

SUSTAINABILITY REPORT

BOARD STATEMENT (GRI 102-14)

We recognise the vital role we play in creating a sustainable society for future generations, and have integrated sustainability into every aspect of our business. We will continue to advance our sustainability practices to maximise long-term social, environmental and financial value for all stakeholders

Recognising the vital role that today's businesses have in creating a sustainable society for tomorrow's generations, sustainability has always been integral to M1's operations. We integrate sustainability within our business strategy through efficient allocation and deployment of our financial, built, human and social capital, as well as put in place robust ethics and risk management processes. By recognising and adapting to risks and opportunities that arise from changes in economic, regulatory and technological trends, we have been growing a sustainable business that delivers value for shareholders, employees, business partners and communities, since we commenced commercial operations in 1997. M1 now employs over 1,500 people to serve more than two million customers and we are fully committed to building a sustainable future for all stakeholders.

We also recognise the challenges that come hand in hand with the commitment to sustainable growth. Security and data protection issues will continue to be of paramount importance to us, as will the need to reduce our carbon footprint while still delivering a superior customer experience. We are continuously investing in more resilient security measures and energy efficient systems to meet these requirements.

Sustainability issues are managed and communicated across all levels of our organisations. The Board of Directors oversees the material environment, social and governance (ESG) factors of the Company and had considered sustainability issues as part of the strategic formulation. M1's Chief Operating Officer, supported by the heads of key departments, has responsibility for the Company's sustainability policies, practices and performance.

The Board is informed of progress regarding sustainability issues and has approved the sustainability framework and the scope of the sustainability report, which cover four key areas of

focus: our business, our people, our community and our environment. More information about the Company's approach, targets and performance in each of these areas is set out in the Introduction to this report. Some of the achievements of 2017 include:

- Narrowing the digital divide and enabling families in the underprivileged and underserved segments to enjoy the benefits of communications technology through various community programmes with the Info-communications Media Development Authority (IMDA). As the appointed vendor, M1 dedicates resources to carry out these initiatives on a multi-year basis.
- Dedicating more than S\$1.9 million to CSR sponsorships in 2017. Throughout the years, we have maintained our commitment to CSR sponsorships, as we believe that sustained support is critical and this is our way of giving back to society.

We have been producing sustainability reports since 2011. We will continue to advance our sustainability practices and reporting process to help us maximise long-term value socially, environmentally and financially.