE

Integrity In Action

Integrity at Digicel means doing the right thing always, even when no one is watching and being responsible, trustworthy and transparent. There's hundreds of examples in every nook and cranny within Digicel of our co-workers bringing our commitment to integrity to life but, given our steadfast focus on keeping people connected and supporting our communities, especially in tough times, one stood out.

Going Above and Beyond

Meet Marlon Williams.

Marlon is one of our Technical Operators with Digicel Jamaica and won the Consumer Advisory Committee on Utilities Customer Service Distinction Award. This award acknowledges and recognises excellence in customer service by a utility staff member and Marlon emerged victorious from a very competitive field of 11 nominees.

It was his willingness to go above and beyond in the aftermath of Hurricane Beryl that caused widespread devastation to the south coast of Jamaica in July 2024 that made him stand out.

From trekking impassable roadways to deliver ice and food supplies to a customer, volunteering his igloo to store the ice to make life a little more comfortable for the customer and her neighbours and converting his van into a charging station, Marlon is a shining example of our Digicel culture.



OUR PEOPLE

Growth In Action

Developing our teams with the right skills to delight our customers and thrive in our environment at Digicel by doing the right things in the right way has been our focus in FY25. That has seen us providing company-wide training for Code of Conduct, Cyber Security, Data Privacy, Disaster Awareness and our DIGI values.

It's a point of pride that this focus translates into upward mobility and opportunities for our co-workers with 30% of our vacancies being filled by internal candidates and 175 people being promoted.

To ensure we keep our growth focus sharp and our learners engaged in FY26, we are introducing LinkedIn Learning across our business.



OUR PEOPLE

Innovation In Action

Innovation at Digicel is all about curiosity and tenacity as we're always finding new and better ways to get things done and are creative, flexible and driven in our approach.

Operating at the intersection of telecoms and technology, it's vital that our co-workers have access to the very latest tools and training to be able to deliver for our customers.

Working alongside best-in-class technology partners in the areas of convergence, systems integration, cyber security and IT services, our people benefit from world-class experience and exposure to support emerging technologies like 5G, Internet of Things (IoT) and Artificial Intelligence (AI) which they can bring to bear to drive innovation for our customers and progress for the region as a whole.



OUR DIGI VALUES

We're All In

When it comes to our values and the culture we're creating, we're all in.

Why are values important? So many reasons! Our values represent the kind of people we've all agreed that we should be – and they sit at the heart of everything we do guiding us on the strategic decisions we make, the day-to-day actions we take and the behaviours we demonstrate.

Essentially, it's all about the importance of the human factor in any company. And values effectively guide us on the types of humans we all aspire to be together here at Digicel. Put simply: how we do things is as important as what we do.

And it's not just about creating the right environment for us all to operate in – it's about creating the right environment for us all to thrive. Companies that prioritise and genuinely live their values not only feel it in their workforce, they feel it in their bottom line with more than 50% of CEOs and CFOs citing that corporate culture influences productivity, creativity, profitability, company valuations and growth rates according to Forbes magazine.

In co-creating our DIGI values, we have together committed to fostering an environment where Diversity thrives, Integrity guides, Growth is nurtured and Innovation flourishes as we work to deliver our vision of connecting with empowering ...to our co-workers, our customers and our communities.



OUR DIGI VALUES

We're All In

With the intent of gauging how integrated our values are into our work environment and how well they are reflected in our leadership practices, our starting point was to ask all of our co-workers to complete our values survey in July 2024 with a second round in March 2025. Participation in the March 2025 survey round was at 72%, up from 59% for the July 2024 round - with our overall score going up to 75% from 71%.

And what did our co-workers tell us?

Diversity | 79% of the responses were positive in terms of feeling comfortable working with people from diverse backgrounds and that managers are held accountable for promoting and maintaining diversity and inclusion.

Integrity | 79% of the responses were positive in terms of our leadership demonstrating it and our colleagues acting and being encouraged to act with integrity.

Growth | 70% of the responses were positive on our growth strategies and objectives being effectively communicated and understanding how their individual goals align with our overall goals and performance targets.

Innovation | 70% of the responses were positive on feeling supported by their managers when they share innovative ideas, feeling encouraged to do so and believing that setbacks are effectively handled when pursuing new ideas and innovations.

Living our values is a long-term, everyday thing. This is about continuous improvement and the work never stops.



WE
ARE
DIGITAL

OUR KIND OF PEOPLE

Our **DIGI** Influencers play a pivotal role in shaping and growing our culture at Digicel.

When it came to selecting our DIGI-influencers to work with the Culture team on embedding our DIGI values, we looked for people who not only emulate our values, but also collectively brought a range of backgrounds and perspectives to the table. Leadership and communication were also important skills to have, but ultimately, it's all about being able to inspire and motivate our co-workers to embrace and live our values.

Let's meet them.

Timothy Brandt



**Senior Marketing Executive
Digicel Cayman**

Diversity is one of my favourite aspects of working at Digicel, as it has allowed me to collaborate and interact with people with different cultural and professional backgrounds, exposing me to a variety of perspectives and expanding my outlook.

Tezzita Davis



**Executive Assistant to the CEO
Digicel Jamaica**

Integrity supports diversity, growth and innovation by fostering trust, accountability and open communication which creates an inclusive environment that encourages diverse perspectives and responsible decision-making.

Nichola Maynard



**Campaign Brand Manager
Digicel Barbados**

Integrity requires us to be transparent and principled, ensuring we consistently do the right things which builds trust and strengthens our reputation both internally and externally.

Vahistha Soopaya



**Finance Controller
Digicel Cayman**

Integrity highlights the importance of staying true to my moral compass while making decisions that reflect my core values. "Integrity is Hip".

Jennifer Walters



**Head of Business Sales
Digicel Grenada**

Growth because I strongly believe that delivering best-in-class service and forming meaningful customer relationships is key to driving significant growth and sustainability in Digicel.

Shanielle Britton



**Recruitment Executive
Digicel Group**

Innovation because it inspires me to constantly seek new and improved ways of doing things and I'm always excited to bring this mindset wherever I go.

OUR KIND OF PEOPLE

Jean-Philippe Brun



**Chief Executive Officer
Digicel Haiti**

***Growth** for us in Haiti is essential because it embodies the spirit of relentless pursuit and an aspiration to always be better. This drive is particularly important in a market where we constantly need to adapt to challenges and find solutions to problems that we could not imagine would be happening. This value fosters resilience, cultivates a positive mindset and is essential for a technology company which by nature should always evolve to stay relevant.*

Andrae Burke



**Billing Analyst
Digicel Group**

***Diversity** because it fuels our collaboration and **Innovation** because it sparks the creative solutions that keep us evolving together!*

La Toya Gopaul



**Telesales Manager
Digicel Trinidad and Tobago**

***Growth** because it encourages collaboration among all stakeholders. This results in well-rounded, satisfied employees who feel valued and are therefore motivated to provide exceptional service to our external customers.*

Rudsel Henriquez



**IP/IT Engineer
Digicel Curacao**

***Integrity** because it aligns perfectly with my persona and reflects how I approach both my work and relationships.*

Alejandra Ruiz



**CVM Analyst
Digicel El Salvador**

***Growth** because at Digicel, I've consistently faced challenges that have pushed me to step out of my comfort zone and foster both professional and personal growth.*

Sabine Sildillia



**Business Process Manager
Digicel Martinique**

***Integrity** because it breeds credibility. Relationships feed on credibility, honesty and consistency. All together, these are key for accountability and excellence.*

Altonie Thomas



**Head of Business Sales
Digicel Jamaica**

***Growth** because it drives us relentlessly to pursue excellence through customer obsession, collaboration and a focused determination to achieve our goals.*

OUR CUSTOMERS

Local Impact Lasting Change

In FY25, Digicel made significant strides in enhancing the customer experience and strategically investing in people, technology and processes to drive value for our customers across all markets. Our efforts were aimed not only at addressing immediate customer needs, but also laying the groundwork for sustainable, long-term improvements in service delivery and customer satisfaction across all business lines, including mobile, Digicel+ and Digicel Business.

Improving Customer Experience | CX

With 25 markets spread across the Caribbean, Atlantic, Central and South America, it's only natural that the teams based in-market know how best to support their customers, so each market developed actionable plans designed to enhance the customer experience. Working collaboratively across functional areas, the teams undertook over 100 initiatives focused on eliminating common customer frustrations and making it easier to do business with us.

These targeted efforts have already yielded measurable results, with a 13% reduction in customer queries in-year and an expected improvement of 20% reduction by the end of FY26. This reinforces that we're on the right path, by identifying root causes of customer issues and implementing strategic solutions that foster a more positive, efficient and user-friendly experience for all Digicel customers.



OUR CUSTOMERS

Strategic Investments

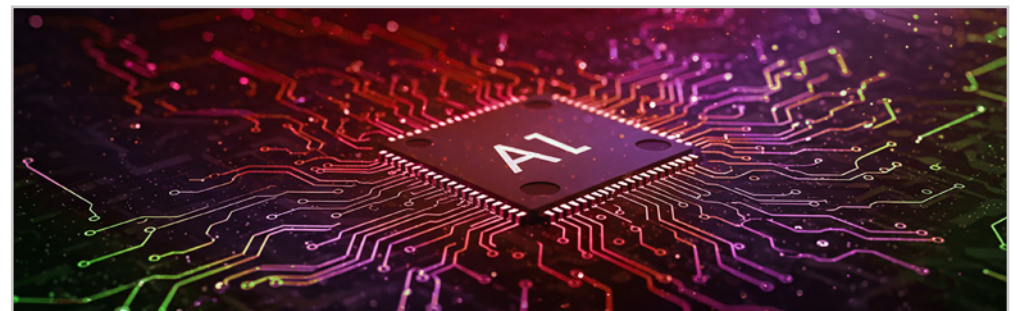
In addition to targeted CX initiatives, we made substantial strategic investments across four key areas – People, Technology, Recognition and Customer Onboarding. This will further enhance our customer-centric approach and reinforce our commitment to exceptional service delivery.

