

OUR PEOPLE



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STAFF PROFILE

M1 employed 1,491 staff as at end December 2011, with 10% on part-time or contract work basis. Our staff demographics are generally in line with national averages, and the average employee age is 34.

Gender

	Number	Mix %
Male	716	48.0
Female	775	52.0
Total	1,491	100.0

Type of Employment

	Number	Mix % ¹
Full-time	1341	89.9
Part-time	78	5.2
Contract	72	4.8
Total	1,491	100.0

¹ Figures may not add up due to rounding

Length of Service

	Number	Mix %
< 5 years	838	56.2
5 - 10 years	186	12.5
> 10 years	467	31.3
Total	1,491	100.0

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MOTIVATING PERFORMANCE

In 2011, we continued to maintain a meritocratic and non-discriminatory work environment, with all of our recruitment, promotion and remuneration policies based on individual performance and merit.

To foster a performance-based work culture, our staff compensation scheme includes a base salary commensurate with their skills and experience, along with a variable and incentive bonus programme based on individual performance. Staff evaluation is conducted on a detailed appraisal system which features a direct feedback mechanism.

M1 also has a structured career-planning programme designed to promote professional growth.

To further strengthen the linkage between reward and long-term performance, as well as to retain talents, M1 has in place an employee share option plan for senior staff which vests over a three year period.

ENCOURAGING LEARNING AND DEVELOPMENT

At M1, we believe continuous learning is integral to our staff's career and personal development. Through both internal and external programmes, M1 invests heavily in the training and development of each employee.

We have a dedicated in-house Learning & Development (L&D) team, which provides onboarding and integration programmes for new staff, soft skills training, updates on products and services, courses on personal effectiveness, as well as teambuilding activities. The L&D team also conducts lunch time learning sessions on a regular basis to foster cross departmental interaction, as well as help staff pick up quick tips on everyday issues they face at work.

M1 continued with the Customer Centric Initiative (CCI) programme in 2011. We extended this unique core programme to all our staff, whether in customer-facing or supporting roles, to ensure that M1's strong commitment to customer service is well understood and embraced company-wide. We also rolled out our "Towards Legendary Service" workshop, a programme aimed at nurturing a sustainable positive service culture across M1 and helping staff translate their service passion into tangible plans and actions.



CREATING A WORK-LIFE INTEGRATED ENVIRONMENT

M1 is committed to creating an engaging work environment that also supports a healthy work-life integrated lifestyle for all staff.

As an organisation that places our staff's wellness as a corporate priority, some of our notable staff benefits include:

- Staff canteen with subsidised meals
- Fully equipped, 24-hour in-house gymnasium
- Subsidised shuttle services between major township hubs, MRT stations and the office
- Free health screening programme for all staff

To help our staff achieve greater work-life effectiveness and enhanced productivity, we offer our staff dependent care services which include a full-scale childcare centre located within our MiWorld Building at subsidised rates, medical coverage for family members, as well as dedicated nursing facilities for new mothers. Our flexible benefits programme also allows staff to make claims on goods and services that are relevant to their lives, such as the purchase of books, childcare fees or optical needs.

In doing our part to encourage family bonding and camaraderie amongst staff, the M1 Charity Jamboree Carnival was organised in September 2011. This event brought staff and their families together to enjoy a day of games, entertainment, food and activities, while doing their part to raise funds for our adopted charities.

Throughout the year, staff can also take advantage of free or subsidised access to holiday chalets, the Night Safari, Singapore Zoological Gardens and Jurong Bird Park, for their family outings. M1 also organises sports and recreational activities for

staff and allocates a budget for departmental get-togethers and team-building sessions. As part of the National Family Celebrations, M1 also participated in the "Eat With Family Day" initiative last year.

In the area of workplace safety and health (WSH), we conduct workshops to ensure our staff are familiar with the Codes of Practice on safety relevant to their area of work. Our risk management committee comprising representatives across various departments also looks into further strengthening our WSH practices.

We have also equipped our buildings with automated external defibrillators (AED) and trained 30 appointed fire wardens, as well as building facility maintenance staff, in the use of the AED and administration of cardio pulmonary resuscitation (CPR). An AED is a portable electronic device that treats emergency cardiac arrest, and faster access to this life-saving device, located prominently in public areas, is expected to shorten the critical response time and improve the survival rate of victims of sudden heart failure, within or near our premises.

To deepen engagement with and among staff, a monthly newsletter – Voice – keeps staff updated on developments within the Group, as well as news, upcoming events and issues that matter.