

## REFERENCE PERFORMANCE INDICATORS BY RSPP

| <b>Economic indicators</b>                                    |                                                                                                               |                |
|---------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|----------------|
| 1                                                             | 1.1. Main business conduct principles                                                                         | 22             |
| 2                                                             | 1.2. Volume of sales (work, services)                                                                         | 12             |
| 3                                                             | 1.3. Accrued taxes and other mandatory deductions                                                             | 12             |
| 4                                                             | 1.4. Payroll costs                                                                                            | 84             |
| 5                                                             | 1.5. Asset investment                                                                                         | Annual report  |
| 6                                                             | 1.6. Payments to capital providers                                                                            | Annual report  |
| 7                                                             | 1.7. Community investment                                                                                     | 104            |
| 8                                                             | 1.8. Voluntary retirement benefits                                                                            | Annual report  |
| <b>Environmental indicators</b>                               |                                                                                                               |                |
| <b>Materials</b>                                              |                                                                                                               |                |
| 9                                                             | 2.1. Share of materials used that are recycled input materials                                                | Not applicable |
| <b>Energy</b>                                                 |                                                                                                               |                |
| 10                                                            | 2.2. Energy consumption                                                                                       | 129            |
| 11                                                            | 2.2.1. Energy consumption per unit of production                                                              | 129            |
| <b>Water</b>                                                  |                                                                                                               |                |
| 12                                                            | 2.3. Freshwater consumption for own use                                                                       | 129            |
| 13                                                            | 2.3.1. Water consumption per unit of production                                                               | 129            |
| 14                                                            | 2.4. Share of recycled water consumption in total water consumption for own use                               | Not applicable |
| <b>Emissions, effluents and waste</b>                         |                                                                                                               |                |
| 15                                                            | 2.5. Greenhouse gas emissions                                                                                 | 131            |
| 16                                                            | 2.6. Pollutant atmospheric emissions                                                                          | 131            |
| 17                                                            | 2.6.1. Emissions per unit of production                                                                       | 131            |
| 18                                                            | 2.7. Wastewater effluents                                                                                     | 129            |
| 20                                                            | 2.7.2. Pollutant effluents                                                                                    | Not applicable |
| 21                                                            | 2.8. Waste volume                                                                                             | 128            |
| 22                                                            | 2.8.1. Waste per unit of production                                                                           | 128            |
| 23                                                            | 2.9. Number of significant emergencies with environmental impact                                              | None           |
| 24                                                            | 2.10. Recovered environmental damage                                                                          | 126            |
| <b>Products and services</b>                                  |                                                                                                               |                |
| 25                                                            | 2.11. Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation | 130            |
| <b>Overall</b>                                                |                                                                                                               |                |
| 26                                                            | 2.12. Environmental protection investments                                                                    | 126            |
| <b>Social indicators</b>                                      |                                                                                                               |                |
| <b>Labor practices and decent work performance indicators</b> |                                                                                                               |                |
| <b>Employment</b>                                             |                                                                                                               |                |
| 27                                                            | 3.1.1. Total workforce by region                                                                              | 86             |
| 28                                                            | 3.1.2. Employee turnover                                                                                      | 94             |
| 29                                                            | 3.1.3. Rate of employee turnover caused by whatever reason                                                    | 86             |
| <b>Labor/management relations</b>                             |                                                                                                               |                |
| 30                                                            | 3.1.4. Coverage by collective bargaining agreements                                                           | n/a            |
| 31                                                            | 3.1.5. Rate of occupational injuries                                                                          | 102            |
| 32                                                            | 3.1.6. Number of work-related fatalities                                                                      | No             |
| 33                                                            | 3.1.7. Number of occupational diseases                                                                        | 103            |
| 34                                                            | 3.1.8. Loss of working hours due to diseases of any origin                                                    | 103            |
| 35                                                            | 3.1.9. Labor safety costs                                                                                     | 103            |
| 36                                                            | 3.1.10. Number of training hours per employee                                                                 | 97             |
| 37                                                            | 3.1.11. Training costs                                                                                        | 97             |
| 38                                                            | 3.1.12. Participation of women in management bodies                                                           | 87             |
| <b>Human rights performance indicators</b>                    |                                                                                                               |                |
| <b>Non-discrimination</b>                                     |                                                                                                               |                |

|                                                      |                                                                                                                                                                                          |      |
|------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| 39                                                   | 3.2.1. Labor disputes                                                                                                                                                                    | 96   |
| 40                                                   | 3.2.2. Discrimination cases                                                                                                                                                              | None |
| 41                                                   | 3.2.3. Number of violations involving rights of indigenous people                                                                                                                        | None |
| <b>Community relations performance indicators</b>    |                                                                                                                                                                                          |      |
| <b>Community</b>                                     |                                                                                                                                                                                          |      |
| 42                                                   | 3.3.1. Interaction with authorities on socially significant matters (social and economic development in the regions of operation)                                                        | 80   |
| 43                                                   | 3.3.2. Interaction with non-profit and non-governmental organizations on socially significant matters                                                                                    | 104  |
| 44                                                   | 3.3.3. Assessment of contribution to the social and economic development of local communities                                                                                            | 110  |
| <b>Public policy</b>                                 |                                                                                                                                                                                          |      |
| 45                                                   | 3.3.4. Participation in external initiatives, including in public policy development                                                                                                     | 80   |
| 46                                                   | 3.3.5. Participation in non-profit organizations (for example, industry ones) and/or national and international organizations whose activities lie within the company's area of interest | 134  |
| <b>Product responsibility performance indicators</b> |                                                                                                                                                                                          |      |
| <b>Product and service labeling</b>                  |                                                                                                                                                                                          |      |
| 47                                                   | 3.4.1. Information and labeling                                                                                                                                                          | 62   |
| 48                                                   | 3.4.2. Product quality management                                                                                                                                                        | 60   |

## ADDITIONAL MATERIALS



2019 MTS PJSC  
Annual Report



MTS Corporate  
Social Responsibility  
Strategy  
for 2017–2022



Anti-Corruption  
Policy

### Requirements for suppliers



MTS PJSC Anti-  
Corruption Laws  
Compliance Policy



MTS PJSC Code  
of Corporate  
Conduct  
and Business Ethics



MTS PJSC Supplier  
Code of Business  
Conduct



MTS Caring  
for the Environment



Charity Policy



Strategy  
presentation  
at the Investor  
Day