People

Recognising the pivotal role of our customer-facing teams, we launched a nine-month leadership course tailored for contact centre leadership. This programme benefited 20 leaders within the Jamaica hub and underscores our commitment to nurturing talent within our organisation and equipping our frontline teams with the skills to deliver best-in-class customer service.

Technology

In a rapidly evolving digital landscape, we are embracing the potential for AI to elevate our service experience. In FY25, we invested in the development of our “AI Agent,” a state-of-the-art digital assistant designed to handle routine customer inquiries with speed, accuracy and consistency. Slated for launch in FY26, this AI-powered solution is expected to enhance service efficiency and responsiveness, ensuring that customers receive timely and accurate assistance across all touchpoints.



OUR CUSTOMERS

Recognition

Our commitment to recognising and celebrating exceptional performance was demonstrated through two global reward and recognition programmes in FY25. These programmes, which included awards for high-performing individuals, teams, managers and support staff, saw a total of US\$30,000 distributed across our 25 markets. This initiative not only acknowledged outstanding contributions, but also reinforced our culture of excellence and customer-centric focus, while rewarding high performers for a job well done.

Customer Onboarding

Investing in the customer journey from the outset is critical to building strong, lasting relationships. In FY25, we allocated US\$400,000 annually to formalise and enhance our customer onboarding process across all markets. This investment focuses on personalised welcome calls and targeted outreach during the crucial “JOIN” phase of the customer lifecycle, reducing first bill surprises, fostering engagement and increasing overall retention rates.

Looking Ahead

Our strategic focus on optimising CX, investing in innovative technologies and empowering our people underscores our ongoing efforts to deliver exceptional experiences at every touchpoint. By continuing to address customer pain points and leverage data-driven insights, we aim not only to meet, but to exceed customer expectations, solidifying our position as a trusted partner in every market we serve.



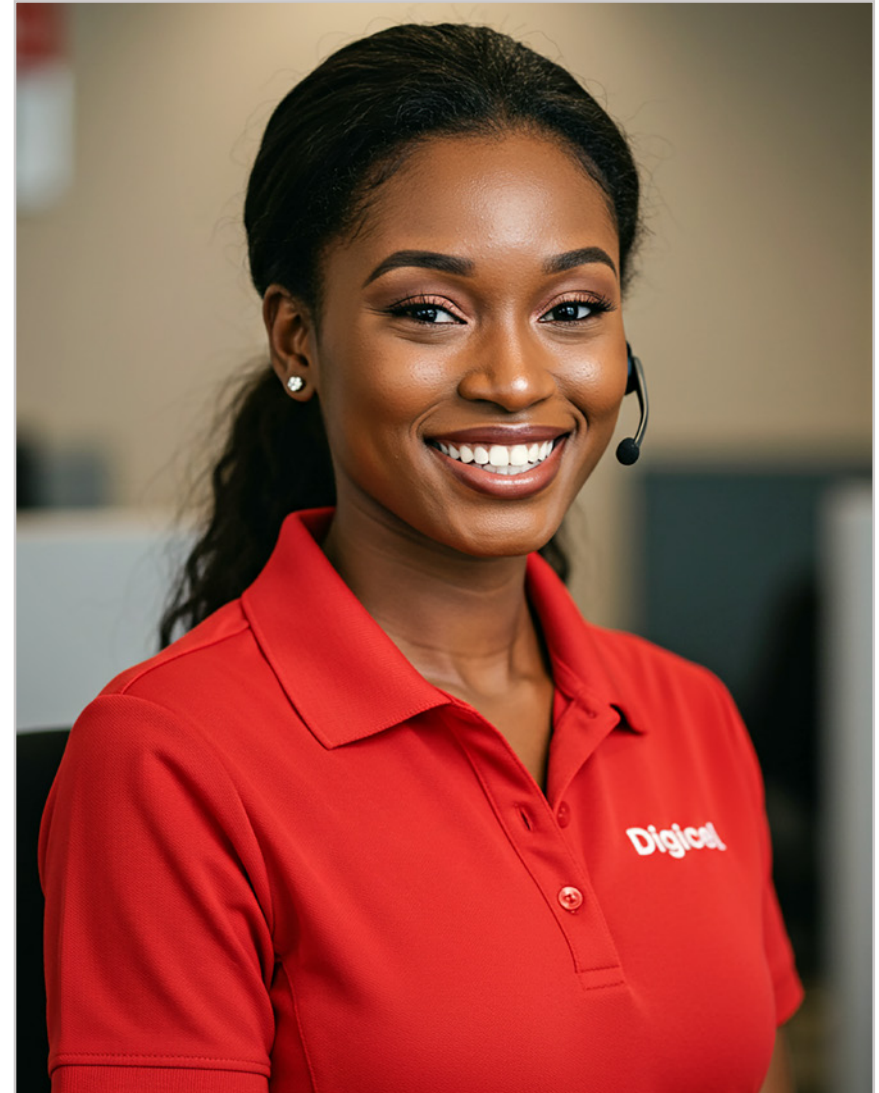
OUR CUSTOMERS

Together We Succeed

Our Customer Care Awards Ceremony held in July 2024 made for a week of excitement, anticipation and activity among our Customer Care and Operations teams across the Group. Staged to honour the outstanding contributions of our Customer Care/Operations staff, this is the second time this global event has taken place and gives all of our contact centre co-workers across the Group a chance to shine.

Under the theme ‘Together We Succeed’, this week-long celebration featured a series of engaging activities designed to build momentum towards the big day. Things kicked off with a reveal of the top 20% of performers among the On the Board Agents, Team Leaders, Managers and Heads of Departments; this was then followed by two trivia days, a Digicel’s Got Talent-style virtual showcase and the main Customer Care Awards Ceremony as the high-octane finale.

Kudos and thanks to all our contact centre co-workers for the amazing work they do looking after our customers – and to the winners go the spoils!



OUR SUPPLIERS

As a provider of critical national infrastructure in 25 markets across the Caribbean, Atlantic, Central and South America, and with customers worldwide relying on our services, we understand that our sustainability responsibility must be as global as our supply chain and that fundamentally it starts with us. So we're making moves on a number of fronts.

Going Places

We've reduced the number of vehicles in our fleet in Bermuda, Cayman, Jamaica, Montserrat and Saint Vincent & the Grenadines by 134 in the year, with a reduction of a further 100 vehicles planned for FY26 – and we've also started testing electric and hybrid vehicles in Bermuda and Barbados with a view to putting these into service more widely across our markets.

The Power Of The Sun

From installing solar at our headquarters offices in Anguilla, Curacao and Haiti, implementing solar at 30 out of a planned 156 of our cell sites in Haiti displacing an estimated 60 litres of diesel use per site per day and our exciting partnership with Caban Energy to build a sustainable future by harnessing renewable energy sources, we're betting big on solar.

Circle Of Life

We're constantly on the lookout for circularity opportunities whether that be the collecting and recycling or disposing of more than 25,000 CPEs (customer premises equipment) via E-waste programmes, installing water dispensers and purifiers in 80% of our facilities to date to reduce the purchase of bottled water, running our Jamaica headquarters building solely on water from our reverse osmosis plant, and pushing the removal of single use plastics; it's all about a growing a green mindset among our co-workers.

Good Governance

With increasing scrutiny of supply chains, and in line with our broader corporate drive in the areas of Ethics and Compliance, we've made significant progress in creating a framework for collaboration and accountability across our entire supply chain. We've launched our Ethics and Compliance assessment, Supplier Code of Conduct and Conflict of Interest assessments and introduced environmental impact considerations in our vendor assessment and appointment process. In introducing a Health, Safety and ESG pre-qualification process for contractors, along with a contractor management identification system, our focus is on enhancing our HSEQ standards and performance amongst our supplier community. The expectation here is of a higher level of engagement of local market resources from our sub-contractors and growth in our local direct suppliers to provide them with local opportunities.

OUR FOUNDATIONS

HAITI



US\$90.9m

Total Invested



1.3m

Direct
Beneficiaries



195

Schools Built for
60,00 Students



1,719

Directors and
Teachers Trained



20

Trainers Certified



69

School Social
Enterprises Financed



413

Community Development
Projects Funded

OUR FOUNDATIONS

HAITI



Educating Everywhere

Despite ongoing security challenges and mobility restrictions, the Digicel Haiti Foundation successfully completed the construction of two schools: École Presbytérale Père Antoine Adrien in the West and Collège Jean XXIII – Annexe in the North. We also broke ground on three new facilities, including a dedicated centre for persons with special needs - developed in partnership with Nos Petits Frères et Sœurs - which stands as one of the few inclusive infrastructures of its kind in Haiti.



OUR FOUNDATIONS

HAITI



Spotlighting Rising Stars

Additionally this year, thanks to the commitment of the professional development team and the growing involvement of school leaders, 31 schools built by the Digicel Foundation graduated from the PARCCSEQ programme. These graduation ceremonies marked a critical milestone, confirming that these schools are now better equipped to provide a quality education, manage their operations independently and ensure the long-term sustainability of the Foundation's investments.



OUR FOUNDATIONS

HAITI



Content Is King

We also expanded our outreach by launching Haiti's first content creation competition to highlight the creativity and technical skills of young participants, with three winners receiving professional audiovisual equipment to enhance their production capabilities. Additionally, we hosted the third edition of our Influencer Contest and a Christmas talent show, among other initiatives aimed at engaging and empowering youth.



OUR FOUNDATIONS

HAITI



Local Impact | Lasting Change

Through the eighth edition of the Konbit Pou Chanjman (Come Together for Change) campaign, we received over 400 applications and selected 18 community projects for funding. The ongoing impact of previous grantee initiatives has reinforced local engagement and ownership, delivering meaningful change across multiple regions. Through our visits and project reports, we are pleased to witness a significant increase in local production. We are especially moved by the testimonies of beneficiaries who shared how these initiatives have helped them generate income, care for their families and improve their overall well-being. We are truly grateful to see the positive impact these investments are having on the lives of so many.



