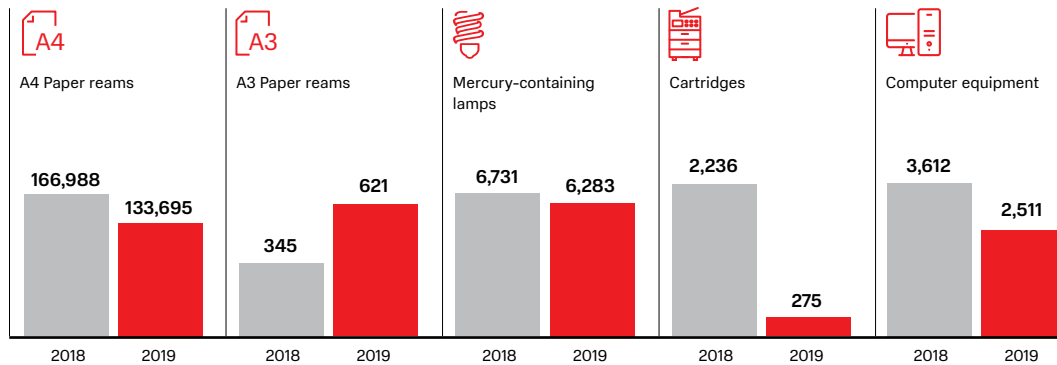


MTS ECO-OFFICE

\\ MTS PJSC pays particular attention to corporate culture development by letting its employees act in an environmentally conscious way. The Eco-Office project has been run at MTS's administrative facilities since 2012 with the aim of sustainable resource consumption by the Company employees and separate waste collection.

\\ Resource consumption



After the transition of the Company's regional branches to electronic document management and outsourcing of printing, office paper consumption decreased by 19.5% with cartridge consumption dropping by 87.7%. High reliability of equipment reduced electronic equipment procurement by 30.5%.

Environmental responsibility initiatives were highly appreciated by the professional community. In 2019, MTS took 2nd place in the Green Leader Office category during the Green Office annual environmental awareness campaign of the Moscow Department for Environmental Management and Protection.

MTS subsidiaries also implement their own environmental initiatives. For example, in 2019, MTS Bank arranged centralized collection of waste paper, including cardboard, in its headquarters and sent about 22 tonnes of waste for recycling.

19.5 %
reduction in paper
consumption

30.5 %
reduction in electronic
equipment spend



GRI 103-1, 306-2

SEPARATE MUNICIPAL WASTE COLLECTION PROGRAM



MTS pays particular attention to its separate waste collection program. The list of recycled or reused waste grows every year.

>93 tonnes
total waste sent for recycling

435 kg
of used batteries handed
over for recycling

Specially labeled containers for waste paper were provided in all offices of the Company in 2019. In the reporting period, 93,318.1 kg of waste were sent for recycling. 10 tonnes were collected in Moscow and the Moscow Region only, up 4.5 times year-on-year.

The environmental initiative for collection of used electric batteries in Moscow and regional offices of MTS is very popular with its employees. In 2019, AlterEco, the official partner of the program, collected 1,492 kg of batteries for disposal. Another 435 kg of used batteries were collected by volunteer activities and sent for disposal to public collection centers in shopping malls.

Presses and containers for transparent plastic bottles were installed in six Moscow offices of MTS in 2019. The presses cut the number of vehicle trips required to deliver waste to recycling facilities thus reducing the carbon footprint. MTS also actively participates in the Good Caps initiative, with over 400 kg of plastic caps from bottles of juice, milk, kefir and other drinks collected in 2019, a more than fourfold increase year-on-year.



\\ Total MTS waste in 2018–2019

Waste type	2018	2019	Management method
Hazard Class I (extremely hazardous)			
Mercury waste (fluorescent lamps)	15,509	12,611	Disposal
Hazard Class III (moderately hazardous)			
Used cartridges	165	755	Landfilling
Computer equipment	570	1,315	Disposal
Batteries, kg	874	1,927	Disposal
Hazard Class IV (low-hazard)			
Mixed waste, tonnes	4,574.57	3,475.68	Landfilling
Non-ferrous metal scrap, tonnes	156.21	35.04	Recycling, disposal
Hazard class V (virtually non-hazardous)			
Mixed waste, tonnes	1,466.762	376.543	Landfilling/disposal/recycling
Ferrous metal scrap, tonnes	188.44	34.62	Recycling, disposal
Waste paper, tonnes	24.08	93.32	Recycling

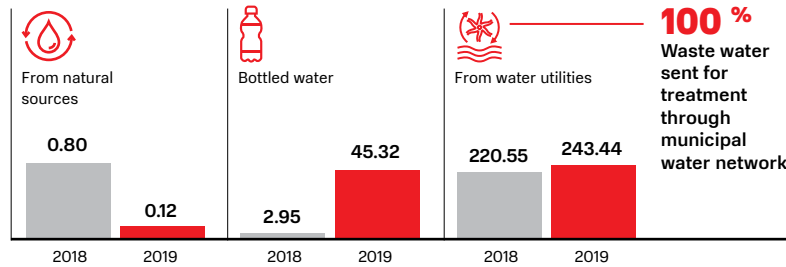
GRI 302-4

WATER CONSUMPTION

Telecoms have no significant water-related impacts, but MTS promotes water stewardship. Water dispensers have been installed in the Company's offices, and empty bottles are returned

to the supplier for reuse. Waste water supplied by water utilities is sent for treatment through municipal water networks.

Water consumption and discharge ('000 m³)



100 %
Waste water sent for treatment through municipal water networks

MTS branch premises in the Krasnodar Territory have an artesian well used to supply water for technical purposes.

ENERGY EFFICIENCY PROGRAM

MTS's technology strategy includes regional energy efficiency programs comprising the following activities:

- > Replacement of fluorescent lamps with LEDs
- > Using air conditioning systems with a free cooling function and equipment with an energy efficiency class no lower than C
- > Activating software algorithms in MTS network to disconnect base station transceivers during low load periods
- > Using base stations with passive cooling of transceivers and locating distribution boards as close as possible to consumers to reduce losses in wiring
- > Using copper core cables

switching ventilation and air conditioning systems off on non-working hours. MTS uses diesel generators made by leading European manufacturers (Wilson, SDMO, Geko and Inmesol) with extremely strict requirements for fuel consumption efficiency and CO2 equivalent emissions as backup power supply to base stations. The Company's data centers are certified to Tier III standards.

In 2019, the Company branches supplemented the above measures by installing motion sensors in office corridors and passageways and regularly



Energy resource consumption by MTS

