

SUSTAINABILITY REPORT

Our People

IN RECRUITMENT, CANDIDATES ARE EVALUATED ON THEIR QUALIFICATIONS, EXPERIENCE AND MERITS, REGARDLESS OF GENDER, AGE OR ETHNICITY. ANNUAL EMPLOYEE EVALUATIONS ARE CONDUCTED THROUGH A TRANSPARENT APPRAISAL PROCESS, AND PERFORMANCE TARGETS FOR THE FOLLOWING YEAR ARE SET WITH THE EMPLOYEE'S INPUTS.

Our People

M1's passionate, dedicated and hardworking employees are instrumental to our continued success in the marketplace. We embrace diversity and inclusiveness, with equal opportunities for all as we continually engage, motivate and develop our people.

Employee Profile

As at end-2014, M1 employed 1,488 people with the majority engaged in technology, marketing, customer service and retail functions. Most of our employees are employed on a full-time basis, with a small number of part-timers and contract hires.

Type of Employment

	2013	%	2014	%
Full-time	1,439	95.1	1,415	95.1
Part-time	35	2.3	21	1.4
Contract	40	2.6	52	3.5
Total	1,514	100.0	1,488	100.0

Length of Service

	2013	%	2014	%
< 5 years	831	54.9	817	54.9
5 - 10 years	210	13.9	199	13.4
> 10 years	473	31.2	472	31.7
Total	1,514	100.0	1,488	100.0

Equality and Diversity

M1 adopts a strategic and proactive focus in seeking diverse talents and believes in fully utilising the potential contributions of all employees.

In recruitment, candidates are evaluated on their qualifications, experience and merits, regardless of gender, age or ethnicity. Annual employee evaluations are conducted through a transparent appraisal process, and performance targets for the following year are set with the employee's inputs.

M1 is a signatory to the Tripartite Alliance for Fair Employment Practices' Employers' Pledge of Fair Employment Practices, which promotes fair, responsible and merit-based employment practices. We did not receive any complaints in 2014 on discriminatory practices.

2014	Male %	Female %
Senior Management	69.8	30.2
Mid-Management	56.6	43.4
Executive	51.1	48.9
Non-Executive	39.7	60.3
Total	46.8	53.2

2013	Male %	Female %
Senior Management	72.5	27.5
Mid-Management	55.2	44.8
Executive	53.4	46.6
Non-Executive	41.6	58.4
Total	48.0	52.0

M1 female workforce 2014

Age	Chinese	Indian	Malay	Others	Total
< 20	–	–	–	–	–
20 - 29	156	9	10	36	211
30 - 39	228	12	22	90	352
40 - 49	143	7	17	19	186
50 - 59	29	1	3	3	36
≥ 60	6	1	–	–	7
Total	562	30	52	148	792
%	71.0	3.8	6.6	18.7	100.0

M1 female workforce 2013

Age	Chinese	Indian	Malay	Others	Total
< 20	–	–	–	–	–
20 - 29	165	7	13	37	222
30 - 39	240	16	23	89	368
40 - 49	123	7	12	20	162
50 - 59	30	1	1	1	33
≥ 60	2	1	–	–	3
Total	560	32	49	147	788
%	71.1	4.1	6.2	18.7	100.0

M1 male workforce 2014

Age	Chinese	Indian	Malay	Others	Total
< 20	–	–	–	–	0
20 - 29	116	5	11	23	155
30 - 39	214	7	11	52	284
40 - 49	162	4	10	15	191
50 - 59	47	2	6	4	59
≥ 60	5	1	–	1	7
Total	544	19	38	95	696
%	78.2	2.7	5.5	13.6	100.0

M1 male workforce 2013

Age	Chinese	Indian	Malay	Others	Total
< 20	–	–	1	–	1
20 - 29	150	9	9	30	198
30 - 39	224	7	12	56	299
40 - 49	152	5	10	6	173
50 - 59	41	2	7	2	52
≥ 60	2	–	1	–	3
Total	569	23	40	94	726
%	78.4	3.2	5.5	12.9	100.0



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Compensation and Benefits

We offer employees competitive remuneration packages commensurate with their experience, performance and job responsibilities. Depending on the performance of the Company, eligible employees receive an annual variable performance bonus, as well as share options under the M1 Employee Share Option Scheme. This enables us to align the interests of eligible employees with the Company's long-term performance and to retain talent.

