SUSTAINABILITY REPORT
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General Standard Disclosures		Page or Direct Reference
STRATEGY AND ANALYSIS		
G4-1	Provide a statement from the most senior decision-maker of the organisation (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organisation and the organisation's strategy for addressing sustainability.	15
ORGANISATIONAL PROFILE		
G4-3	Report the name of the organisation.	M1 Limited
G4-4	Report the primary brands, products, and services.	16-24
G4-5	Report the location of the organisation's headquarters.	10 International Business Park, Singapore 609928
G4-6	Report the number of countries where the organisation operates, and names of countries where either the organisation has significant operations or that are specifically relevant to the sustainability topics covered in the report.	Singapore
G4-7	Report the nature of ownership and legal form.	119, 170-171
G4-8	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	16-24
G4-9	Report the scale of the organisation, including: • Total number of employees • Total number of operations • Net sales (for private sector organisations) or net revenues (for public sector organisations) • Total capitalization broken down in terms of debt and equity (for private sector organisations) • Quantity of products or services provided	16-24, 82
G4-10	Report the total number of employees by employment contract and gender. Report the total number of permanent employees by employment type and gender. Report the total workforce by employees and supervised workers and by gender. Report the total workforce by region and gender. Report whether a substantial portion of the organisation's work is performed by workers who are legally recognized as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors. Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries).	82-87
G4-11	Report the percentage of total employees covered by collective bargaining agreements.	61% of eligible employees
G4-12	Describe the organisation's supply chain.	66

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General Standard Disclosures		Page or Direct Reference
ORGANISATIONAL PROFILE (CONT'D)		
G4-13	Report any significant changes during the reporting period regarding the organisation's size, structure, ownership, or its supply chain, including: • Changes in the location of, or changes in, operations, including facility openings, closings, and expansions • Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organisations) • Changes in the location of suppliers, the structure of the supply chain, or in relationships with suppliers, including selection and termination	16-24
G4-14	Report whether and how the precautionary approach or principle is addressed by the organisation.	92-94
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes or which it endorses.	77-81
G4-16	List memberships of associations (such as industry associations) and national or international advocacy organisations in which the organisation: • Holds a position on the governance body • Participates in projects or committees • Provides substantive funding beyond routine membership dues • Views membership as strategic	Mr Patrick Michael Scodeller, Chief Operating Officer, is the Chairman of the Singapore Internet Exchange Mr P. Subramaniam, Chief Marketing Officer, is a Council Member of the Advertising Standards Association of Singapore Mr Alan Goh, Chief Information Officer, is a Council Member of the Information Technology Management Association, and a Committee Member of the Singapore International Chamber of Commerce's Information & Communications Technology Committee Mr Denis Seek, Chief Technical Officer, is a member of the IDA's Telecommunications Standards Committee Mr Stamford Low, Director, Customer Service, is the Honorary Treasurer of the Contact Centre Association of Singapore

General Standard Disclosures		Page or Direct Reference
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES		
G4-17	List all entities included in the organisation's consolidated financial statements or equivalent documents.	M1 Limited
	Report whether any entity included in the organisation's consolidated financial statements or equivalent documents is not covered by the report.	
G4-18	Explain the process for defining the report content and the Aspect Boundaries.	72-76
	Explain how the organisation has implemented the Reporting Principles for Defining Report Content.	
G4-19	List all the material Aspects identified in the process for defining report content.	72-76
G4-20	For each material Aspect, report the Aspect Boundary within the organisation.	M1 Limited
G4-21	For each material Aspect, report the Aspect Boundary outside the organisation.	72-76
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	There are no restatements in this Sustainability Report
G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	Our reporting period remains our financial year
STAKEHOLDER ENGAGEMENT		
G4-24	Provide a list of stakeholder groups engaged by the organisation.	72-76
G4-25	Report the basis for identification and selection of stakeholders with whom to engage.	72-76
G4-26	Report the organisation's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	72-76
G4-27	Report key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	72-76

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General Standard Disclosures		Page or Direct Reference
REPORT PROFILE		
G4-28	Reporting period (such as fiscal or calendar year) for information provided.	2016
G4-29	Date of most recent previous report (if any).	2015
G4-30	Reporting cycle (such as annual, biennial).	Annual
G4-31	Provide the contact point for questions regarding the report or its contents.	corpcomms@m1.com.sg
G4-32	Report the 'in accordance' option the organisation has chosen.	Core; 95-100
	Report the GRI Content Index for the chosen option.	
	Report the reference to the External Assurance Report, if the report has been externally assured.	
G4-33	Report the organisation's policy and current practice with regard to seeking external assurance for the report.	This sustainability report has not been externally assured
	If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided.	
	Report the relationship between the organisation and the assurance providers.	
	Report whether the highest governance body or senior executives are involved in seeking assurance for the organisation's sustainability report.	
GOVERNANCE		
G4-34	Report the governance structure of the organisation, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	47-67
ETHICS AND INTEGRITY		
G4-56	Describe the organisation's values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics.	64-67

Specific Standard Disclosures			Page or Direct Reference
MATERIAL ASPECTS	**INDICATORS**	**DESCRIPTION**	
Good quality and reliable network access	IO 1	Capital investment in telecommunication network infrastructure broken down by country/region.	23-24, 28, 77
	PA 1	Policies and practices to enable the deployment of telecommunications infrastructure and access to telecommunications products and services in remote and low population density areas.	16-24
	PA 2	Policies and practices to overcome barriers for access and use of telecommunication products and services including: language, culture, illiteracy, and lack of education, income, disabilities, and age.	15, 78-79
	PA 3	Policies and practices to ensure availability and reliability of telecommunications products and services and quantify, where possible, for specified time periods and locations of down time.	16-24, 77-78
	PA 4	Quantify the level of availability of telecommunications products and services in areas where the organisation operates.	16-24
	G4-EC7	Development and impact of infrastructure investments and services supported.	12-24, 77-79
	G4-EC8	Significant indirect economic impacts.	12-24, 77-79, 88-91
Good value products and services	G4-DMA		12-24, 77-79
	PA 2	Policies and practices to overcome barriers for access and use of telecommunication products and services including: language, culture, illiteracy, and lack of education, income, disabilities, and age. Include an explanation of business models applied.	77-79
Digital inclusion	PA 2	Policies and practices to overcome barriers for access and use of telecommunication products and services including: language, culture, illiteracy, and lack of education, income, disabilities, and age. Include an explanation of business models applied.	12-15, 77-79

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Specific Standard Disclosures		Page or Direct Reference	
MATERIAL ASPECTS	**INDICATORS**	**DESCRIPTION**	
Transparency in business practices including marketing communications, recruitment and procurement	PA 10	Initiatives to ensure clarity of charges and tariffs.	80
Data privacy	G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	None
A safe and conducive working environment	G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership and other indicators of diversity.	30-33, 40-45, 47-53, 82-83
Relevant training	G4-LA9	Average hours of training per year by gender and by employee category.	The average employee training hours in 2016 was 33.5 hours. We do not breakdown training hours by gender or rank.
	G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category.	All full-time employees receive regular performance appraisals.
Create long-term value for stakeholders	G4-DMA		77-81
	G4-EC1	Direct economic value generated and distributed.	68-69, 77
Supporting deserving community initiatives and underprivileged groups	G4-DMA		88-91
Energy usage	G4-EN3	Energy consumption within the organisation.	92-94
	G4-EN6	Reduction of energy consumption.	92-94