OUR FOUNDATIONS

HAITI

For nearly 150 years, Institution Notre Dame du Perpétuel Secours - one of Haiti's oldest schools and a proud all-girls institution - has played an active role in educating children in Port-de-Paix. Over time, the buildings had significantly deteriorated. It was with joyful hearts that we welcomed the news of the school's reconstruction by the Digicel Foundation.

*~ Sister Guettie Guandia Dalce
Daughters of Wisdom*

OUR FOUNDATIONS

JAMAICA



US\$48.6m

Total Invested



844,821

Total Lives
Impacted



1,675

Total Projects
Completed



21

Smart Labs
Established



908

Community Grants
Provided



6,700

Students Trained in
Online Safety and
Digital Literacy

OUR FOUNDATIONS

JAMAICA



Smart Labs = Smart Kids

The Digicel Jamaica Foundation established Smart Labs in 21 primary schools across 13 parishes, as part of our STEAM (Science, Technology, Engineering, Arts and Mathematics) initiative. Our Smart Labs aim to bridge the digital divide, equipping students with vital digital skills and resources.

Each lab is equipped with 12 laptops, 12 tablets, a printer, a smart door lock, two years of connectivity and a Smart Board with Mimio-learning software. To ensure seamless integration, all teachers undergo comprehensive ICT training. To date, over 12,000 students have benefited from this initiative.



OUR FOUNDATIONS

JAMAICA



Building Special Needs Capacity

We constructed a Sixth Form Block at the Rosebank Special Needs Centre to ensure students with special needs can further their education, gain specialised skills and transition more confidently into the workforce. In Jamaica, the Sixth Form Programme is designed to prepare students for tertiary education or the world of work through a blend of academic and technical subjects.

The specialised training offered through the Sixth Form Programme includes life skills, entrepreneurship and industry-specific certifications. Rosebank's Sixth Form Programme will significantly enhance the students' chances of employability by equipping them with practical, vocational and academic training that aligns with national workforce demands. To date, the Foundation has built or renovated 21 special needs schools in Jamaica. These schools provide safe and accessible spaces designed to meet the unique learning needs of students with disabilities. Many of the schools feature purpose-built classrooms, sensory rooms, ramps and accessible bathrooms.



OUR FOUNDATIONS

JAMAICA



Cultivating Success

We provided essential farming equipment and trained 50 farmers in rural Saint Andrew on the proper use and maintenance of these tools. Many farmers in these rural communities face significant challenges, including limited access to modern tools and the knowledge required to maintain them. While access to tools is important, knowing how to use and care for them is equally vital. The farmers received guidance on best practices in land preparation, planting, irrigation and equipment maintenance. These skills will improve crop yields and reduce downtime due to tool breakage or misuse.

Beyond supporting their own families and local markets, these farmers exemplify the spirit of community by giving back. Every Christmas, they donate half of their harvest to the Maxfield Park Children's Home in Kingston. The Foundation supports community-based agricultural projects through the community development portfolio. By investing in agriculture, the Foundation is creating sustainable economic opportunities for communities that depend on farming to survive.



OUR FOUNDATIONS

JAMAICA



Keeping Kids Safe Online

In January 2025, we launched the Safer Internet Together Programme, aimed at educating, engaging and empowering Jamaicans about safer internet use. In its first three months, the year-long programme has already reached over 6,700 students of the 20,000 students being targeted. The initiative also includes sessions for parents and teachers, helping them to understand online risks and how to guide children in safe internet usage - and also extends to business owners, service group members and the elderly, ensuring that digital literacy and cybersecurity awareness reach all generations.





The Safer Internet Together initiative has empowered our students and staff to promote online safety, digital responsibility and cyber awareness. We are thankful to the Digicel Foundation for its dedication to creating a safer online environment for our school community.

Susanna Ainsworth

Principal | St Jude's Primary School

OUR FOUNDATIONS

TRINIDAD AND TOBAGO



US\$8.4m

Total Invested



290,690

Total Lives
Impacted



651

Total Projects
Completed



15

Innovation Labs



160

EPIC Grants



52

Technology in
Education Centres

OUR FOUNDATIONS

TRINIDAD AND TOBAGO



EPIC Moves

The Digicel Trinidad and Tobago Foundation continues to make significant strides in community transformation through strategic partnerships.

In collaboration with Shell Trinidad and Tobago, we invested US\$207,407 this year to implement ten EPIC (Extraordinary Projects Impacting Communities) initiatives, positively affecting over 58,000 individuals across Trinidad. The grant supported diverse social initiatives in key areas such as Agriculture, Renewable Energy, Technology, Education and the Environment reinforcing our commitment to sustainable community development.



OUR FOUNDATIONS

TRINIDAD AND TOBAGO



Supporting Special Needs

In a historic achievement for the Caribbean, the first-ever Special Olympics Regional Beach Games brought together athletes and supporters from 13 countries, showcasing sportsmanship and inclusivity.

We are dedicated to improving opportunities for persons with disabilities (PWDs) by creating empowering environments for athletes with intellectual disabilities. Initiatives like the Beach Games allow athletes to showcase their talents, foster friendships and pursue their dreams while also building awareness and respect for persons with disabilities and reinforcing our commitment to inclusivity in all aspects of life.



OUR FOUNDATIONS

TRINIDAD AND TOBAGO



Connecting Communities

Through our Digital Citizenship portfolio, we are connecting communities and bridging the digital divide.

This year, we invested US\$180,000 in technology for marginalised communities, establishing five computer labs in Special Schools equipped with laptops, desktops, virtual reality tools and smart boards.

Additionally, ten Steelband 'yards' received technology labs to enhance youth engagement spaces. This social investment underscores our dedication to increasing access to technology in underserved communities across Trinidad and Tobago.



OUR FOUNDATIONS

TRINIDAD AND TOBAGO




The 'Heart of Digicel'

Our volunteers are the 'Heart of Digicel'. This year, the #RedArmy demonstrated its commitment by contributing over US\$1,000 toward feminine hygiene products to combat #periodpoverty.

Our co-workers engaged in various activities - reading for World Literacy Day, participating in beach cleanups for International Coastal Cleanup Day and celebrating World Down Syndrome Day by rocking their socks. Additionally, with an investment of US\$7,407, five teams spread joy during the festive season. Some of the projects included donation of food hampers, sporting gear, stationery and a sip and paint activity for senior citizens. Our Foundation invests over US\$20,000 annually in staff engagement activities, fostering connections between co-workers and community causes they are passionate about.



A photograph of Major David Benjamin, a man in a light-colored military uniform with a red beret, speaking at a podium. He is gesturing with his right hand. The background features a large red and white flag. The text of his speech is overlaid on the image.

The year marked an extraordinary chapter of achievement for Special Olympics Trinidad and Tobago SOTT). The breadth and impact of our accomplishments would not have been possible without the steadfast partnership of the Digicel Foundation. Along every step of this remarkable journey, SOTT has flourished thanks to the unwavering support and collaborative spirit of the Digicel Foundation, whose commitment has elevated our initiatives and empowered our athletes, volunteers, officials and families. We extend our heartfelt gratitude to the Digicel Foundation for their enduring support, which continues to inspire excellence and inclusivity across our community.

Major David Benjamin
Chair | Special Olympics

GOVERNANCE



GOVERNANCE

Strengthening Governance for Sustainable Success

We continue to enhance our governance structures and practices starting at the highest levels of leadership. Our Board sets the tone, embedding governance principles into every decision - from policy development to ethical considerations - fostering a culture of trust and collaboration. Strong governance not only strengthens our reputation and long-term viability, but also provides strategic direction and mitigates risk.

To support this, our four key sub-committees are: the Audit Committee, the Compliance Special Committee (CSC), the Remuneration, Appointments and Human Capital Committee and the Strategic Options Committee. Each committee's charter is reviewed and approved by the full Board to reflect our commitment to best-in-class governance.



Audit Committee

This committee ensures our financial stability through rigorous oversight of audits, investor reporting and internal financial controls. It plays a critical role in managing financial risk and maintaining compliance with legal and regulatory standards, reinforcing a strong tone at the top.

Compliance Special Committee | CSC

The CSC ensures adherence to laws, regulations and ethical standards across the organisation. It promotes transparency, integrity and a culture of continuous learning, ensuring our compliance framework evolves with the changing needs of the business.

Remuneration, Appointments and Human Capital Committee

Focused on our most valuable asset - our people - this committee oversees all aspects of remuneration, performance, conduct and succession planning. Its work ensures our people strategies align with our long-term goals, helping us attract, retain and develop top talent.

Strategic Options Committee

This committee is responsible for considering and identifying long-term opportunities surrounding the business, its ownership and stakeholder returns.

OUR GOVERNANCE STRUCTURE

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

OUR BOARD MEMBERS

Our Board of Directors brings a wealth of experience and is highly engaged in guiding the company's strategic direction with a strong focus on good governance, compliance and performance. With 75% of our board being independent, eight nationalities represented and 25% female representation, our Board reflects a strong commitment to diverse, effective and accountable leadership.



Rajeev Suri

Chair of the Board



Marcelo Cataldo

Chief Executive
Officer



Alberto Griselli

Non-Executive
Director



Denis O'Brien

Non-Executive
Director



Tarek Robbiati

Chair of the
Audit Committee



Rachel Samren

Chair of the
Compliance Special
Committee



Mariame McIntosh Robinson

Chair of the Remuneration,
Appointments and Human
Capital Committee



Xiao Song

Non-Executive
Director

OUR ETHICS AND COMPLIANCE STRATEGY

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

Our people understand that compliance is a shared responsibility and we all have a part to play in ensuring Digicel remains compliant in all our dealings. Ethics and compliance promote fairness, transparency and accountability, which results in better outcomes for us, our customers, our investors, our communities and our partners. During FY25, we made significant progress in operationalising our Ethics and Compliance Programme.

Our Ethics and Compliance Programme

The goal of our Ethics and Compliance Programme is to promote ethical conduct, and prevent, detect and respond to ethics and compliance risks while enabling the business to achieve its business objectives.



