

PROSPECTS FOR MTS'S CSR PROGRAM DEVELOPMENT

\\ Social, environmental and economic development will remain the focus of MTS's CSR and sustainable development efforts over the medium term.

MTS conducted a survey of employees and subscribers on inclusivity, which showed the importance of inclusive social programs, particularly educational ones: 57% of the respondents believe that by implementing corporate inclusive programs, MTS will strengthen its brand's positive image.

During the first stage of the updated CSR strategy implementation, the Company will focus on developing inclusive programs, educational technologies, environmental initiatives and using innovations to address social issues in its regions of operation.

The results of these projects will be assessed based, among others, against the following UN Sustainable Development Goals (SDGs):



**GOAL 10.
REDUCED
INEQUALITIES**



**GOAL 4.
QUALITY
EDUCATION**



**GOAL 12.
RESPONSIBLE
CONSUMPTION
AND PRODUCTION**



**GOAL 9.
INDUSTRY,
INNOVATION
AND INFRASTRUCTURE**

\\ CSR target for 2020

Inclusion

Build a culture of tolerance to colleagues, customers (particularly older ones) and people with disabilities

Education

Bridge the digital divide by providing socially vulnerable groups with access to the Company's educational services, with the help of MTS employee volunteers

Environment

Incorporate responsible consumption in the Company's business processes, promote environmental values among customers and partners, implement and scale up environmental projects

Innovation

Use high-tech solutions to address social issues, including searching for and supporting socially significant projects in digital technology

**PRIORITY
AREA**