



## **MTN Group Limited**

United Nations Global Compact Communication of Progress for the year ended 31 December 2020

**Leading digital solutions for Africa's progress**





This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

# The Ten Principles of the United Nations Global Compact



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**MTN believes that everyone deserves the benefits of a modern connected life.**



# About MTN

## Who we are

MTN is an emerging market mobile operator at the forefront of technological and digital changes. Inspired by our belief that everyone deserves the benefits of a modern connected life, we provide a diverse range of voice, data, digital, fintech, wholesale and enterprise services to more than 280 million customers in 21 markets.

We were established in South Africa at the dawn of democracy in 1994, as a leader in transformation. Since then, we have grown by investing in sophisticated communication infrastructure, developing new technologies and harnessing the talents of our diverse team of people to now offer services to communities across Africa and the Middle East.

Our revised strategy, **Ambition 2025**, is anchored in building the largest and most valuable platform business with a clear focus on Africa. This will rest on a scale connectivity and infrastructure business using both mobile and fixed access networks across the consumer, enterprise and wholesale segments. Implementing this growth strategy will be accelerated through selective partnerships and leveraging MTN's brand as the most trusted and valued in Africa, while it will be supported and funded through enhanced cost and capital expenditure efficiencies. The execution of **Ambition 2025** is embodied in four clear strategic priorities and we have identified five vital enablers to assist in operationalising our strategy.

## Standards and guidelines

Disclosures within this report are guided by the United Nations Global Compact (UNGC, as a signatory member).

## Our strategy

### Belief statement

'Everyone deserves the benefits of a modern connected life'

### Strategic intent

**Ambition 2025** 'Leading digital solutions for Africa's progress'

**2025**  
Strategic  
priorities

  
Build the **largest**  
and **most valuable**  
platforms

  
Drive  
**industry-leading**  
connectivity  
operations

  
Create  
**shared value**

  
Accelerate  
portfolio  
**transformation**

### Vital enablers

  
Leading  
customer  
experience

  
Best talent,  
culture and  
future skills

  
Value-based  
capital  
allocation

  
ESG at the  
core

  
Technology  
platforms  
second to none

### Values

Leadership

Innovation

Relationships

Integrity

Can do

# About MTN continued

## Belief statement

'Everyone deserves the benefits of a modern connected life'



### Eco-responsibility



7  
AFFORDABLE AND  
CLEAN ENERGY



12  
RESPONSIBLE  
CONSUMPTION  
AND PRODUCTION



13  
CLIMATE  
ACTION

**47%** average reduction in  
**absolute emissions**  
(tCO<sub>2</sub>e) for scope 1, 2  
and 3 by 2030 and net zero  
by 2040

**77,6%** average reduction in  
**energy consumption**  
per subscriber by 2030

**1 330 rural sites** powered  
by **solar** and growing



### Sustainable societies



GENDER  
EQUALITY



10  
REDUCED  
INEQUALITIES

**32,9%** reduction in  
average **data tariff**,  
bringing down the  
cost of communicating



**US\$152bn**  
Value of **MoMo**  
**transactions**,  
advancing financial  
inclusion

**33% female**  
representation at Board  
and **29%** at **senior**  
**management level**<sup>^</sup>



### Governance



16  
PEACE, JUSTICE  
AND STRONG  
INSTITUTIONS

**79%** increase in  
**reputation** and  
**trust**<sup>\*</sup> with our  
**priority**  
**stakeholders**



**Ranked 7th** of  
**telecommunications**  
**companies** on 2020  
Ranking Digital Rights Index  
– **greatest overall**  
**improvement**



**10 284 ethics**  
**e-learning** modules  
completed by staff



### Economic value



8  
DECENT WORK AND  
ECONOMIC GROWTH



17  
PARTNERSHIPS  
FOR THE GOALS

**>R50bn**  
**expenditure** on  
networks in support of  
**fixed investment** in our  
markets



**>R30bn**  
tax contribution to host  
nations' fiscus



**~5 million** strong  
distribution agent  
network, promoting  
**enterprise** and  
**employment**

<sup>^</sup> Includes incoming Group Chief Financial Officer, announced in December 2020.

<sup>\*</sup> Based on annual Reputation Index Survey.

# About this report

This Communication of Progress (COP) of the MTN Group Limited for the year ending 2020 aims to enable the UNGC and our stakeholders to make an informed assessment of our commitment to the UNGC Ten Principles. The report reflects how we have honoured our ethical or moral obligations towards our employees, our communities, society and the environment in the countries in which we operate.

As a Global Compact signatory, MTN recognises that the Ten Principles within the four issues areas of human rights, labour, environment and anti-corruption are material to the organisation and that these reflect vital economic, social and environmental impacts. We also recognise that the decisions and assessments of our stakeholders are being influenced in crucial ways by the process and results of MTN's integration of the Ten Principles into our operations and strategies. This report therefore provides a review of how we have given expression to the principles in our corporate endeavours.

## Scope and boundary

This COP covers the period 1 January to 31 December 2020. The structure and layout of this report draws on the UNGC guidance and is aligned with the MTN Group's sustainability report for 2020.

Supplementary information is provided in the following reports for the year ending 31 December 2020 (accessible on MTN's website):

- Our integrated report
- The MTN Group sustainability report
- The Global Reporting Initiative (GRI) report

**We welcome feedback on this report at:**  
MTNGroupEthics@mtn.com



# MTN Group Commitment to the UN Global Compact



Group President and CEO  
Ralph Mupita

The MTN Group is pleased to confirm its commitment to the UNGC and its Ten Principles on human rights, labour, environment and anti-corruption. We strive for the democratisation of communication through affordable services to our customers in the 23 countries across Africa and the Middle East where we operate.

Our vision is to lead the delivery of a bold, new digital world to our customers, with the purpose to make our customers' lives a whole lot brighter, amid the growing challenges the world is facing.

We commit to continue making the Global Compact and its principles part of our strategy, our culture and the day-to-day operations of our Company. We further commit ourselves to continue to advance the Sustainable Development Goals (SDGs) as we strive to create not only business value but also social value in the countries where we operate. We look forward to continuing to promote the Ten Principles in the coming years.

*Sincerely yours*

**Ralph Mupita**

Group President and CEO  
MTN Group

**We commit ourselves to continue to advance the Sustainable Development Goals (SDGs) as we strive to create not only business value but also social value in the countries where we operate.**



## MTN Case Studies



# Sustainable Development Goals 2020

## 2020 Context



The COVID-19 crisis has presented MTN with unprecedented challenges. MTN has faced the challenge of balancing important stakeholder interests while ensuring the health and safety of employees. Ahead of the lockdown regulations across its footprint, MTN has been proactive in mandating that employees work from home. Ensuring a productive and engaged workforce was enabled by effective work-from-home solutions.

Importantly, MTN has also weighed the needs of the communities in which it operates, implementing mechanisms whereby the health and safety of communities can be advanced and economic relief be effected. To this end, MTN established a ZAR250 million relief package to assist in containing the spread of the virus across our markets.

MTN's leadership team also worked with the MTN COVID-19 response teams, partners and governments to ensure the sustainability of our services and business, to ease some of the concerns and anxiety experienced in communities where we operate. MTN has also solidified efforts to safeguard our business by maintaining regular contact with like-minded businesses and sectors, to learn, collaborate and co-ordinate efforts.

In 2020, MTN implemented several support measures as it seeks to play its part in looking after its employees, customers and communities, while ensuring that the resilience of our business is maintained. These measures centred around four focus areas, i.e. looking after our employees, looking after our customers, keeping our networks running and a focus on efficiencies.