M1 is also committed to our employees' physical and mental health and well-being.

Full-time employees are entitled to both outpatient and inpatient medical coverage, as well as regular health screenings and group insurance coverage.

As part of our Fun!@M1 initiative launched in 2013, we organise regular lunch-time talks on topics such as stress management and parenting, as well as company-wide sporting events like basketball, futsal and bowling competitions, which enjoyed high participation rates. Employees who enjoy working up a healthy sweat can make use of our fully-equipped gymnasium, which is open for use round the clock. There are also facilities such as bicycle racks and shower rooms, to support employees who wish to walk, run or cycle to work.

Our flexible benefits programme allows employees to tailor their benefits portfolio according to their needs, through a variety of products and services including dental treatment, personal insurance and childcare fees. We also offer subsidised meals to all employees at our staff canteen.

Complimentary passes to popular attractions such as the Singapore Zoological Gardens, River Safari, Night Safari and Jurong Bird Park, as well as chalet rentals at subsidised rates, are also available throughout the year for employees and their families to enjoy.

To improve team bonding and foster camaraderie, the departments organise teambuilding and de-stress activities such as games, craft-work, and meals. The annual Company Dinner and Dance continues to be a key highlight of our Company's social calendar.

Supporting Pro-Families Initiatives

M1 supports pro-family initiatives, and our employees have enjoyed benefits such as paternity leave and shared parental leave schemes, ahead of legislative development and extended medical coverage to their dependents. Our offices feature dedicated on-site nursing facilities and a childcare centre.

As a strong advocate of family values, we support the annual national “Eat With Your Family Day” initiative, whereby employees are allowed to leave work earlier to dine with family members and staging of our ‘Bring Your Kids to Work Day’, where children of our staff were invited to spend a day with their parents at work and introduced to the work environment and daily job duties of their parents.

Workplace Safety

To promote a safe and healthy work environment, we have in place safety procedures that all employees, contractors and visitors must comply with. We also conduct regular workshops to familiarise and keep employees up to date with our workplace safety and health procedures and regulations.

First aid kits and automated external defibrillators (AEDs) are available in our offices and selected retail outlets, and we have trained 30 employees in the use of the AEDs and cardio-pulmonary resuscitation techniques in case of a medical emergency.

There were no workplace accidents or injuries sustained by our employees in 2014.

Training

Recognising that people are our most important resource, we continually invest in employee training to enhance their professional knowledge and skills, as well as support their personal development.

Besides regular in-house programmes such as in the areas of effective negotiations, managing conflict and interpersonal communications, we are also supportive of employees who attend external courses and conferences relevant to their work, as well as encourage longer-term learning options such as post-graduate studies and certification courses, through subsidies and measures such as examination leave.

The average employee training hours in 2014 was 36.6 hours.

Open and Transparent Communications

Open and regular communications with our employees is fundamental to employee engagement.

Through our monthly newsletter Voice and regular company-wide email updates, employees are apprised of developments in the Company. The CEO also sends out a quarterly message to all employees on the Company’s financial performance and pertinent developments in the quarter. In addition, townhall-style discussion sessions are conducted twice a year to enable employees to interact with senior management and share their views on company-related matters.

Labour Rights

M1 adheres to all regulations governing employment in Singapore such as the Employment Act that prohibits the employment of children and youth under the age of 16.

Employees who resign can leave the Company after they serve or pay out their contracted notice period and in the event of an organisational change, affected employees will be considered for redeployment elsewhere within the organisation.

We support the union’s efforts to further worker welfare and labour-management harmony and have a Collective Agreement with the Singapore Industrial & Services Employees Union, covering matters such as working hours, overtime pay, and notice periods. As at end-2014, 54% of eligible M1 employees are union members, compared to 41% a year ago.

During 2014, we developed the M1 Supplier Code of Conduct to encourage our suppliers to abide by relevant labour regulations and employment best practices, such as non-discrimination and fair compensation.