Prevent

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



Detect

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



Respond

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



OUR ETHICS AND COMPLIANCE STRATEGY

Our Ethics and Compliance Programme Framework was approved at the start of our financial year. With our framework in hand, we set upon our journey of ensuring our Ethics and Compliance Programme was well-designed, well-resourced and worked in practice.

In FY25, we recruited several compliance resources to help us operationalise our Ethics and Compliance Programme. These employees have a wealth of experience in ethics, compliance, law, corporate governance, audit, banking, finance, investigations and law enforcement.

In October 2024, we published our updated Code of Conduct and other key policies to address some of our most significant ethics and compliance risks: bribery and corruption, anti-competition, conflicts of interest and trade compliance.

During the financial year, all of our co-workers were trained on our updated Code of Conduct. Additionally, enhanced training on bribery and corruption and trade compliance was provided to our people based on their role and responsibilities.

AREA OF TRAINING	EMPLOYEE COMPLETION RATE
Code of Conduct	100%
Anti-Bribery and Anti-Corruption	99.8%
Trade Compliance	99.7%



OUR ETHICS AND COMPLIANCE STRATEGY

Understanding our ethics and compliance risks is key to a successful Ethics and Compliance Programme. To this end, we commenced a comprehensive ethics and compliance risk assessment of all of our markets. In the coming year, we will take steps to eliminate or mitigate the key risks which were identified in each market.

We encourage people to raise concerns about any form of misconduct at Digicel. We introduced new channels for our co-workers to raise concerns anonymously about misconduct and implemented a Speak Up! Programme. We also trained our people to conduct investigations in a prompt, thorough, professional and confidential manner.

We will continue to promote and foster an organisational culture that embraces integrity, ethical decision-making and compliance with applicable laws, standards, procedures and policies.

Key Achievements



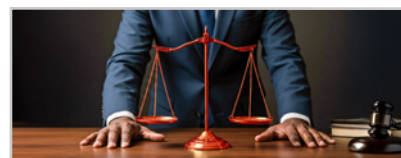
Published Ethics and Compliance Programme Charter



Established Executive Compliance Committee



Launched Comprehensive Country Risk Assessment



Published Updated Code of Conduct and Key Ethics and Compliance Policies



Conducted Training on Code of Conduct, Bribery and Corruption and Trade Compliance



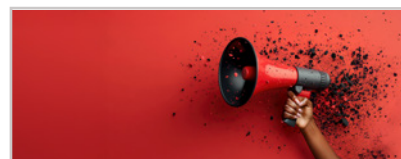
Increased Internal Communications to Drive Awareness of Our Ethics and Compliance Programme



Launched Inaugural Ethics and Compliance Week



Conducted Ethics and Compliance Due Diligence of Vendors and Suppliers



Launched the Speak Up! Programme



Trained Internal Investigators

OUR SECURITY AND YOUR PRIVACY

With cyber incidents cited as the number one threat to businesses globally in 2025 for the fourth consecutive year, we're continually augmenting our world-class cybersecurity capabilities from a technology, compliance, training and awareness point of view to ensure that when it comes to protecting our business and our customers, we're firing on all cylinders and our defences are strong.

The Right Focus

To ensure the right level of focus and prioritisation, our Cybersecurity team was merged with a newly formed Ethics and Compliance function in April 2024 with this new Compliance, Ethics and Cybersecurity team reporting directly to the Compliance Special Committee of the Digicel Group Board of Directors.

Certified for Success

With region-leading capabilities, our track record speaks for itself and we've maintained ISO certification for five consecutive years having achieved our first certification in 2021. ISO/IEC 27001:2022 and ISO/IEC 27701:2019 annual external audits were completed with no non-conformity findings and Digicel's Information Security Management System and Privacy Information Management System remain certified.

Getting It Right

Despite our successful mitigation of over 178 million cyber attacks during FY25, we're not resting on our laurels and continuously take proactive steps to build our defences so that we can guard against the growing volume of cyber attacks.

While we saw an uptick in ransomware attacks targeting the Caribbean region, we also successfully mitigated 114.6 million email-based attacks, 59,800 malware attacks, 3.7 million web attacks and 22,000 Denial of Service attacks.



OUR SECURITY AND YOUR PRIVACY

Two Steps Ahead

In respect of information and privacy laws, we have updated our Cyber Incident Response plans and playbooks. These updates reflect our own internal organisational changes, changes to disclosure procedures and contact information for key external entities and regulatory authorities across our markets.

Continuous Improvement

A trained workforce is an aware and engaged workforce and 2024 saw us achieving 100% compliance for our company-wide mandatory security awareness training for all staff. This was augmented with specialised security training conducted for our Technology teams in agile software development, while our internal cybersecurity experts also completed specialised training to ensure they keep abreast of new and emerging risks, attack techniques and tactics and defensive controls, tools and strategies.

Email-based attacks targeting Digicel have increased year over year with phishing emails constituting 62% of those type of attacks during the year. Strong controls are implemented and these are bolstered by company-wide cyber awareness training and phishing simulations that mimic real-world attacks. Two phishing attack simulations were carried out during the year with the results confirming that a security aware culture is in place across Digicel and at levels above standard industry and peer metrics.

Tools and Testing

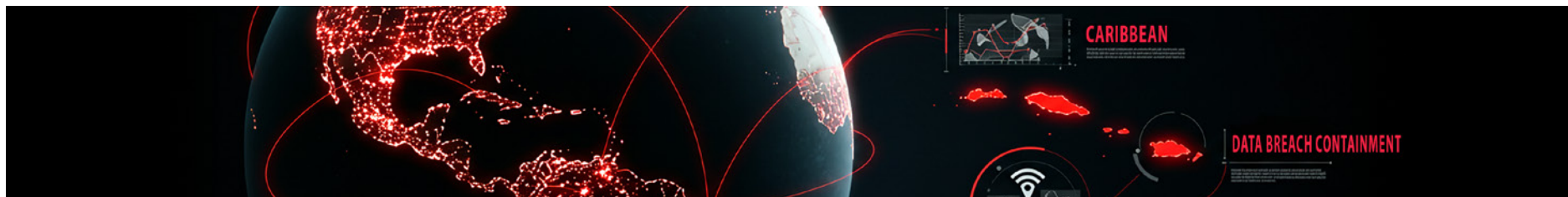
As our technology team undertakes more software development work within our cloud network environments, our cybersecurity team worked collaboratively with the Agile Software Development team to implement a cloud-native application protection platform (CNAPP) to automate and seamlessly monitor, detect and remediate potential cloud security threats and weaknesses.

With an annual independent penetration test completed, we also increased the frequency of our vulnerability tests from monthly to weekly across our global public internet-facing infrastructure to ensure appropriate and timely remediation of any detected weaknesses.

A zero trust platform was successfully implemented to remove the need for staff to connect remotely to our network using traditional VPN improving our security posture and resilience against attackers – and we also introduced more frequent threat hunting across our network for rapid detection and removal of potential risks.

Deepening our use and leverage of generative artificial intelligence (AI) across our detection and protection tools has enabled faster correlation of events and more accurate investigation of malicious, suspicious and anomalous activities, whilst the triggering of automated and targeted response controls safeguards the resilience of the network.

DATA PRIVACY



Advancing Global Data Security and Privacy

We continue to prioritise the protection of our digital infrastructure through a highly skilled, dedicated in-house cybersecurity team, supported by collaboration with top international experts. Our approach remains rooted in best-in-class standards, including regular risk assessments, mandatory security awareness training and a comprehensive incident response strategy. The Cybersecurity team drives these initiatives with the support of our Group Privacy team, ensuring vigilance, innovation and organisational alignment.

Global Validation

Our commitment to global standards was further validated this year with successful certification to ISO/IEC 27701, the international standard for privacy information management. We achieved recertification across our existing frameworks with zero non-conformities, reaffirming the robustness of our privacy and information security posture.

Expanding our Capabilities

The Global Privacy and Data Governance Programme continues to expand. We completed privacy mapping and impact assessments across all territories with active and enforced data protection laws, ensuring our compliance footprint scales with regulatory demands. Our Privacy and Trust Centre remains a central pillar of transparency, offering up-to-date data use notices, policy documents and stakeholder reports; all available at digicelgroup.com.

To further strengthen our governance, we introduced new policies and updated internal processes to manage law enforcement requests and disclosure protocols. Effectively, these measures enhance both compliance and accountability in handling sensitive interactions with authorities.

DATA PRIVACY



Building Trust Through Training

On the education front, we achieved 100% completion of our Global Data Protection and Privacy Training, ensuring every employee understands their responsibilities in safeguarding personal data. Privacy awareness also reached new heights during Data Privacy Week, which saw record participation across our organisation through engaging activities such as interactive games and quizzes.

Building on the success of market-specific training last year, we completed training for Bermuda, with the arrival of the enforcement of its Personal Information Privacy Act and continue to expand targeted sessions in Barbados, the Cayman Islands and Guyana.

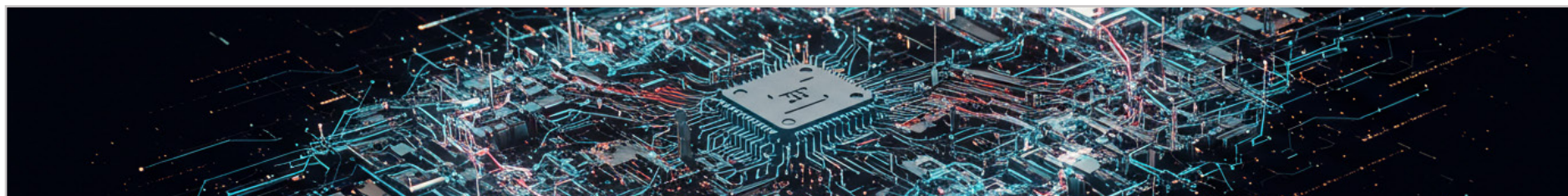
We remain focused on empowering our people, strengthening governance and protecting the trust placed in us by our customers, co-workers and stakeholders and are committed to keeping everyone **#BetterConnected and #BetterProtected.**

Responsible Innovation: Governing AI and Data with Integrity

As artificial intelligence (AI) and machine learning (ML) reshape modern industry and society, we remain deeply committed to the responsible, ethical and transparent use and deployment of these technologies. This year, we're formalising that commitment with the introduction of a comprehensive AI Governance Framework, designed to ensure oversight and accountability across the AI lifecycle from design to deployment.