### 1. Looking after our people

#### A Global Staff-Care Emergency Fund

In our commitment to MTNers across our footprint, MTN established a Global Staff-Care Emergency Fund. The MTN Group Executive Committee contributed its salary increases towards the fund and the Group President and CEO donated his April salary to help the fund get off the ground. The fund was utilised for:

- Preventative health and safety provisions.
- Treatment and recovery provisions.
- Emergency lockdown sustenance provisions.

### 2. Looking after our customers

#### Y'ello Hope

MTN's customers and communities are the pillars of the business and the Company came together to make their lives easier and brighter. To this end, **Y'ello Hope** packages were rolled out across MTN to enable customers to access information and MoMo services. MTN's '#goodtogether' theme was created to carry messaging around the **Y'ello Hope** initiative.

### 3. Keeping our networks running

MTN networks are the backbone of the business and they need to remain resilient for the benefit of customers and our communities, especially as our Company carries increased traffic to accommodate social distancing measures. MTN therefore for the time being directed its investments towards ensuring resilience, stability and capacity, suspending broader rollout activities until further notice.

### 4. Focus on efficiencies

MTN has also implemented a programme to drive financial prudence and to protect the business. Therefore, our investments and operating expenditure in 2020 were directed towards essential and mission critical priorities, while we cut back on all other spending. Our partners, especially small and medium-size businesses, need our support and to this end we introduced disciplined financial mechanisms to support them.

# MTN and the Sustainable Development Goals

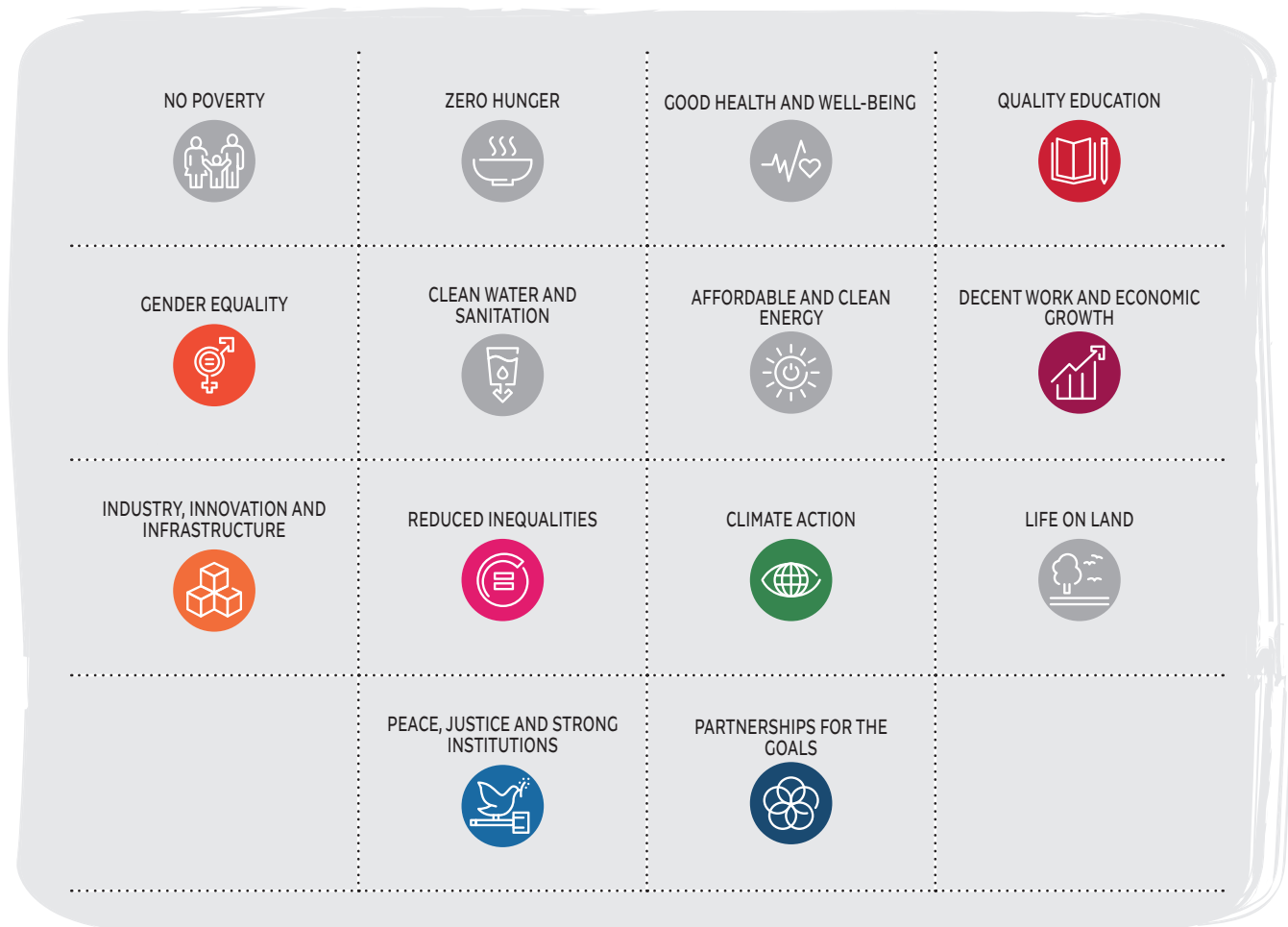
Our contribution towards the socio-economic development of the communities within which we operate is directed by our corporate social investment framework. Not only does it outline our focus areas, but it also guides our implementation approach to contribute towards inclusive and sustainable economic growth of communities.

We strive to reach the most vulnerable, marginalised, underserved communities and members of society and are committed to the sustainable upliftment of communities. While we drive the inclusion of all members of society, we place specific focus on youth and women as we contribute to the national agenda of the countries where we operate.

MTN's prioritisation of select SDGs demonstrates our intention to operate in a principles-based way that attends to human and labour rights, the environment and anti-corruption. The prioritisation is also linked to the SDG targets that MTN is aligning to and the solutions, operations and initiatives that contribute to attainment of the 2030 Agenda. We are also directed by the varying national priorities and contextual realities of the countries where we operate.

In this section of our COP we introduce each SDG to which MTN has made some contribution. The case studies do not represent the full scope of MTN's contribution and impact, but aim to reflect where our efforts focused predominantly.

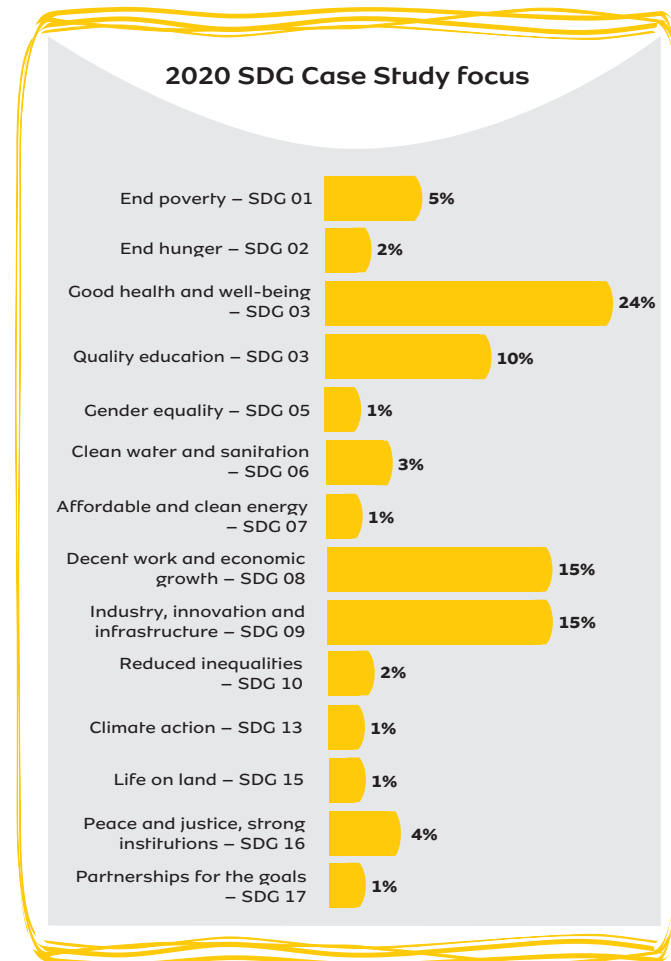
## Sustainable Development Goals to which MTN has demonstrated its commitment in 2020



