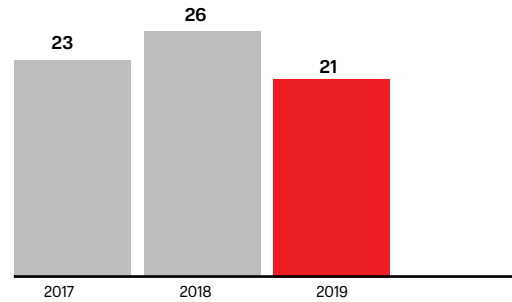


GRI 103-1, 103-2**Chief Technology Officer (CTO)**

The New Height training program was launched to prepare regional CTO successors, with 30 candidates shortlisted out of the initial 81 applicants following a three-stage selection process. The participants completed three-module training, participated in the Battle of Strategists business simulation and managerial duels. With 18 participants making it to the finals, the program has helped to fill 57% (four out of seven) of regional CTO vacancies across MTS.

\\ Number of the Region Director program participants (people)

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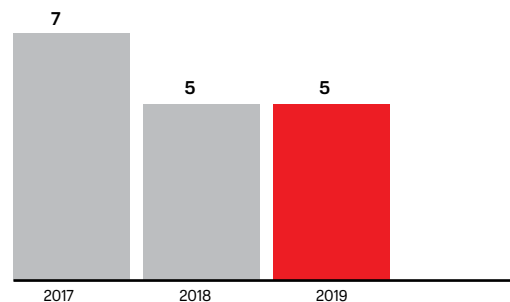
Region Director

Another succession program is a project to build a region director candidate pool. To qualify, the candidates have to meet the relevant competency requirements and be willing to relocate to any branch of the Company. The project targets department heads with a length of service in a region or a separate business unit of at least two years.

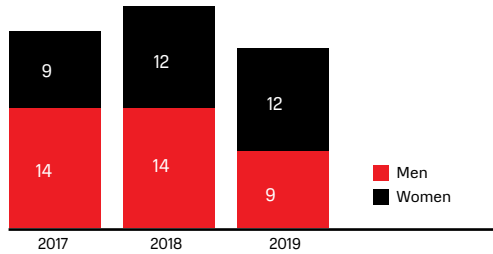
WORKPLACE SAFETY AND OCCUPATIONAL HEALTH & SAFETY

MTS pays particular attention to work-related injury and occupational disease prevention. One of the key mechanisms for the prevention of occupational injuries is the accurate, timely assessment and smart management of potential workplace risks. In 2019, the Company developed a relevant standard used by its branches in implementing preventive measures. MTS also held a series of events for contractor managers on safe working at height.

Division heads and employee representatives are involved in the monitoring and development process for annual branch-specific occupational health & safety plans for the forthcoming year, as well as in the identification of initiatives to improve working conditions and occupational health & safety based on the results of special assessments of workplace conditions.

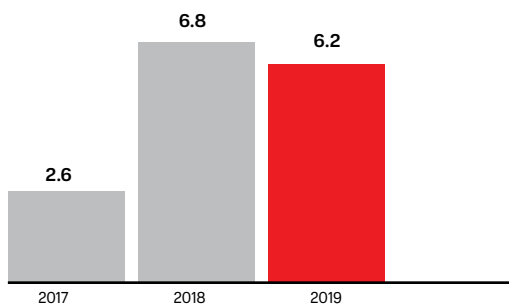
\\ Number of joint management-worker health & safety committees

Workplace accidents in MTS Group



Lower accident rates were due to improved safety culture among the Company employees.

Prevention spend by SIF Russia (RUB million)

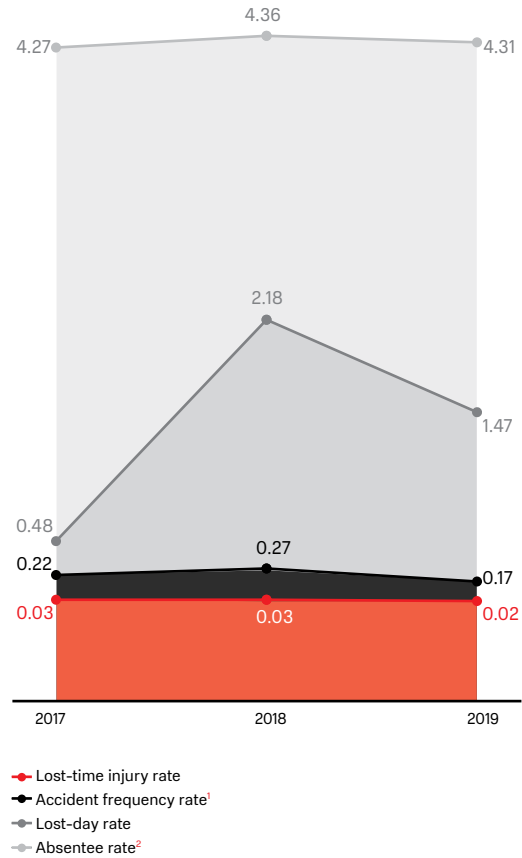


SIF Russia provided funding for the following activities:

- > medical examinations
- > procurement of protective clothing, footwear and other PPE items
- > special assessments of workplace conditions.

Every year, the Company assesses the effectiveness of its occupational health & safety (OHS) management system through quantitative measures enabling objective evaluation of the OHS policy implementation. Each region is assessed individually. The assessment results are then reviewed to identify specific measures to improve and enhance OHS management.

Occupational health & safety performance



No occupational diseases were diagnosed in 2019.

Every year, MTS PJSC works with the Social Insurance Fund of the Russian Federation (SIF of Russia) to secure funding for the work-related injury and occupational disease prevention, health resort treatment of employees exposed to health hazards and obtain discounts on compulsory occupational accident and disease insurance rates.

¹ Accident frequency rate: number of accidents for the reporting period per 1,000 workers.
² The increases in the accident severity and lost-day rates was due to longer sick leaves of employees injured in 2017.