This new framework is led by a cross-functional AI Governance Committee, chaired by our Group Head of Privacy, AI and Data Governance and includes key stakeholders from our Information Security, Procurement, Business Risk and IT teams. The committee has a clear mandate: to govern the development, use and integration of AI and ML technologies across the organisation, ensuring alignment with ethical standards, legal requirements and our DIGI values.

DATA PRIVACY



Policies In Action

In parallel, we have finalised our Generative AI (Gen AI) Policy, setting clear boundaries and expectations around the safe and responsible use of Gen AI tools in our business. This policy reinforces our stance that innovation must not come at the expense of privacy, transparency or trust and will be supported by organisation-wide training and awareness initiatives, as well as new supporting processes and procedures to ensure the safe and responsible integration of Gen AI into day-to-day operations.

Last year's enhancements to our Information Security and Data Protection Policies laid the groundwork, with stronger safeguards specific to AI use, including enhanced data governance, strict access controls and continuous monitoring. These measures remain active and are now reinforced through the new governance framework.

We continue to integrate ethical AI principles into our internal processes and vendor assessment practices, ensuring that both in-house and third-party solutions meet our standards. As we expand the use of AI in ways that empower customers and transform digital services, we do so with integrity, caution and a deep understanding of our responsibilities. We will continue to lead from the front, fostering a culture where AI is used responsibly and data governance keeps pace with innovation.



OUR STRATEGIC RISK AND GOVERNANCE

We continue to enhance our governance structure and practices to ensure robust and proactive risk management across all facets of our business. This ongoing evolution is vital to building resilience and ensuring that we can effectively navigate uncertainty and market volatility, enabling sustainable growth.

Understanding how pivotal it is to design our strategic risk approach thoughtfully and manage emerging and existing risks with precision, as part of our strategic risk assessment, we examine five key dimensions of our business: financial, legal/compliance, operational, strategic, and now, importantly, geopolitical.

Each of these risk categories demands a tailored response. By taking a holistic view that considers all five areas, we are better positioned to develop appropriate mitigation strategies and reduce exposure to levels that align with our risk appetite. Geopolitical risks - such as political instability, sanctions, trade restrictions and regional conflict - can profoundly impact our operations, supply chains, talent mobility and regulatory environments. Recognising these as a distinct risk category ensures we are vigilant and agile in responding to external pressures that could threaten our ability to operate in specific markets.

Enterprise Risk Management

Our governance framework is designed to oversee and manage all significant risks across the enterprise - strategic, financial, operational, legal, compliance, cybersecurity and geopolitical - ensuring that we remain resilient and responsive in a complex and evolving environment.

The Audit Committee plays a critical oversight role, setting a strong tone at the top that is cascaded throughout the organisation and embedded into our decision-making culture. This is complemented by specialised teams such as Business Risk and Corporate Security, who proactively address fraud prevention, revenue assurance and sensitive information handling.

Our Internal Audit function provides independent assurance through rigorous evaluations of risk management practices and internal controls across all our markets, ensuring these systems operate effectively and are consistently applied.

At the centre of our evolving risk culture is our Enterprise Risk Management (ERM) function, which is gaining momentum across the organisation. As it matures, it will foster enterprise-wide engagement and enable more informed, risk-based decision-making, reinforcing our commitment to sustainable growth through disciplined governance and proactive risk oversight.

OUR STAKEHOLDERS

At Digicel, we're clear that engagement is key in building understanding and fostering positive and meaningful relationships. That's why we make every effort to inform, update, consult with and listen to our key stakeholders on a regular basis as we work to deliver our Connecting. Empowering mission.



Our Customers

We understand the power of connection and the responsibility we have to our customers and a vital part of that is ensuring we listen to our customers and deliver our services accordingly.

Continuous improvement is the name of our game so that means customer surveys, tracking NPS scores, conducting training and providing feedback loops. Equally important is providing a range of options for our customers to engage with us depending on their wants and needs - from our virtual agent, Ruby, to webchat, email, phone or via MyDigicel app.

In FY25, we also expanded our Voice of the Customer programme to include insights from customers who had churned away from Digicel. The information gained has been invaluable in helping us to understand how we can improve.



Our Co-Workers

Digicel is so much more than a network, it's a network of people. We're clear that our co-workers are the lifeblood of our organisation and that they are what makes the Digicel difference. In co-creating our DIGI values with them and ensuring we live and breathe them day in, day out, we take care to engage with them in a range of ways tailored to suit their differing needs. From town halls, video podcasts and weekly bulletins to surveys, feedback loops, team meetings, informal Q&A sessions, activities, volunteer days and social events, it's all about making our Connecting and Empowering mission a powerful reality in our Digicel lives.

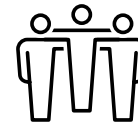


Our Suppliers

Maintaining our reputation for quality requires a strong commitment throughout our entire supply chain. It is essential that we thoroughly understand who we are working with and ensure that they are capable of meeting the high standards we expect and require as a provider of critical national infrastructure across 25 countries.

We engage in ongoing dialogue with our key suppliers to ensure that we consistently deliver high-quality products and services at competitive prices, while prioritising safety and full compliance with all applicable laws and regulations.

As part of our ongoing drive to strengthen our supplier governance, we have implemented enhanced Ethics and Compliance assessments and require Supplier Code of Conduct declarations.



Our Communities

Our commitment to our communities runs deep and we are proud to have become an integral part of the fabric of society in the markets in which we operate. From the get go, we have always been clear that, as we build out our business and work to Connect and Empower people, we also always want to leave behind a positive footprint. Our co-workers are integral on this journey generously volunteering their time to execute community projects that make a lasting and tangible difference. Our three Foundations in Haiti, Jamaica and Trinidad and Tobago are laser focused on helping to create a world where no one gets left behind and have made transformational impact in the areas of education, special needs and community development. Meanwhile, across all of our 25 markets in the Caribbean, Atlantic, South and Central America regions, we actively look for opportunities to give back to our communities and play our role in nation building.



Our Investors

At Digicel, our goal in Investor Relations is to build trust and confidence with both our shareholders and creditors to ensure we have adequate access to the capital markets. We strive to have open and honest dialogue and provide investors with the necessary data to make informed decisions. We provide regular quarterly and annual bond reports through our IR data room followed by conference calls to discuss not only recent performance, but our vision for the company over several years.

Access to our IR team and management is key to our financial communications. We attend several conferences each year to engage with both the US and European leveraged finance communities - as well as conferences targeted at the Emerging Markets credit markets. We respond promptly to requests for information and seek to meet investors to solicit feedback not only on our communications and potential capital markets activities, but also to field their questions about our financial performance and the competitive environment in which we operate.

APPENDIX



UNSDG

Code	Specifics	Response
Goal 4	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	<p>We understand that access to quality education is crucial for the economic and social development of developing nations. It reduces poverty, improves health and empowers individuals and communities. Education also fosters innovation, strengthens institutions, and promotes long-term economic growth. That's why in each of our three Digicel Foundations in Haiti, Jamaica and Trinidad and Tobago, education is one of our portfolio areas of focus.</p> <p>In Haiti, we remained committed to our School Community Capacity Building Project for Quality Education (PARCCSEQ in French). This initiative strengthens school governance and deepens community engagement in education. To date, it has benefited 83 of the 195 schools built by the Digicel Foundation catering to over 60,000 students across the country. The programme supports the creation and training of school boards, improves school management practices, enhances the learning environment and funds social enterprises to generate revenue for greater sustainability.</p> <p>In Jamaica, we continued our commitment to UNSDG 4 through several impactful initiatives. To address the digital divide and promote digital literacy from a young age, the Foundation completed ten new Smart Labs in primary schools, bringing the total to 21 across 13 parishes. An important component of the Smart Labs initiative is teacher training, where teachers become exposed to the technology in the new space and learn how they can utilise the tech tools to enhance the teaching and learning experience. Additionally, constructed a sixth form block at Rosebank Special Needs School, providing students with pre-university level training and vocational skills to enhance their employability prospects. Furthermore, on Safer Internet Day on 11th February 2025, we launched the Safer Internet Together (SIT) programme, aimed at educating Jamaicans on responsible internet use. This initiative will engage with 150 schools, as well as senior citizens' groups, service members, businesses, parents and teachers to promote digital citizenship and online safety.</p> <p>In Trinidad and Tobago, we remain steadfast in our commitment to advancing education and lifelong learning. Over the past year, we have intentionally integrated technology into all our educational initiatives, with a particular emphasis on supporting rural communities and vulnerable groups. Our efforts aim not only to meet learners' needs, but also to bridge the digital divide, ensuring equitable access to digital tools and resources for all students.</p> <p>We successfully launched five new Innovation Labs at special schools across Trinidad, enhancing access to technology for persons with disabilities (PWDs) and promoting inclusive education. Additionally, we invested approximately US \$100,000 in technology rooms at pan yards on both islands, fostering a unique blend of culture and technology. Through projects like these, we're connecting communities, leveraging innovation and advocating for inclusivity – helping to create a world where no one gets left behind.</p>
Goal 9	Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation	<p>As a provider of critical national infrastructure, we are keenly aware of the central and transformational role that our connectivity services play in economic growth and social development.</p> <p>From our launch 24 years ago in Jamaica where we pledged to connect the unconnected via affordable and universal access to mobile communications to today's mobile, fibre and subsea networks that underpin every aspect of our customers' lives enabling them to participate in the global knowledge economy, our services are a key enabler for digital transformation and play a crucial role in the achievement of other SDGs. Given the prevalence of natural disasters in our region, the onus is on us to ensure that we deliver robust and sustainable communications infrastructure and we are continually working to improve, future proof and disaster proof our networks so that we can be sure that we can keep our customer connected to the people and things that are most important to them.</p> <p>More recently, our focus is on sustainability in our networks with the deployment of renewable energy solutions and Self Optimising Networks and the replacement of lead acid batteries with Lithium Iron Phosphate (LiFePO4) energy storage modules in 14 markets to date.</p>