# MTN and the Sustainable Development Goals continued

MTN's contribution to the SDGs in 2020 reflected a strong focus on SDG 3 ('Ensure healthy lives and promote well-being for all, at all ages'), with a further specific focus to contribute to target 3(d), 'Strengthen the capacity of all countries, in particular in developing countries, for early warning, risk reduction and management of national and global health risks'.

We view sustainability as an integral part of MTN's value-creation journey. The UN SDGs on which we have the greatest impact are highlighted in yellow below:





# MTN and the Sustainable Development Goals continued

## 1. NO POVERTY



### Goal 1: End poverty in all its forms everywhere

Despite considerable progress in the fight against poverty since 1990, over 800 million people, 70% of whom are women, still live in extreme poverty. The new Sustainable Development Agenda will now aim to eradicate extreme poverty by 2030. Besides aiming to eradicate extreme poverty, Goal 1 takes a comprehensive approach to poverty by including a target on relative poverty based on national definitions. The poor are particularly vulnerable to economic and political crises, loss of biodiversity and ecosystem services and natural disasters and violence. To ensure that people who have escaped poverty do not fall back into it, this goal also envisages measures to strengthen livelihood resilience, including the establishment of social security systems.

### MTN's demonstrated commitment to SDG 1 – No Poverty – in 2020

#### SDG 1, Target 1.4

'Ensure that all men and women, in particular the poor and the vulnerable, have equal rights to economic resources, as well as access to basic services, ownership and control over land and other forms of property, inheritance, natural resources, appropriate new technology and financial services, including microfinance.'



### MTN Group head office, South Africa

#### Inclusivity through a low-cost smartphone

Early in 2020 we launched a low-cost smartphone to connect entry-level customers to 3G and 4G handsets across Africa to provide affordable smart handsets below the current market norm of US\$40 for a low-cost handset.

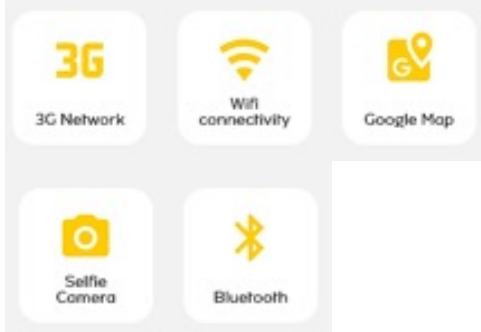
The development of the 3G smart feature phone through a partnership with China Mobile, UNISOC and KaiOS technology has made the smart feature phone affordable for the majority of MTN customers.

The MTN Smart 3G Feature phone is on the market for US\$20 and offers several smartphone-type services and functions enabling internet connectivity. It is more affordable than other smart feature phones and has a long battery life.



MTN Group head office

#### What you get



# MTN and the Sustainable Development Goals continued

## MTN Ghana

### Free browsing with Opera Mini, Opera News

In 2020 MTN Ghana and Opera, one of the world's leading browser developers, partnered to give Opera Mini and Opera News users on the MTN network up to 50 MB of free browsing every day.

Through this partnership, MTN Ghana and Opera joined forces to keep millions of Ghanaians online so that they can read news for free, access their favourite websites without data cost limitations and keep them connected with families and friends during this period of COVID-19.

Opera News is the most popular news app in Africa and was the most downloaded news app in Ghana in May 2020 according to AppAnnie. The Opera News app provides users with an AI-based personalised content stream that serves top news, videos and other daily content from more than 40 different categories.

Opera Mini is a small, powerful browser offering features not currently offered by other browsers available in digital app stores. The browser is equipped with data saving, offline file sharing, a smart download manager and a native ad-blocker. Opera Mini is being used by over a hundred million people around the world.

The partnership with Opera came at a time when MTN was creating opportunities for customers to have free access to educational sites. The free browsing on Opera Mini and Opera News complements the provision of free Internet connectivity to over 100 educational sites for private and public school students across Ghana.



MTN Ghana

## MTN Cameroon

### Mobile money interoperability across the CEMAC region

In the Central African Economic and Monetary Community (CEMAC) region, mobile money interoperability is now effective. As a result of this interoperability, a MoMo wallet holder can directly transfer money to the wallet of another user even if they are not clients of the same mobile operator. This interoperability is the result of collaboration between the banking and e-payment sectors.

Apart from being a barrier to the spread of COVID-19, this interoperability means that transactions can be carried out directly between bank accounts, MoMo wallets and bank cards. While these direct transactions were possible in the past, there was no common interoperability platform, which made for an arduous process. For instance, when an MTN Cameroon user sent a MoMo payment to an Orange Cameroon subscriber, the latter had three days to visit an MTN collection point or the transaction would be cancelled. With the new platform, payment is directly transferred into the user's MoMo wallet.



MTN Cameroon, Douala

## MTN Nigeria

### Bridging the urban-rural connectivity gap in Nigeria

Connectivity has a direct impact on the socio-economic prospects of a community and ensures everyone reaps the benefits of a modern, connected life. Yet full network coverage

within Nigeria remains a challenge, with more than 20 million Nigerians living in areas with limited or no coverage.

Through MTN Nigeria's rural telephony programme that started in 2020, MTN intends to rollout 3 000 rural connectivity sites over three years. This will be made possible through collaboration with technology partners and the use of low-cost connectivity solutions.



MTN Nigeria, Lagos

### SDG 1, Target 1.5

'Build the resilience of the poor and those in vulnerable situations and reduce their exposure and vulnerability to climate-related extreme events and other economic, social and environmental shocks and disasters.'

## MTN South Africa

### Support to communities worst affected by the pandemic

MTN SA distributed 5 500 food parcels to the value of ZAR3,5 million to 27 500 beneficiaries in communities worst affected by COVID-19. Leveraging an extensive community network developed by the MTN Foundation over the past 19 years, MTN SA worked with the SA government to curb the spread of COVID-19 in communities that have the least resources to mitigate the impact of the pandemic. The initiative forms part of the MTN Group's ZAR250 million relief package assisting to contain the spread of the virus across its 21 markets in Africa and the Middle East.

# MTN and the Sustainable Development Goals continued

## 2. ZERO HUNGER



### Goal 2: End hunger, achieve food security and improved nutrition and promote sustainable agriculture

Undernourishment affects nearly 800 million people worldwide, most of them women and children. The aim of the 2030 Agenda is to end hunger and all forms of malnutrition around the world within the next 15 years. The majority of people who are undernourished, rely directly or indirectly on agriculture for their livelihoods, hence it is smallholder farmers who are at risk of undernourishment.

