

Dialog Advances Enterprise Risk Governance to Global ISO 31000 Standards



Dialog Axiata has strengthened its Enterprise Risk Management (ERM) governance through independent validation against ISO 31000:2018 principles by Quality Austria Central Asia.

This achievement reaffirms Dialog's commitment to resilient, transparent, and responsible business practices while supporting sustainable growth, stakeholder confidence, and globally aligned risk management across its expanding telecommunications and digital services portfolio. The validation confirms that Dialog's risk management standard is systematic, integrated across the

organization, and aligned with internationally recognized best practices.

As the first telecommunications operator in Sri Lanka to achieve independent validation against ISO 31000 principles, Dialog has further strengthened its governance practices to address growing stakeholder expectations for transparency, accountability, and resilience. The risk governance embeds risk management into strategy, planning, operations and governance, supporting informed decision-making as the company continues to expand across telecommunications and digital services. It also enables the early identification and management of emerging risks, including cybersecurity, data privacy, technology dependency, regulatory compliance, and operational challenges, while supporting safe and scalable innovation in areas such as 5G, cloud, fintech, and artificial intelligence.

Supun Weerasinghe, Director/Group Chief Executive, Dialog Axiata, said, “This independent validation against ISO 31000 principles reflects Dialog’s continued commitment to maintaining robust, globally aligned risk management guidelines that support resilience, accountability, and sustainable growth. Effective risk governance is fundamental to protecting our customers, safeguarding critical services, enabling innovation, and strengthening stakeholder confidence as we continue to advance Sri Lanka’s digital future.”