SASB

Code	Specifics	Description	Response
TC-TL-130a.1	Environmental footprint of operations	<ol style="list-style-type: none"> 1. Total energy consumed 2. Percentage grid electricity 3. Percentage renewable 	<p>205,775 MWh is equivalent to 740,790 GJ</p> <p>97.3%</p> <p>2.7%</p> <p>• Total Energy Consumed Includes Usage for Operations of the Sites and Switch Buildings</p>
TC-TL-220a.1	Data Privacy	Description of policies and practices relating to behavioural advertising and customer privacy	<p>At the heart of our advertising practices is a commitment to doing what is right for our customers. We believe that trust is earned through transparency, respect and choice. That is why our approach to behavioural advertising focuses on informing and empowering individuals. We communicate clearly, protect personal data with care and are committed to asking for permission before collecting or using information. Our customers stay in control, with the ability to change their data preferences whenever it suits them. For a deeper look at how we protect privacy and uphold transparency, visit our Privacy and Trust Centre at</p> <p>https://www.digicelgroup.com/en/privacy-and-trust-centre.D7:D16D10D7:D13D7:D19D7:D13D7:D12D7:D16D7:D18D7:D16</p>
TC-TL-220a.2	Data Privacy	Number of customers whose information is used for secondary purposes	<p>We are committed to being transparent about how we handle personal data, which is why our privacy practices are clearly outlined and available for everyone to review. You can find the full policy at https://www.digicelgroup.com/en/privacy-and-trust-centre. The extent to which customer data is shared depends entirely on individual choices - preferences that may evolve over time. When customers choose to share their data, they can rest assured that no personally identifiable information is passed on to our partners. Additionally, our third parties are bound by strict confidentiality agreements and are only permitted to use the data for its intended purpose.</p>
TC-TL-220a.3	Data Privacy	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	<p>Protecting our customers' privacy is a top priority. In FY25, we fully adhered to all relevant privacy regulations and made our policy openly available to all stakeholders, reinforcing our commitment to transparency and accountability. We also maintain ongoing collaboration with regulatory bodies to ensure our practices meet the highest standards - giving our customers the confidence that their information is handled with care and integrity.</p>
TC-TL-220a.4	Data Privacy	<ol style="list-style-type: none"> 1. Number of law enforcement requests for customer information 2. Number of customers whose information was requested 3. Percentage resulting in disclosure 	<p>We regularly receive requests from law enforcement agencies across the different regions where we operate. Since each jurisdiction has its own legal framework, we carefully review every request before taking any action. This involves verifying its legitimacy, assessing the nature of the information sought and ensuring the request complies with local laws and is appropriate for the type of data involved. Requests that do not meet legal standards are rejected. We fulfill only those requests that meet the strict criteria of our legal review process, and limit disclosure strictly to the data explicitly requested. Due to the wide variation in legal requirements across countries, we currently do not publish statistics on these requests as there is no uniform basis for consistent disclosure.</p>

SASB

Code	Specifics	Description	Response
TC-TL-230a.1	Data Security	1. Number of data breaches 2. Percentage involving personally identifiable information PII 3. Number of customers affected	Data safety is one of our highest priorities and we understand the trust that our customers place with us. What is considered a data breach varies across our markets based on regulatory guidance. Where we have a data breach, the relevant customers and regulatory bodies are notified as required by law. Any security incidents will comply with our internal processes and policies, escalating through our governance structure as appropriate. We do not publicly report this number due to the variations and difficulty in aligning definitions and concerns for our customers' privacy.
TC-TL-230a.2	Data Security	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	To demonstrate how seriously we take our data security, our Information Security Management System (ISMS) and Privacy Information Management System (PIMS) are certified ISO/IEC 27001 and ISO/IEC 27701. These certifications are the gold standard and most internationally recognised certifications for information security and data privacy. In order to achieve certification, we were externally audited by an independent authorised expert who assessed our conformity to the standards. Our policies and processes continually evolve and are kept up to date, managed by our senior leadership. We assess risks and develop our ISMS and PIMS in line with our requirements. Our systems are audited at a minimum once per year.
TC-TL-440a.1	Product End-of-life Management	Materials recovered through take back programs. Percentage of recovered materials that were: 1. Reused 2. Recycled 3. Landfill	We instituted a CPE collection and refurbishment programme in all markets collecting and refurbishing over 25,000 units in the year.
TC-TL-520a.1	Competitive Behaviour and Open Internet	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	There have been no such financial losses in the last financial year. Training intended to prevent anti-competitive behaviour forms part of our Code of Conduct training which must be completed by all employees annually. Our policies and procedures ensure that we stay in compliance and do not breach any regulations. Should anyone have any concerns, our Speak Up! programme can be used to escalate for investigation.
TC-TL-520a.2	Competitive Behaviour and Open Internet	Average actual sustained download speed of: 1. Owned and commercially-associated content 2. Non-associated content	Digicel does not discriminate in relation to download speeds or other performance criteria based on whether content is in-house or third party sourced. Our performance metrics regarding download speeds are dependent on the customers chosen plan and requirements. We cater to all our customers including those who want lots of data at superfast speeds.
TC-TL-520a.3	Competitive Behaviour and Open Internet	Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	We are vocal about the risks and opportunities surrounding net neutrality. Building next-generation broadband infrastructure demands significant investment - often in the billions. Overly restrictive net neutrality regulations could hinder these investments and ultimately harm end users. We advocate for a more nuanced approach in our regions - one that minimises unnecessary intervention while allowing markets to adapt to evolving service demands. The region's priority should be policies that help connect the unconnected.

SASB

Code	Specifics	Description	Response
TC-TL-550a.1	Managing Systemic Risks from Technology Disruptions	1. System average interruption frequency 2. Customer average interruption duration	Minimising service interruptions remains a core priority and is central to delivering on our commitment to reliable connectivity. Operating in a region prone to natural disasters and environmental volatility, our interruption metrics can vary depending on the scale and nature of the disruption from localised technical issues to large-scale events such as hurricanes or earthquakes. Our highly experienced teams are mobilised swiftly to restore service and reduce downtime across all impacted markets. Due to the variability and natural disaster propensity in our markets, we do not disclose this data.
TC-TL-230a.2	Managing Systemic Risks from Technology Disruptions	Discussion of systems to provide unimpeded service during service interruptions	<p>Our Approach to Managing Business Disruptions and Ensuring Resilience Digicel operates a robust and structured Business Continuity Management (BCM) framework aligned with ISO 22301 across all our markets. This framework enables us to proactively manage risks and respond effectively to disruptive events, including hurricanes and other natural disasters. Key components of our approach include:</p> <ul style="list-style-type: none"> • Group Business Continuity Management Team: Comprising senior leaders from across the organisation, this team sets policy direction, leads enterprise-wide planning, and oversees preparedness and recovery activities • Market-Level Crisis Management Teams: Each country is supported by a dedicated crisis management team led by local executives, with tailored response plans designed to address the unique risk landscape of that market • Centralised Coordination: A Group Head of Safety and Business Continuity provides strategic co-ordination and alignment across all markets, ensuring a cohesive and cross-functional response capability <p>Strengthening Our Risk Management Practices We have taken significant steps to enhance our business continuity readiness through</p> <ul style="list-style-type: none"> • Comprehensive risk assessments and updated response plans in each market • Internal audits to identify and remediate potential gaps • Established country-level crisis teams prepared to respond rapidly <p>Core Elements of Our Business Continuity Management (BCM) Programme We believe that proactive planning is essential to operational resilience Key features of our BCM programme include:</p> <ul style="list-style-type: none"> • Executive Oversight: Senior leadership engagement in identifying, reviewing and mitigating critical business risks • Departmental Disaster Response Toolkits: Tailored emergency guides for essential departments e.g HR, IT, Procurement, Customer Care Communications and Finance • Advanced Weather Monitoring Systems: Technology tools that provide early warnings and allow for pre-emptive action • Annual Preparedness Calendar: A structured schedule of drills, training sessions and awareness campaigns across the organisation • Scenario-Based Drills: Regular tabletop and live simulation exercises to test and refine our plans • Employee Training: Ongoing training programmes to ensure all employees understand their roles during an emergency • Annual Internal Audits: Routine reviews by our Internal Audit function to verify business continuity compliance and readiness • Contractor Readiness Assessments: Formal evaluations of critical contractors to confirm their capability to support operational recovery post a disaster • Clearly defined escalation process: A clearly defined escalation protocol that guides timely involvement of the Group Business Continuity Steering Committee when local capacity to manage disruption is exceeded • Having a Panama hub (warehousing of fixed network materials): A strategically located warehouse in Panama serving as a regional hub for rapid deployment of materials to support network recovery efforts