#### How we contributed to SDG 2 in 2020

##### SDG 2, Target 2.2

'End all forms of malnutrition and address the nutritional needs of adolescent girls, pregnant and lactating women and older persons.'

#### SDG 2, Target 2.4

'Ensure sustainable food production systems and implement resilient agricultural practices that increase productivity and production, that help maintain ecosystems, that strengthen capacity for adaptation to climate change, extreme weather, drought, flooding and other disasters and that progressively improve land and soil quality.'

#### MTN Liberia

##### Helping to meet the nutritional needs of pregnant women

MTN Liberia in May 2020 handed over food and non-food items to 100 pregnant women in Senjeh, Tubmanburg,

Bomi County. Items donated to the women included hand-washing drums, rice, Argo oil, meat and soap. Providing the parcels enabled the women to stay home and observe social distancing, thus supporting the national fight against COVID-19.



MTN Liberia

#### Reducing farmers' losses by helping to keep an eye on cattle through Internet of Things (IoT) solutions

It is estimated that Sudan has the world's seventh highest cattle population with an estimated 41 million head of cattle. Herding, as the traditional farming method, still represents a large portion of the Sudanese cattle market, with some farmers using radio-frequency identification tags to identify their cattle.

MTN has partnered with Aotoso Information Technology to develop an animal tracking system. The solution is a small device around the necks of cattle that collects information about the cattle. The device then relays to MTN's network, providing the owner with insight and raising the alarm through a desktop or mobile app when something is amiss.

Ultimately, the device reduces farmers' losses due to high mortality rates by monitoring their cattle's vital signs through GPS tracking. The device can also monitor reproduction and lactation, increasing revenue for the farmer. One of the challenges farmers face is underfeeding or overfeeding. The rumination feature provides a metric that can be used to determine the best feeding strategy for the cattle.

The proof-of concept process has been very successful, with data consumption of the SIM cards amounting to approximately 1MB per month. The devices will be bundled as an integrated solution with data connectivity provided by MTN and stored through a third-party cloud service. Due to the high initial cost of the solution, instalment options are being considered to increase affordability.

# MTN and the Sustainable Development Goals continued

## 3. GOOD HEALTH AND WELL-BEING



### Goal 3: Ensure healthy lives and promote well-being for all, at all ages

All people should have access to good-quality healthcare and medicines, including financial risk protection. Another objective for 2030 is to ensure universal access to sexual and reproductive healthcare, including family planning, information and education.

A study conducted by the United Nations Development Programme (UNDP) with the Pardee Center for International Futures at the University of Denver explores the impact of three COVID-19 recovery scenarios on the SDGs, capturing the multidimensional effects of the pandemic over the next decade. The study found that COVID could drive the number of people living in extreme poverty to over 1 billion by 2030, with a quarter of a billion pushed into extreme poverty as a direct result of the pandemic.

### MTN's demonstrated commitment to SDG 3 – Good health and well-being in 2020

As a result of the devastating impact of COVID-19, MTN increased its support for access to healthcare. We also prioritised working with key stakeholder groups to find solutions and technology that will enable risk reduction and management of health risks specifically associated with COVID-19.

#### SDG 3, Target 3.1

'Reduce the global maternal mortality ratio to less than 70 per 100 000 live births.'

### Uganda

#### MTN Foundation, JMS partner to improve maternal health services in Kamwenge

MTN Uganda's Foundation has partnered with Joint Medical Stores (JMS) to improve maternal health services in Kamwenge District. For the last three years the MTN Marathon has raised funds to support maternal health in Uganda as an ongoing long-term project. MTN Uganda has injected over 500 million Ugandan shillings into the Bwizi Health Centre III for the renovation of the general wards and expansion and equipping of the maternal ward at the health centre.

MTN Uganda Foundation also held a corporate build initiative at the Bwizi Health Centre III to raise awareness about maternal mortality rates within the region.



MTN Uganda, Kampala



The corporate build day at Bwizi Health Centre



# MTN and the Sustainable Development Goals continued

## SDG 3, Target 3.3

'End the epidemics of AIDS, tuberculosis, malaria and neglected tropical diseases and combat hepatitis, water-borne diseases and other communicable diseases.'

### MTN Group head office, South Africa

#### Measures to create a safe working environment

Realising the importance of precautionary measures to protect employees from COVID-19 and help authorities contain the spread, MTN has put in place the following precautionary and mitigating measures:

- Established an **MTN Group response team**, co-ordinated by Group Risk & Compliance to monitor, track and manage the situation.
- A daily **Global Health Monitor** in English and French, with appropriate advice offered for the prevention of infection and prompts for how to respond when possibly infected.
- COVID-19 **outbreak advisories** were released to all opcos, covering an overview of the pandemic outbreak, the World Health Organization (WHO) facts on symptoms, transmission and prevention measures, and frequently asked questions.
- **Travel advisories** were issued to lower the risk posed by international travel by reducing frequency, monitoring movements and preventing travel of large groups. Where and when necessary, international travel was prohibited altogether.
- At the onset of the pandemic, **precautionary medical check-ups** were completed for all MTN travellers arriving from destinations with confirmed COVID-19 cases, to make sure they show no symptoms.
- Installation of **hand sanitisers** across all identified high-risks office facilities and dealerships.
- **Medical observation/isolation** for at least 14 days for all vendors/service providers and/or third-party staff who had direct exposure to potential sources of COVID-19 infection.
- **Access to MTN premises revoked** for vendors/service providers and third parties in cases where such parties have been found to be non-compliant with MTN's precautionary measures.
- **Visitors must declare** whether they have travelled to and from high-risk regions or have been in contact with suspected cases before entering MTN facilities.
- **Training of reception staff to consult visitors** and advise them to use hand sanitisers in our facilities.



#### Welcome to the MTN Global Health Monitor

Your well-being is important to us. In light of the Global COVID-19 pandemic, we would like to stay in touch and seek confirmation of your health and safety.



# MTN and the Sustainable Development Goals continued

## SDG 3, Target 3.8

'Achieve access to quality essential healthcare services and access to safe, effective, quality and affordable essential medicines and vaccines for all.'

## SDG 3, Target 3.d

'Strengthen the capacity of all countries, in particular in developing countries, for early warning, risk reduction and management of national and global health risks.'

### Ghana

#### 14 000 pints of blood to Ghanaians

In 2011, MTN Ghana Foundation launched the **Valentine's Day Blood Donation Programme** and has since obtained over 14 000 pints of blood. The programme has enhanced the health and recovery rates of many sick people. MTN Ghana has since gone further by constructing a bleeding centre in the Central Region, which is geared towards aiding sick people who need blood to gain strength.

The programme has been expanded from Accra, Kumasi and Takoradi to all 16 regions of Ghana in 2020. MTN has been partnering with the KomfoAnokye Teaching Hospital (KATH) Transfusion Unit to sensitise communities on the value of donating blood.



MTN Ghana's Valentine's Day Blood Donation drive 2020

### MTN Business (South Africa)

#### Equipping field workers with communication tools

MTN Business provided devices to help national relief efforts and provide field workers with the tools needed to communicate and effectively carry out their duties. The devices (5 000 smartphones), were each pre-loaded with 3GB of data and donated to the Limpopo Provincial Department of Health for distribution to field workers for conducting tests, screening citizens and tracing people who may have been exposed to COVID-19.

In addition to smartphones, MTN also conducted free after-sales services such as repairs, device replacement, on-site device support and service and account management.

