

GRI 102-7, 103-1, 201-1, 103-1

BUSINESS MODEL

PARTNERS' HIGH-POTENTIAL SOLUTIONS

Cooperation drives business efficiency as it accelerates time to market for new, unique technology solutions and builds trust with retail and corporate customers

MTS Media

MTS Entertainment

MTS Telecom

MTS Finance

MTS Retail

MTS IT

MTS ECOSYSTEM

MTS IS TRANSFORMING INTO A MULTI-SERVICE DIGITAL COMPANY

Our expansion beyond the telecoms business into new markets, driven by our strong focus on partnership projects and functional support in digital areas such as Big Data and AI, allows us to build a large-scale ecosystem of new digital products.

POPULAR PRODUCT LINE

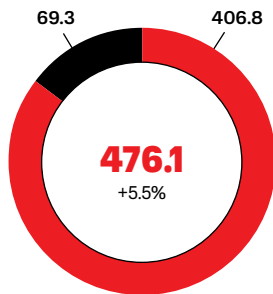
of interrelated products drives a seamless customer experience and a powerful social impact

EFFECTIVE CUSTOMER SERVICE

is delivered through our extensive retail store network, MTS Retail, mobile apps and specialized online resources, all contributing to trust-based relations with private and corporate customers

FINANCIAL HIGHLIGHTS¹

REVENUE BREAKDOWN, RUB BILLION



■ Communications services
■ Sales of goods

Revenue growth is driven by steady growth in the core telecoms market and betting on adjacencies – financial services, system integration solutions, software sales, etc. Strong performance gains were partially offset by a slight decrease in revenue from sales of handsets and accessories

OIBDA
210.3
RUB billion
+2.8%

Net profit
54.2
RUB billion
+692.1%

STAKEHOLDER VALUE CREATION²

CUSTOMERS

Mobile penetration rate in Russia

170%

LOCAL COMMUNITIES

Total expenditures for charitable and social projects

0.86
RUB billion

PEOPLE

Average salary per employee

603.66
thousand per year

PARTNERS

Total procurement spend in Russia

107.97
RUB billion

GOVERNMENT

Tax payments (income tax)

15.75
RUB billion

Average number of training hours provided to employees during the year

15.34
man-hours

SHAREHOLDERS

Dividend per share

28.66 RUB

Total dividends paid

57.32
RUB billion

Headcount at end-2019



■ Moscow
■ Russian regions (including the Moscow Region)
■ Outside Russia

ENVIRONMENT

Reduction in ferrous and base metal waste generation

79.78%

Reduction in paper consumption

19.52%

¹ 2019 IFRS consolidated financial statements. Financial performance is fully detailed in the annual report.

² Metrics selected based on stakeholder surveys.