SASB

Code	Specifics	Description	Response
TC-TL-230a.2	Managing Systemic Risks from Technology Disruptions	Discussion of systems to provide unimpeded service during service interruptions	<p>Investing in Network Resilience As a provider of critical connectivity services, Digicel has made substantial investments to fortify our network infrastructure against severe weather impacts.</p> <p>These Efforts Include</p> <ul style="list-style-type: none"> • Reinforced Infrastructure: Cell towers constructed to withstand category 4 hurricane conditions • Redundant Power Systems: Sites supported by backup batteries and maintained generators • Security Enhancements: Smart batteries, perimeter fencing, and coordinated efforts with government agencies to protect sites • Resilient Data Centres: Facilities equipped with redundant power, multi-path connectivity and geographically distributed backups • Cloud-Based Systems: Flexible cloud platforms that enable rapid recovery and continuous availability • Redundant Connectivity Paths: Multiple fibre and microwave links to ensure service continuity • International Resilience: Multi-provider undersea cable connections across all markets • Durable Fibre Networks: Hardened fibre infrastructure that enables faster restoration and minimises downtime • Continuous Improvement: Lessons from the 2024 Hurricane Season <p>After Reviewing Our Response to the 2024 Hurricane Season, We Introduced Several Strategic Enhancements</p> <ul style="list-style-type: none"> • Reinforced rooftop installations with improved structural designs • Live microwave network dashboards to detect and resolve outages in real time • Regional resource mobilisation to share personnel, equipment, and spares across markets • Centralised command platforms to coordinate logistics, fuel distribution and technician deployments • Strengthened vendor and utility collaboration through daily crisis coordination meetings • Enhanced external contractor support for accelerated recovery efforts <p>These enhancements have been incorporated into our standard operating procedures and have significantly strengthened our preparedness status</p> <p>Our Ongoing Commitment We recognise the critical importance of maintaining connectivity, especially during times of crisis. We remain committed to strengthening our systems, improving our processes and investing in resilient infrastructure to ensure readiness for the 2025 hurricane season and beyond.</p>
TC-TL-000.A	Activity Metric	Number of wireless subscribers	8.8 million
TC-TL-000.B	Activity Metric	Number of wireline subscribers	300,000
TC-TL-000.C	Activity Metric	Number of broadband subscribers	320,000
TC-TL-000.D	Activity Metric	Network traffic	9,116 PB

GRI

Code	Specifics	Description	Response
2-1	Organisational Details	<p>Legal name</p> <p>Nature of ownership and legal form</p> <p>Location of headquarters</p> <p>Countries of operation</p>	<p>Digicel Group</p> <p>Privately owned for profit entity</p> <p>Kingston, Jamaica (registered in Bermuda)</p> <p>Countries of operation covered in this report are included within the 'Our Markets' section.</p>
2-2	Entities Included In The Organisation's Sustainability Reporting	<p>Entities included in sustainability reporting</p> <p>Difference between publically available audited FS and entities included in sustainability reporting</p> <p>Approach used for consolidating entities</p>	<p>See Note 1</p> <p>As a privately owned company, we do not publish our audited annual financial statements. Entities for our sustainability report includes all our consolidated markets and entities.</p> <p>We are in full compliance with local accounting standards within each of our markets as required by country regulations. Our Group consolidated financial statements are in full compliance with International Financial Reporting Standards.</p>
2-3	Reporting Period, Frequency and Contact Point	<p>Reporting period and frequency of sustainability reporting If it does not align with the period for its sustainability reporting, explain the reason for this.</p> <p>Publication date of the report or reported information</p> <p>Specify the contact point for questions about the report or reported information</p>	<p>Financial Year 2025 - annually</p> <p>Aligns with financial year</p> <p>18-Jun-25</p> <p>ESG@digicelgroup.com</p>
2-4	Restatements Of Information	Restatements of information from previous reporting periods	No restatements made from previous reporting periods.
2-5	External Assurance	<p>Policy and practice for seeking external assurance</p> <p>If the organisation's sustainability reporting has been externally assured</p>	<p>We have implemented the Future Plus system to manage ESG which provides external assurance and audits our performance based on the UNSDG framework.</p> <p>We have received assurance for our sustainability reporting criteria from FuturePlus based on UNSDG criteria. We expect this to evolve further over the coming year.</p>
2-6	Activities, Value Chain and Other Business Relationships	<p>Sector</p> <p>Value chain activities, products, services, and markets served;</p> <p>Report other relevant business relationships;</p> <p>Significant changes in the company's supply chain</p>	<p>Digicel Group</p> <p>Privately owned for profit entity</p> <p>Kingston, Jamaica (registered in Bermuda)</p>

GRI

Code	Specifics	Description	Response
2-7	Employees	<p>Total number of employees and subsequent categories</p> <p>Methodologies and assumptions</p> <p>Significant fluctuations in the number of employees</p>	<p>At March 31 2025, we had 5,121 full time equivalent employees. The average for the period from April 1, 2024 to the March 31, 2025 was 5,290. We use the relevant legislation for each market when calculating our full time equivalent employees, this may vary based on labour law differences across markets.</p> <p>There was no significant fluctuation. Efforts are made to promote from within, or hire locally, and where a current role may change or evolve, that employee is assessed for other roles within the business.</p>
2-8	Workers Who Are Not Employees	<p>Total number of workers who are not employees and whose work is controlled by the organisation</p> <p>Methodologies and assumptions</p> <p>Significant fluctuations in the number of workers who are not employees</p>	<p>Digicel puts our people first always, but we acknowledge that sometimes we need a particular set of skills which requires outside help and experience. In those instances, we do our due diligence and seek people who have the specific skillset and values that we require as it's important to us that our non-employee workers embrace our culture and expectations. Due to contractors being needed for specific ad hoc projects, the number can fluctuate significantly throughout the year. As such, we have chosen not to disclose so as not provide misleading data.</p> <p>N/A</p> <p>N/A</p>
2-9	Governance Structure and Composition	<p>Governance structure, including committees of the highest governance body;</p> <p>Committees responsible for decision making and overseeing the management of the organisation's impacts on the economy, environment, and people;</p> <p>Composition of the highest governance body</p>	<p>The Digicel Group is governed through its Board of Directors and four committees of the Board. This is documented within our Governance section.</p> <p>Please see our Governance section.</p> <p>Currently under the bylaws of DHBL, our Board is to consist of nine members, seven of which are non-executive and independent directors. We have recently changed our Board of Directors following a restructuring. Our Governance section discloses more information and our Board members' bios detailing their experience are displayed on our Digicel Group website.</p>
2-10	Nomination And Selection Of The Highest Governance Body	<p>Nomination and selection processes for the highest governance body and its committees;</p>	<p>Membership of our highest governance body (DHBL) is determined by our Shareholders who in respect of each new director appointment consider a range of criteria including, but not limited to industry expertise, leadership experience and financial acumen. For each new Director position appointment, a range of criteria is assessed, including, but not limited to skillset, experience and leadership principles. We believe that effective governance stems from a diverse range of skills that support strong leadership and sound decision-making. We carefully evaluate the composition of our committees to ensure our Board members bring relevant experience and add meaningful value to our sub-committees. The Remuneration, Appointment and Human Capital Committee oversees nominations and appointments to subsidiary boards and Board Committees.</p>
2-11	Chair Of The Highest Governance Body	<p>Report whether the chair of the highest governance body is also a senior executive in the organisation;</p> <p>if the chair is also a senior executive, explain their function within the organization's management</p>	<p>Our Chairman of the Board does not hold a senior executive position.</p> <p>N/A</p>

GRI

Code	Specifics	Description	Response
2-12	Role Of The Highest Governance Body In Overseeing The Management Of Impacts	<p>Developing, approving, and updating the organisation's purpose, value or mission statements, strategies, policies and goals related to sustainable development;</p> <p>Overseeing the organisation's due diligence and other processes to identify and manage the organisation's impacts on the economy, environment and people</p> <p>Reviewing the effectiveness of the organisation's processes</p>	<p>Our Board plays a central role in shaping and implementing corporate strategy, including sustainability initiatives. Any major shifts in strategic direction - such as changes to our purpose, values or policies - require Board approval. Our three-pillar ESG strategy has been in place for several years, and our commitment to community engagement through the Digicel Foundations dates back to 2004. Sustainable development has long been a core principle of our business.</p> <p>Our governance framework mandates comprehensive reporting from Senior Management to the Board and its committees. This ensures strong oversight and leadership, enabling us to navigate the complexities of managing a large organisation. Economic performance is reviewed at Board meetings, with the Audit Committee providing additional scrutiny of financial risks and policies. Environmental updates are shared through network reports to the Board.</p> <p>Please see our Risk management section within Governance.</p>
2-13	Delegation Of Responsibility For Managing Impacts	<p>Delegation of responsibility for managing the organisation's impacts on the economy, environment and people.</p> <p>Process and frequency for senior executives or other employees to report back to the highest governance body on the management of the organisation's impacts on the economy, environment and people.</p>	<p>Day-to-day responsibility for economic, environmental and social impacts lies with our senior management team, under the oversight of the Board. Responsibilities are generally divided among the CFO (economy), CTIO (environment), and CPO (people), though cross-functional collaboration is common. Regular updates are provided to the Board.</p> <p>Please see our Governance section which outlines our Board structure and frequency of reporting requirements. In addition to our structured reporting, there is continuous communication throughout the year with our Board members as appropriate.</p>
2-14	Role Of The Highest Governance Body In Sustainability Reporting	Responsible for reviewing and approving the reported information, including the organisation's material topics.	Our Board approved the use of the GRI standards to guide our reporting in our inaugural report. We have elected to focus our attention on the general disclosures (GRI2) only. GRI general disclosures add to our responsible reporting and ensure we provide information to our stakeholders. We continue to assess our reporting needs and requirements and may elect to add Material Topics in a future period, at which point our Board would be involved for sign-off.
2-15	Conflicts Of Interest	<p>Processes to ensure that conflicts of interest are prevented and mitigated;</p> <p>Conflicts of interest are disclosed to stakeholders</p>	<p>Our Code of Conduct includes extensive provisions related to conflicts of interest and employees receive mandatory training related to these issues.</p> <p>Related parties transactions are identified and disclosed in our annual audited financial statements as required.</p>
2-16	Communication Of Critical Concerns	How critical concerns are communicated to the highest governance body.	Critical concerns are addressed through a clearly defined governance structure. Senior leaders are required to report to the Board at least quarterly, providing a formal platform for raising and discussing key issues. Informal interactions between management and Board members also allow for early identification and escalation of concerns. Additionally, any employee can report serious issues through our Speak Up! programme.
2-17	Collective Knowledge Of The Highest Governance Body	Measures taken to advance the collective knowledge, skills, and experience of the highest governance body on sustainable development.	Our Board members are very experienced and are experts in their fields, some being members of professional bodies requiring continuous professional development. Our Board has strong cross functional and relevant skillsets, but our members recognise the value of learning and seek outside counsel when more knowledge or experience is needed.