# MTN and the Sustainable Development Goals continued

## MTN Ghana

### MTN Ghana supports government's fight against COVID-19

The MTN Ghana Foundation, as part of its commitment to support the government's efforts in the fight against the COVID-19 pandemic, donated five million Ghana cedis (GHS 5 million) towards the procurement of medical supplies including personal protective equipment (PPE) and other essentials to support frontline medical staff.



MTN Ghana

MTN Ghana Foundation in consultation with the Ministry of Health donated the following items towards the fight against the pandemic:

- Virus sampling kits – 10 000
- N95 Masks – 10 000
- Gloves – 10 000
- PPEs (overalls) – 7 500
- Polymerase chain reaction machines for testing – 4
- Ribonucleic acid extraction kits – 3 000
- Infrared thermometers – 500
- Disposable bedsheets – 3 000

Following official confirmation of COVID-19 cases in Ghana, MTN took a series of precautionary measures to ensure continuity of services and the safety of its stakeholders, including employees, customers, communities and suppliers, against potential infections. Other measures that the Company has taken include protective measures for employees and customers. Key among the measures was the positioning of alcohol-based sanitisers at vantage points across branches and experience centres for use by customers and employees; the deployment and use of temperature guns, PPE and practising of social distancing.

## Liberia

### MTN Lonestar Cell donates devices for COVID-19 contact tracing

As part of its response to the COVID-19 pandemic, MTN Liberia has undertaken the following initiatives as it took up its responsibility in combating the devastating effects of the pandemic:



MTN Liberia

- Enabling home-quarantined, low-risk contacts to be monitored effectively for 14 days: This was enabled through the donation of 250 phones to the national health response team to enable monitoring of low-risk contacts. This vital donation freed up resources required to manage confirmed cases and contain the spread of the virus.
- Supporting contract tracing: MTN Liberia donated 250 devices to the office of the Vice President to support the Liberian Ministry of Health and the National Public Health Institute of Liberia to be used for contact tracing.
- Supporting quarantined patients: MTN donated cellphones to be used by COVID-19 patients under quarantine in designated quarantine centres.
- Free communication access for critical health workers for an initial period of one month. The free communication access will allow these health workers to call each other at no cost on the MTN Liberia network.
- Health workers also enjoy free instant messaging and the ability to share photos and videos using MTN's messaging app, Ayoba.

# MTN and the Sustainable Development Goals continued

## MTN Liberia

### Relief through the Y'ello Hope package

MTN Liberia has, through the **Y'ello Hope** initiative, spearheaded private sector support for the national efforts to combat the spread of COVID-19 in Liberia. MTN Liberia has provided substantial financial support to help contain the outbreak, provide relief for customers and Liberians and help the nation stay connected affordably. MTN also helped curb the spread of the outbreak by supporting contact tracing and monitoring and by carrying out mass hygiene and safety awareness campaigns by SMS, online and through the radio. The Company ensured that all services remained available without disruption. MTN also accelerated its rural coverage rollout and expanded its network to over 120 remote towns and villages in 2020 (over 414 000 new customers).

#### • Customers have been kept informed about COVID-19

- An interactive Facebook live session was held with the Minister of Health, reaching more than 10 000 people and helping to inform customers on the various actions being taken by the government to ensure the safety of Liberians and to clear up myths related to the pandemic.
- Over 2 million messages were sent to MTN customers to provide COVID-19 health tips.
- 20 000+ customers made use of the free platform on MTN to access COVID-19 information.
- MTN made several posts to 250 000 people on social media, educating Liberians about the virus.
- 90% of all MTN Liberia radio advertisements were re-recorded to focus on providing health tips to listeners on 41 radio stations across the nation, broadcast over 3 000 times a week.
- Anyone who calls an MTN customer will hear health tips as they wait to be connected.

#### • Easing the cost burden for customers who have lost their sources of income in this period

- MTN Liberia offered a special bundle giving customers a daily allocation of minutes, data and SMS for work and staying in touch with friends and family, and helping subscribers save more than 2 million Liberian dollars as a result of the discounts applied on the offer.
- All MTN customers had access to 10 free SMSs per day to send to anyone on the network.
- Customers using MTN Liberia's MoMo service could transfer money to other users of the service at no cost as part of measures to encourage people to avoid handling cash. Over 70 000 customers benefited from the offer.
- More than 1 500 MoMo subscribers made payments for goods and services at merchant locations without paying extra service fees.
- On MoMo, customers could transfer money from their bank accounts to their MoMo accounts and vice versa with zero fees charged.
- MTN Liberia also partnered with the Ayoba instant messaging platform to enable its customers to chat, share photos and videos and more without the need to have a data bundle or airtime on their phone.
- For students, who had been taking their lessons at home during lockdown, over 20 local and international educational institutions and resources had their websites zero-rated.

#### • Helping the government of Liberia with their ongoing activities

- A donation of 500 phones, SIMs and airtime through the Office of the Vice President to be used for contact tracing and for persons in quarantine to stay in touch with friends and family.
- Additional support in the form of free airtime and SIM cards was given to various rural communities to support the local efforts to keep people safe and protected.
- Over 100 health workers were provided with a facility that allowed them to call each other for free during this period as they co-ordinated their COVID-19 response activities and efforts.
- Members of the Liberia Medical and Dental Association and the Press Union of Liberia were provided with a heavily discounted voice and data package to support their operations.
- Two toll-free lines were made available for MTN Liberia customers to call for assistance from the Ministry of Health.
- At the Company's offices and service centres, precautionary measures were put in place to help slow down the rate of infection, including enforcing social distancing protocols, temperature checks and washing of hands before entering the premises. Altogether, 80% of the Company's staff are working from home.



**#FightCoronaTogether**

Call Ministry of Health on  
**919 Toll Free** for assistance

Stay safe





# MTN and the Sustainable Development Goals continued

## MTN Group

### MTN aiding COVID-19 efforts across its markets

MTN announced a ZAR250m relief package to aid COVID-19 efforts across its markets. The relief package focuses on employees, customers, vulnerable groups, contributions to the South African government's Solidarity Fund and participating in industry interventions.

In 2020 MTN raised ZAR21m for its employees in need, through its **MTN Global Staff-Care Emergency Fund**. Contributions from the Group's directors, managers and general staff are the main source of these funds.

The MTN Board chair, Group CEO, Group CFO and MTN's directors pledged 30% of their Board fees and salaries for three months to the fund, including executive teams of both MTN Group and MTN SA, which have also contributed to the fund. MTN staff members also contributed by making salary sacrifices.

In addition, ZAR150m was invested in the **MTN Y'ello Hope Package** for customers; the package included free SMS services, the waiving of fees for certain MoMo transactions, discounted calling during off-peak periods, zero-rating of certain health, social services and educational sites and payment concessions to business customers.

The MTN Foundations across MTN's markets are being used to contribute towards tackling health emergencies to minimise the spread of COVID-19 through disease commodity packages. They are also assisting with information and communications technology (ICT) services needed for health ministries and health professionals, as well as enabling students to remain productive by accessing vital school and university content with a total contribution of at least ZAR50 million.



MTN Group head office

## MTN South Africa

### MTN avails more funds against COVID-19 in SA

MTN South Africa donated ZAR8 million in equipment, infrastructure and food parcels as it joined forces with the South African government to curb COVID-19 infections in South Africa's hotspots. MTN SA further supported Gauteng province by providing critical ICT wares valued at approximately ZAR2 million. MTN provided Wi-Fi access to all medical personnel and patients within the Gauteng Department of Health (GDoH) emergency quarantine and healthcare facility at Nasrec, Johannesburg. The GDoH specified that it required 20 desktop computers and Wi-Fi connectivity to assist in running the field hospital. MTN provided equipment to the value of ZAR800 000. In responding to the Office of the Gauteng Premier's call for essential ICT tools, MTN also provided 500 7-inch tablets, with 3GB data provision for three months, for community healthcare workers. The tablets and data, valued at ZAR1,05 million, were used to capture and record information from community screenings in real-time. MTN contributed a further 350 7-inch tablets to other provinces to support healthcare workers on the ground. The value of this support is estimated at ZAR650 000.

