

Sustainability Report



M1 is committed to continually improving the reporting process, data collection and monitoring of our sustainability performance.

Introduction

This is M1's third annual sustainability report, covering our economic, environmental, social and governance (ESG) performance for the period 1 January to 31 December 2013.

This report has been prepared in accordance with the Global Reporting Initiative's (GRI) G3.1 guidelines. We have used internationally accepted measurement units in the reporting of performance data covered in this report, and no previously reported sustainability data has been restated. A list of our standard disclosures and indicators can be found in the GRI Content Index section, on pages 72 to 75 of the Annual Report.

M1 is committed to continually improving the reporting process, data collection and monitoring of our sustainability performance, and we welcome feedback on this report and possible areas of improvement. Please send your comments to corpcomms@m1.com.sg

Scope of Report

This sustainability report covers the impact of M1's operations across the organisation, including our subsidiaries.

Sustainability Reporting Process

We have reported on our economic performance, corporate governance performance and corporate social responsibility efforts in our Annual Reports. For our 2011 Annual Report, we began disclosing additional sustainability information, including our efforts to minimise our environmental footprint.

In 2012, we worked with an external Corporate Social Responsibility (CSR) consultant to help us map out our key stakeholder groups, their concerns, and the impact of M1's business operations on them. Through this exercise we were able to identify the issues most material to M1 and our stakeholders, and prioritise our efforts to address them.

We continued to build on our sustainability efforts in 2013, details of which are disclosed over the following pages. We have also enhanced our reporting with additional information such as key elements of our employee Code of Conduct, to improve our disclosure to this report's audience – our customers, shareholders, business partners, employees, regulators, analysts and the media, as well as the community whose lives we may impact.

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Introduction

Stakeholder Engagement

M1 engages with all our stakeholders on a regular basis so that we can better understand their concerns and expectations, and address them appropriately and effectively. The table below summarises our stakeholders, their key areas of concern, and our efforts to engage them.

Stakeholder	Main engagement channels	Stakeholder's materials issues and expectations	How M1 addresses concerns
Consumer and enterprise customers	<ul style="list-style-type: none"> • 24-hour contact centre • M1 Shop outlets • Mobile sales team • Enterprise sales team • Technical support team • M1 website and Facebook page feedback forms 	<ul style="list-style-type: none"> • Reliable, quality network access • Affordable, extensive selection of relevant products and services • Effective customer service • Data protection 	<ul style="list-style-type: none"> • Continual investment in our networks to further enhance the customer experience • Clear disclosure of all information relevant to customers in our marketing materials • Procedures to ensure our customers' privacy
Institutional and retail shareholders	<ul style="list-style-type: none"> • Access to our Investor Relations team and senior management through: <ul style="list-style-type: none"> ◦ Emails ◦ Teleconferences ◦ Meetings ◦ Investor conferences ◦ Investor roadshows ◦ Annual General Meeting (AGM) • Annual reports 	<ul style="list-style-type: none"> • Sustainable business growth • Ability to generate expected returns on their investment in M1 • Good corporate governance • Relevant CSR initiatives • Transparency in business strategy and operations • Protection for minority shareholders' interest 	<ul style="list-style-type: none"> • M1's Investor Relations team is committed to responding to investors' concerns in a timely manner • Our quarterly financial results briefing and Q&A sessions are conducted within a month of period end • Senior management is present and responsive in investor meetings, teleconferences, roadshows and AGMs
Business partners and suppliers	<ul style="list-style-type: none"> • Meetings • Emails • Telephone 	<ul style="list-style-type: none"> • Transparent and fair procurement and other business practices • Compliance with terms and conditions of business contracts 	<ul style="list-style-type: none"> • Communicating M1's policy on corruption to all our staff • Transparent business processes in the selection of winning tenders • Avenues to report incidents of abuse and corruption • Whistleblower policy
Employees	<ul style="list-style-type: none"> • Staff feedback sessions • On-site and off-site team-building • Annual staff appraisal • Townhall events • Quarterly CEO messages • Grievance handling channel through Human Resource Department • Union representation 	<ul style="list-style-type: none"> • Safe working environment • Fair remuneration and benefits • Non-discriminatory employment practices • Career growth • Relevant staff training 	<ul style="list-style-type: none"> • Maintaining a safe and pleasant working environment • Performance, merit-based recruitment and promotion policy • Continual investment in our human capital
Regulators	<ul style="list-style-type: none"> • Regular formal and informal discussions • Teleconferences • Active participation, including written submissions, in industry consultation sessions 	<ul style="list-style-type: none"> • Compliance with regulations and service requirements • Deliver continued socio-economic benefits to community • To work with industry to maintain consistent technological standards 	<ul style="list-style-type: none"> • Policies to ensure compliance with regulations and laws • Swift remedial action in case of any regulatory or legislative violation

Stakeholder	Main engagement channels	Stakeholder's materials issues and expectations	How M1 addresses concerns
Analysts and the media	<ul style="list-style-type: none"> Access to our Corporate Communications and Investor Relations teams through: <ul style="list-style-type: none"> Emails Teleconferences Meetings Media briefings Organised visits and industry events Quarterly results conferences and teleconferences 	<ul style="list-style-type: none"> Timely and transparent disclosure of corporate information Access to senior management where relevant Prompt response to queries 	<ul style="list-style-type: none"> Our Corporate Communications and Investor Relations teams engage with these stakeholders to ensure they have access to the information they need, and to respond to their queries in a timely manner
Trade associations	<ul style="list-style-type: none"> Engagement with trade bodies and associations, such as the Singapore National Employer Federation 	<ul style="list-style-type: none"> Deliver our products and services in line with industry-approved technological, product health and safety, and other relevant standards Adoption of industry best practices 	<ul style="list-style-type: none"> Participation in industry events and dialogue sessions Harmonising our networks with globally accepted technologies and standards
Non-governmental organisations and community partners	<ul style="list-style-type: none"> Discussions with community groups Participation in key relevant industry events Reporting on our sustainability strategy and performance 	<ul style="list-style-type: none"> To minimise any negative social, public health or environmental impact To support deserving community efforts and underprivileged groups 	<ul style="list-style-type: none"> Continuing support for our community causes and conservation efforts Extending M1's products and services to serve the underprivileged and underserved communities Sustainability reporting

M1's Sustainability Approach and Materiality Analysis

As a socially-responsible corporate entity, we strive to achieve a sustainable balance between business objectives and obligations to our customers, employees, as well as the community and the environment we operate in.

Being a full-service provider of mobile and fixed communications services in Singapore, we have more than two million customers who depend on us for their personal and business communications needs. To address these stakeholders' concerns, we continually invest in our networks and customer service. We also strive to make available an extensive and fairly priced range of products and services, comply with all relevant legislation and regulation, and embrace responsible business practices, to enable us to achieve our goal of a successful and sustainable business. Details of our corporate practices can be found in the **Our Business** section.

Alongside the pursuit of business objectives, we are committed to providing an inclusive and collaborative workplace for our passionate and hardworking employees who are critical to the success of our business. Our human resource practices and policies, from recruitment to retention, are designed to help our talents grow professionally and personally. A detailed description of our efforts to further enhance M1's standing as an employer of choice is available in the **Our People** section.

Our contributions to the betterment of our society and environment are important to us, and we invest significant resources to further these causes. Details of the programmes and initiatives that we have embarked on are elaborated in the respective **Our Community** and **Our Environment** sections.