GRI

Code	Specifics	Description	Response
2-18	Evaluation Of The Performance Of The Highest Governance Body	<p>Processes for evaluating the performance of the highest governance body in overseeing the management of the organisation's impacts on the economy, environment, and people.</p> <p>Actions taken in response to the evaluations</p>	<p>Our Board is evaluated based on the ESG strategy as defined by the three criteria outlined within our report. Each objective is measured independently and using different methods. KPI performance is reported to the Board.</p> <p>Our Board has a wealth of experience and no concerns were raised during the FY2025 evaluation process, negating the need for any remedial actions.</p>
2-19	Remuneration Policies	Remuneration policies for members of the highest governance body and senior executives	Our Remuneration, Appointments and Human Capital Committee sets out the policies and practices to be implemented. Please see our Governance section.
2-20	Process To Determine Remuneration	<p>Process for designing its remuneration policies and for determining remuneration</p> <p>Report the results of votes of stakeholders (including shareholders) on remuneration policies and proposals.</p>	<p>Our Remuneration, Appointments and Human Capital Committee follows best practice regarding setting remuneration policies across the Group, ensuring fairness and helping set expectations throughout our markets.</p> <p>As a private company, this metric is not applicable.</p>
2-21	Annual Total Compensation Ratio	<p>Ratio of the annual total compensation for the organisation's highest-paid individual to the median annual total compensation for all employees</p> <p>Report the ratio of the percentage increase in annual total compensation for the organisation's highest-paid individual to the median percentage increase in annual total compensation for all employees</p> <p>Report contextual information necessary to understand the data and how the data has been compiled.</p>	As a private company, our management team salaries are not publicly available. To respect their privacy, we are opting not to disclose particulars of remuneration.
2-22	Statement On Sustainable Development Strategy	Statement from the highest governance body or most senior executive of the organisation about the relevance of sustainable development to the organisation and its strategy for contributing to sustainable development	Please see message from our Group CEO within this report.

GRI

Code	Specifics	Description	Response
2-23	Policy Commitments	<p>Policy commitments for responsible business conduct.</p> <p>Policy commitment to respect human rights.</p> <p>Links to the policy commitments if publicly available.</p> <p>Policy commitments approved within the organisation.</p> <p>Extent to which the policy commitments apply to the organisation's activities and to its business relationships;</p> <p>How the policy commitments are communicated to workers, business partners, and other relevant parties</p>	<p>Code of Conduct At Digicel, how we do things is just as important as what we do. This means doing things right and doing the right things while ensuring that we have knowledgeable staff who know how to conduct themselves appropriately. Our Code of Conduct lays the foundation for our Ethics and Compliance Programme and outlines our commitment to ethical and responsible business conduct including respect for human rights. It sets the standard for how we conduct business and reinforces our commitment to building a culture of excellence and integrity.</p> <p>Our Code of Conduct covers key ethics and compliance risks, including Human Rights, Fair Employment Practices, Safety, Health, Environment, Bribery, Corruption, Antitrust, Competition, Conflicts of Interest, Cybersecurity, Data Privacy, Money Laundering and Trade Compliance.</p> <p>Our Supplier Code of Conduct outlines our commitment to conducting business in an ethical and compliant manner and the high standards we expect from our suppliers, contractors, consultants and third party business partners (collectively "Suppliers").</p> <p>https://www.digicelgroup.com/api/assets/digicel-group/2a696a25-fec2-4f96-8aa5-4f98b374e5c2/digicel-code-of-conduct-english.pdf</p> <p>Our Code of Conduct, Supplier Code of Conduct, along with several key policies, were approved by the Compliance Special Committee ("CSC") of Digicel Group Board of Directors ("Board") on behalf of the Board.</p> <p>At Digicel, ethics and compliance is everyone's responsibility. All directors, officers, employees, contractors and third parties acting on our behalf (where appropriate) must always abide by our Code of Conduct.</p> <p>We ground our relationships with our suppliers in lawful, ethical and fair business practices. All Digicel suppliers are expected to conduct their business in full compliance with all applicable legal and regulatory requirements and in compliance with our Supplier Code of Conduct. Digicel has a Third Party Due Diligence which included ethics and compliance review of new vendors and suppliers.</p> <p>Policy commitments are communicated to our employees via emails, internal comms outreach, meetings (in-person and virtual) and compliance training, including Code of Conduct training.</p> <p>Our Supplier Code of Conduct is shared with suppliers and intended to be incorporated into our contractual arrangements with our suppliers.</p>
2-24	Embedding Policy Commitments	<p>Embedding each of its policy commitments for responsible business conduct throughout its activities and business relationships.</p>	<p>Code of Conduct Annually, all employees are trained on our Code of Conduct.</p> <p>Supplier Code of Conduct Our Supplier Code of Conduct outlines the behaviour that we expect from our suppliers. We are currently incorporating our Supplier Code of Conduct into our contractual arrangements with our suppliers.</p>

GRI

Code	Specifics	Description	Response
2-25	Processes to Remediate Negative Impacts	<p>Commitments to provide for or co-operate in the remediation of negative impacts.</p> <p>Approach to identify and address grievances.</p> <p>Other processes by which the organisation provides for or cooperates in the remediation of negative impacts.</p> <p>How the stakeholders who are the intended users of the grievance mechanisms are involved in the design, review, operation, and improvement of these mechanisms;</p> <p>Organisation tracks the effectiveness of the grievance mechanisms and other remediation processes</p>	<p>At Digicel, we take all concerns of actual or potential misconduct seriously. We have established a Speak Up! Programme to encourage and facilitate the raising of concerns about actual or potential misconduct without fear of retaliation. Raised concerns are triaged and (where necessary and appropriate) investigated in a timely, professional and thorough manner. Our Speak Up! Policy outlines the different channels for raising concerns, including an anonymous option.</p> <p>We have distinguished misconduct (for e.g. violations of our Code of Conduct or applicable laws) from workplace grievance i.e. a personal employment-related dispute.</p> <p>Allegations of misconduct are triaged in our Speak Up! tool. All stakeholders are encouraged to Speak Up! if they see or suspect unethical, non-compliant or unsafe conduct of any kind. We have various channels for raising concerns including anonymously via our Speak Up! web portal, hotline or email. Our anonymous Speak Up! channels are operated by an independent third party and allow for open or completely anonymous reporting.</p> <p>Our investigation process for alleged misconduct includes intake, triage, assignment of investigator, escalation (where necessary), investigation planning and execution, investigation closure, disciplinary action and corrective/remediation actions.</p> <p>Workplace grievance is addressed under our internal Grievance Policy. Our Grievance Policy isn't publicly available.</p> <p>We have established a Speak Up! Programme to encourage and facilitate the raising of concerns about actual or potential misconduct without fear of retaliation. Additionally, we routinely conduct risk assessments, including Enterprise Risk Assessments, to identify and address key risk, including ethics and compliance risks, that could negatively impact the company.</p> <p>Please see Our Stakeholder section regarding how we engage with our stakeholders.</p> <p>We have established KPIs and metrics for our Speak Up! Programme. These include, but are not limited to, the response time for requesting further information from concern raisers, and tracking the number of concerns raised, number of active investigations, anonymous rates for raised concerns and substantiation rates for investigations.</p>
2-26	Mechanisms For Seeking Advice And Raising Concerns	<p>Mechanisms for individuals to seek advice responsible business conduct and raise concerns about the organization's business conduct.</p>	<p>All stakeholders can raise a concern about actual or potential misconduct at Digicel, via our Speak Up! Portal. We have established multiple Speak Up! channels including our Speak Up! web portal. Additionally, employees can raise a concern via their line manager and/or the Human Resources, Legal and Regulatory, Internal Audit or Ethics and Compliance teams. All allegations of misconduct are escalated to the Ethics and Compliance team to triage, categorise and assign for investigation, where appropriate. This helps to ensure all concerns raised are investigated in a consistent, fair and professional manner.</p> <p>Our employees are also encouraged to contact the Ethics and Compliance team at compliance@digicelgroup.com, should they have any concerns or queries.</p> <p>Our employees have access to all our policies and procedures through our internal portal. Each employee is required to complete the Code of Conduct training on an annual basis. In FY25, our Code of Conduct training received 100% compliance across the organisation showing the importance management and our employees placed on making sure they were up to date with the latest laws and regulations.</p>

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Code	Specifics	Description	Response
2-27	Compliance with Laws and Regulations	<p>Total number of significant instances of non-compliance with laws and regulations during the reporting period.</p> <p>Total number and the monetary value of fines for instances of non-compliance with laws and regulations that were paid during the reporting period.</p> <p>Significant instances of non-compliance.</p> <p>How it determines significant instances of non-compliance.</p>	We are fully committed to complying with applicable laws and regulations in the markets we operate, including identifying and addressing instances of non-compliance.
2-28	Membership Associations	Industry associations, other membership associations, and national or international advocacy organisations.	Our membership organisations and those bodies we join with to advocate and assist us with the causes close to our hearts enable us to achieve more together than alone, working to solve some big issues. Currently we have signed up to The Valuable 500, a global movement putting disability on the business leadership agenda, aligning with our ESG strategy of advocating for inclusion in our workplace. Our Foundations also work closely with many partners in our markets advancing education and special needs capacity through sponsorship of Special Olympics programmes.
2-29	Approach to Stakeholder Engagement	Approach to engaging with stakeholders	Please see the Our Stakeholders section.
2-30	Collective Bargaining Agreements	Percentage of total employees covered by collective bargaining agreements;	Each market in which we operate has their own unique labour laws and regulations that we must comply with and these differences across markets significantly drive the choices of our employees regarding collective bargaining agreements. Where our employees have opted into collective bargaining agreements, we will always comply with the rules and regulations. As a result, our percentage varies significantly across markets.

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Thoughts?

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

Please contact:

ESG@digicelgroup.com

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