## MTN Group

### Fundraising campaign for UNICEF and WFP's COVID-19 response across Africa

MTN supports the UN Children's Fund (UNICEF) and the World Food Programme (WFP) to help mobilise funds for children and families across sub-Saharan Africa affected by the COVID-19 pandemic. MTN enabled SMS-fundraising throughout a month-long campaign to raise funds for those most severely impacted by the virus on the continent. All proceeds raised through the campaign were donated in full to UNICEF and WFP, who are supporting COVID-19 affected communities across Africa.

The pandemic's closure of schools has compromised millions of children's ability to learn, as well as their access to healthcare and food at school. Because of COVID-19, school attendance of some 253 million children across Africa was interrupted, with 65 million children missing out on school meals. MTN's assistance is helping to reach children with vital services such as health, protection, water sanitation and education.

# MTN and the Sustainable Development Goals continued

## MTN Wear it for Me Campaign



**DJ Khaled**  
has something to say to you...



**Wear it for me**  
everywhere you go



"If you love yourself, you love your family, you love your kids, you love all your loved ones, and if you love the world... You will wear a mask."  
~ DJ Khaled

[Click here to watch](#)

**#Wearitforme**

**#Wearitforme is now live!**

Play your part by visiting:

[mtn.com/wear-it-for-me/](https://mtn.com/wear-it-for-me/)

Share your photo on Yammer using

**#wearitforme**

**Missed the internal launch?**

[Click on the link below to watch.](#)

MTN launched its **Wear it for Me campaign** under the **Y'ello Hope** banner, as part of our integrated response to the COVID-19 pandemic. This campaign sought to inform and persuade people across our footprint to wear a mask as a simple and basic action to protect themselves and those around them from the virus.

For the first time in MTN's history, we embarked on a multi-market, multi-media campaign, which launched simultaneously across our operating companies with the intention of stopping the spread of the virus. In parallel, we undertook primary research, interviewing consumers and stakeholders from the government, regulatory and financial sectors to understand the level of awareness, engagement and sentiment achieved.

The results were unprecedented, with awareness, engagement and positive sentiment scores for stakeholders of 55%, 75% and 75%, respectively. For consumers, the campaign achieved recognition of 78% (against a norm of 16%) and brand linkage of 51%.

One of the best performing imagery attributes was 'MTN is helping to make the world a better place', with 62% of respondents saying that they felt more positive about MTN after they saw the campaign.

# MTN and the Sustainable Development Goals continued

## MTN Ghana

### MTN assists with the development of the Africa COVID-19 Communication and Information Platform

Driven to enable digital and financial inclusion, MTN believes it is important to use our technology, expertise and network for the good of Africa and its people. Together with host nations and strategic partners, MTN has supported the establishment of the Africa COVID Communications and Information Platform (ACCIP) driven by the UN's Economic Commission for Africa and Africa Centres for Disease Control to assist countries on the continent to respond to the impact of COVID-19.

The platform was launched in June 2020 and aims to support each country's national COVID-19 taskforce to enhance its analytic ability and implement the necessary responses, as well as direct resources to mitigate the health and economic impacts of the pandemic.

Together with the other partners, MTN has played a key role in the development of the platform as well as the creation and operationalisation of the mobile platform templates and operating protocols.

As MTN worked with the various partners to develop the platform, the realities faced in African markets were considered, e.g. the fact that smartphone and internet penetration is low. The platform therefore offers free-to-use services using a combination of text and voice interactions. It is set to reach more than 600 million users across the continent. The ACCIP represents a mix of high and low technology to take practical advantage of the richness of data generated by users of even simple 2G phones. Anonymous user-generated survey data is transmitted to an artificial intelligence-driven system, which then combines it with public information from social and other digital channels for targeted analysis.

The ACCIP platform allows policymakers to share insights and harness data to inform decision making at a regional and national level for the benefit of local populations. National authorities will ultimately also be able to conduct community-level messaging for social welfare, facilitating cash distribution (including e-payments) for targeted information on local food distribution or the provision of clean water. When data shows emerging virus hotspots, authorities will be able to direct medical resources to those areas, as well as alert residents of their availability.



## MTN Rwanda

### MTN Rwanda encourages sellers to go cashless to curb COVID-19 spread

On 23 March 2020, MTN Rwanda in partnership with several Rwandan government institutions, further encouraged sellers across the country to go cashless amidst COVID-19. The move is in line with discouraging cash exchanges as it is considered to increase chances of transmission of COVID-19 – the virus can stay on surfaces such as banknotes for hours and can be transferred from one person to another when purchasing.

The Central Bank of Rwanda, the Ministry of Trade and Industry, and the Rwandan Ministry of ICT and Innovation collaborated to onboard sellers across Rwanda to go cashless. This was also being encouraged in value chains such as suppliers of produce, so as to sensitise the entire ecosystem to the importance of going cashless to reduce the need for physical handling of cash.

MTN's cashless payments include MoMoPay, which is free of charge both to the buyer and the seller. Sellers wishing to register for this system go to a nearby centre with their business registration certificate, or the online registration option may be followed.

Charges on MoMo transfers were also suspended for a three-month period. This also saw zero charges on push and pull services between bank accounts and mobile wallets.



# MTN and the Sustainable Development Goals continued

## MTN Nigeria

### MTN Nigeria unveils Y'ello Hope Package to address the impact of COVID-19

In 2020 MTN Nigeria (MTNN) deployed a broad set of investments in support of the national effort to contain the pandemic.

#### Supporting government response efforts

- Supporting government (federal and state) with communication systems, analytical response management and risk profiling.
- Over N500 million worth of airtime, data and analytics, through the Nigerian Governor's Forum (NGF) in support to state governments to facilitate communications during travel restrictions.

#### Connecting medical personnel

- Over N1.4 billion worth of airtime, data and devices for connectivity support to frontline health agencies including Nigeria Centre for Disease Control (NCDC).

#### Connecting customers with essential health information

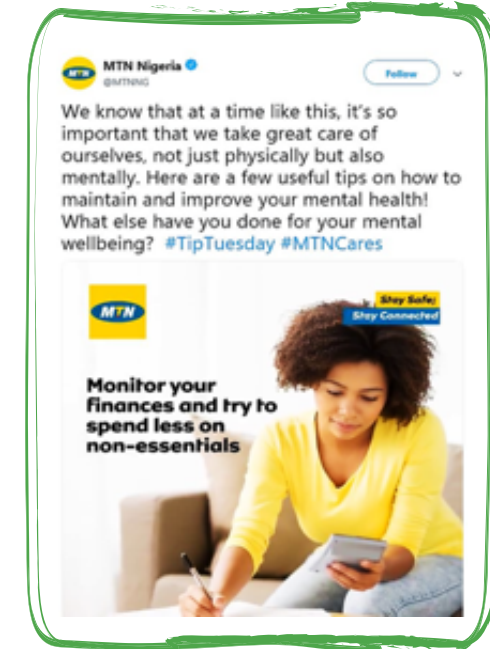
- Free data access to be used to access websites with validated information on COVID-19.

#### Making it easier to stay in touch and support each other

- Up to 300 free SMSs per month for subscribers so they can communicate with loved ones.
- MTN partnered with Ayoba, to grant free daily data access to its subscribers.
- Free money transfers using the MoMo agent network from Y'ello digital financial services.

MTN ensured services remained available to customers despite lockdown. MTN's networks came under unprecedented pressure as demand grew rapidly. While all networks ensured there is significant redundancy in place to support peak periods, demand consistently exceeded those levels. Together with the regulator, policy makers and colleagues in the industry, MTN increased capacity where needed most.

MTNN ensured that its infrastructure could be utilised effectively by health services to guarantee that they can carry out their duties. MTN partnered with the NCDC to provide its staff with access to voice and data services, telephones and toll-free lines to co-ordinate its response. Being at the forefront of the response to the pandemic, the NCDC needed targeted support to contain COVID-19 in Nigeria.



MTN also supported government at federal and state levels with communication systems, analytical response management and risk profiling. These tools helped enhance the capacity and preparedness of each state to manage the outbreak proactively, enabling them to identify the vulnerable segments of the population who require social intervention during the lockdown. In addition, MTNN partnered with state governments through the NGF to ensure they stay connected during the pandemic and continue to deliver governance remotely. MTNN committed to providing this support for as long as necessary and will expand it if the pandemic becomes more acute.

One of the most important needs is the ability to access reliable, validated information about the nature of this pandemic and health protection. MTNN's partnership with the NCDC includes a channel to disseminate health information to our subscribers and free access for subscribers to obtain information from the NCDC through their toll-free lines or on the NCDC and Federal Ministry of Health websites.

To ensure that our subscribers, including those in most vulnerable situations, are able to continue to communicate with and support their loved ones, MTNN provided each subscriber with up to 300 free SMSs per month; our Y'ello Digital Financial Services subsidiary suspended transaction fees for all money transfers using the MoMo agent network.

Recognising the challenges faced by small businesses at this time, MTNN, which serves about 2 000 small and medium-sized enterprises (SMEs), provided SME customers of its enterprise business with a grace period on their invoices. SMEs unable to pay invoices enjoyed uninterrupted services for a defined period to mitigate the impact of the shutdowns.

Access to healthcare, including the ability to identify and contain infection, is vital, and MTN therefore committed N500 million towards addressing emerging medical needs in the country.



# MTN and the Sustainable Development Goals continued

## MTN Rwanda

### MTN Rwanda efforts to support communities in the fight against COVID-19

MTN Rwanda put in place additional interventions to support the government's efforts to communicate and raise awareness on measures to prevent and contain the spread of COVID-19. MTN Rwanda rolled out the following mobile connectivity, digital and mobile fintech solutions for its communities:

- Keeping people connected and helping to alleviate the economic, social and educational impact through the support of key institutions such as health, ICT and education.
- The MTN Rwanda Foundation donated FRW10 million to the Rwanda Biomedical Centre to support its tireless work to curb the spread of the virus.
- MTN Rwanda Foundation offered free MTN calls among health workers for a minimum period of 90 days.
- MTN also availed free media channel space (radio, TV, social media, SMS, Ring Back Tone, IVR platform) to promote the Ministry of Health's sensitisation messages.
- In partnership with the Ministry of Education and Ministry of ICT and Innovation, MTN made online access to Rwandan universities and school websites free to allow students to access in-house learning materials.
- Increased the daily limit on Airtime Transfer (Me2U) from RWF3 000 to RWF6 000, as well as increased the airtime account balance limit from RWF500 000 to RWF1 000 000.
- In co-operation with the Central Bank of Rwanda to drive cashless payments, MTN Rwanda waived fees on sending money to others, on all transactions from Banks to MoMo wallets and vice versa, as well as payments for goods and services using MoMoPay (initially for a minimum period of 90 days).
- **Optimised and expanded the existing network resources:** Social distancing among other precautionary interventions increased the importance of communities staying digitally connected. MTN saw a spike in Internet traffic, almost doubling in residential areas due to the pandemic. MTN Rwanda took action to optimise and expand the existing network resources to accommodate the increase in demand.
- Ensuring business continuity and services during the pandemic became more critical, so network continuity, availability of spares and equipment and the upgrading of capacity was prioritised.
- Putting in place recommended and necessary prevention mechanisms at all MTN Rwanda touchpoints.
- Implementing a work-from-home plan for employees to reduce the number of employees in offices and service centres at a given time and provisioning of hand sanitisers and temperature screening at all points.
- Franchisees, agents and suppliers/service providers were guided to ensure that they were taking the necessary precautionary and preventative measures.



## MTN South Africa

### SA telcos partner with health officials to fight COVID-19

MTN South Africa was among South Africa's mobile carriers who joined the fight against COVID-19, taking the following steps to alleviate the devastating impact of COVID-19 in 2020:

- Zero-rating information portals being run by the SA Department of Health to provide up-to-date, accurate information on the COVID-19 pandemic.
- MTN also zero-rated an unstructured supplementary service data (USSD) line for reporting infections and for other critical information. There are several zero-rated Ayoba COVID-19 channels that are sharing updated news and information.
- MTN is also working with the SA National Department of Health to raise awareness of its official 'Department of Health Corona' WhatsApp channel.

## MTN South Africa

### Addressing COVID-19 shortfalls

In response to the call of South Africa's President Cyril Ramaphosa for the private sector to play a greater role in helping the country eliminate the COVID-19 scourge, MTN SA Foundation took up the challenge as follows:



- Stepping in to help with the supply of thousands of face masks and hand sanitisers as these run out amid the ongoing COVID-19 outbreak in South Africa. Supplies are being delivered to provincial health departments across all nine provinces.
- Despite limited supply globally, MTN SA's Foundation team worked tirelessly to secure 30 800 face masks and 18 000 bottles of hand sanitisers worth ZAR1,9 million.
- Working with key South African non-profit organisations that have actively been involved in working with communities during the pandemic. Each of these organisations received an MTN data SIM and Wi-Fi modem. The SIM cards are loaded with 30GB of free data per month, for a period of six months, to assist them during their humanitarian and community upliftment initiatives.
- The WHO encouraged a strong health system to defeat the pandemic. MTN helped to ensure South Africa's health system was able to withstand the strain it had to contend with.

# MTN and the Sustainable Development Goals continued

## MTN Uganda

### Efforts to alleviate the effects of COVID-19

In an initiative launched in 2020, MTN Uganda subscribers can donate mobile money towards efforts to combat the spread of COVID-19 in the country. MTN launched the **MoMoPay Red Cross Merchant Account** for customers to donate money to help fund the efforts of the Uganda Red Cross as it works to help combat further spread of the virus and support those who are finding it hard to fend for themselves.

MTN has also provided 500 million Ugandan shillings towards fighting the spread of COVID-19. A total of Shs297 million of the money was disbursed to the Uganda Red Cross Society for its execution plan, which includes community sensitisation and surveillance, ambulance services, psychological support, case tracing and handling referrals.

MTN Uganda also launched a special data bundle dubbed '**Work from Home**' to enable customers to work from home during lockdown.

Working closely with the Ministry of Health, MTN Uganda also committed its media assets (radio, SMS, social media, and call centre) for use in sharing messages focused on curbing the spread of COVID-19.

The Company continues to implement various precautionary measures to drive awareness among the public to protect themselves.



MTN Uganda donates to the Uganda Red Cross Society

## MTN Uganda

### Meeting the needs of women in quarantine

Considering the sanitary needs of women in quarantine, MTN Uganda donated 6 000 packets of sanitary pads to women in COVID-19 isolation centres. The pads were donated to the Ministry of Health to mark the **World Menstrual Hygiene Day** under the theme **Periods in Pandemic**, meant to challenge the social stigma associated with women and menstruation, making their lives easier and keeping their dignity intact. MTN Uganda's Foundation donated the pads for distribution to 135 quarantine and isolation centres around the country.

This contribution was in addition to MTN's earlier allocation of media space worth Shs316 million to the Ugandan Ministry of Health to run much-needed COVID-19 communication across different media.

To facilitate a free flow of information, MTN Uganda also zero-rated the Ministry of Health website to enable people access timely information without the need for data.

MTN also set up a fully equipped call centre at the MTN Uganda head offices to support the Ministry of the Health workforce in terms of receiving calls from members of the public seeking referrals and those seeking general information about COVID-19.



Sanitary pads for women in quarantine in Uganda

# MTN and the Sustainable Development Goals continued

## MTN Uganda

### Floating ambulance for emergency response

MTN Uganda Foundation donated a floating ambulance and emergency response boat to the Kiyindi landing site to improve emergency response amidst the COVID-19 pandemic. The 15-seater state-of-the-art water rescue vessel is being used to respond to water transport and health emergencies in Buvuma and Buikwe districts among other areas served by the Kiyindi landing site.

The donation of the emergency boat follows a request from the fishing community when MTN Uganda staff visited Kiyindi landing site in 2019 to launch their annual staff voluntary programme '21 days of **Y'ello Care**'. The Kiyindi community requested support to enhance water safety and emergency response. MTN Uganda donated 100 life jackets and pledged a 15-seater water rescue boat.

The modern water emergency rescue vessel worth UGX52 million was made by the Ugandan Fisheries Training Institute in Entebbe and licensed by the Ministry of Works and Transport.



The floating ambulance at the Kiyindi landing site

## MTN South Africa

### MTN SA Foundation adapts annual staff volunteerism programme to drive COVID-19 relief

The MTN SA Foundation redesigned its annual staff volunteerism programme to help mitigate the impact of COVID-19 on impoverished communities. The programme also leveraged MTN's resources to impart much-needed skills and ICT expertise, to help keep SMEs in South Africa afloat. The initiative, formerly known as '21 Days of **Y'ello Care**', normally runs between 1 and 21 June each year. Under the new banner of '**Y'ello Care**', the programme was extended to take place for the full months of June and July. The theme for 2020 was 'Restoring dignity to our communities in these trying times'.

MTN SA Foundation mobilised employees across the country to focus their volunteerism efforts on health, food and water security.

Prior to the outbreak of the pandemic, the South African National Health and Nutrition Examination Survey revealed that 26% of the population was actually facing hunger, with a further 28% at risk. COVID-19 has worsened food insecurity and hunger in South Africa.

Regular washing of hands with soap and running water has been identified as one of the most effective precautions to prevent COVID-19 infection. However, despite milestones achieved in broadening access to clean running water, the Department of Water Affairs in South Africa conceded that 3,7% of households still fetch water from rivers, streams, dams, wells and springs.

The availability of PPE is also cited as one of the most effective precautions that South Africans should take to prevent transmission of the virus. However, the country continues to face PPE shortages, with stock availability being hampered by export restrictions, increased costs and disruptions in logistics.

To protect MTN volunteers as the programme rolled out, they worked with established MTN SA Foundation-vetted non-profit organisations already active within the communities selected to benefit from the programme.

In the spirit of doing good together and enabling other businesses and SMEs during these tough times, the MTN SA Foundation relied on courier or logistics companies to deliver the required goods or services, while ensuring prescribed social distancing and hygiene measures were adhered to. The triple challenges of poverty, inequality and unemployment have been intensified by the pandemic, and the impact continues to be far-reaching. In addition to supporting a range of government-led relief efforts in 2020, MTN rallied employees to make a personal contribution during this difficult time.



# MTN and the Sustainable Development Goals continued

## MTN Group

### Keeping connected virtually for employee wellness

Despite the COVID-19 lockdown, MTN made every effort to involve employees virtually in Wellness Day to address health concerns and questions, conducting information sessions and dispelling myths and conspiracy theories about the virus. A medical doctor answered employees' questions. Sessions included advice on keeping fit and emotionally well, with tips on balancing work and home life during lockdown.



Dr Wayne addresses employee questions

## MTN Nigeria

### MTN donates equipment to police hospital

MTN Nigeria's Foundation has donated medical equipment to the Nigerian Police Hospital, Ikoyi, enabling them to offer improved medical services to their clients.

The equipment includes three patient-vital-sign monitors, two cardiocotography machines, two radiant warmers and one 1.5HP split-unit air conditioner and is part of the MTN Nigeria Foundation's support to the health sector.





# MTN and the Sustainable Development Goals continued

## 4. QUALITY EDUCATION



### Goal 4: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

SDG 4 goes beyond children's primary education, emphasising the link between basic education and vocational training. Furthermore, it emphasises equity and quality of education in a lifelong learning approach. Goal 4 aims to ensure that all children, adolescents and adults – especially those most marginalised and vulnerable – have access to education and training appropriate to their needs and the context in which they live, as well as the development of skills relevant for employment. This makes education a contributing factor in making the world more secure, sustainable and interdependent.

### Our demonstrated commitment to SDG 4 in 2020

Our strategic intention is to drive the use of technology to enable access to education, with the goal of promoting and enabling digital teaching and learning. Given the importance of emerging enterprises in the markets in which we operate, we also supported programmes that provided entrepreneurial skills for small, medium and micro enterprises (SMMEs). This included business and entrepreneurship support, the provision of micro-loans and equipment to specific education programmes aimed at improving entrepreneurial skills and business management knowledge.

#### SDG 4, Target 4.1

'Ensure that all girls and boys complete free, equitable and quality primary and secondary education leading to relevant and effective learning outcomes.'

### MTN South Africa

#### Enabling e-learning during the pandemic

The MTN/Sizwe joint venture benefited learners through virtual classes and access to other education-related portals during the COVID-19 pandemic through zero-rated SIM cards.

The e-learning initiative allowed teachers and learners to communicate remotely via tablets and class broadcasts from designated centres in any location. It also supported an all-in-one broadcasting system with live video streaming and the function to record lessons at any time.

A total of 57 000 matric pupils in the Cape province benefited from the project as MTN provided 72 000 SIM cards pre-loaded with data to the provincial government.

In addition to the 72 000 SIM cards, the subsidiary MTN Business also contributed equipment, which included state-of-the-art cameras, white boards and learning equipment valued at ZAR27 million to support the 13 broadcasting studios used to conduct virtual classes.

### MTN Ghana

#### Free websites to aid online learning

MTN provided free internet connectivity to over 100 educational sites for private and public-school students across Ghana. The initiative formed part of MTN's *Y'ello Hope* package to support government efforts to mitigate the impact of the COVID-19 pandemic. More than 15 Ghanaian tertiary institutions have been connected to 62 websites while senior high and basic schools are benefiting from 38 sites. MTN's free educational websites' package supports a total of 245 134 Ghanaian customers consuming approximately 3 493GB data per day for educational purposes.

# MTN and the Sustainable Development Goals continued

## MTN South Africa

### Helping children continue to learn

MTN South Africa, together with the Department of Basic Education (DBE) and the Siyavula Foundation, have made sure that learners in grades 10, 11 and 12 stay on top of their curriculum material in 2020.

Access to the e-learning platform of the Siyavula Foundation is already zero-rated for all MTN customers, which means the website can be used with no data costs being incurred. In addition, the MTN Foundation has sponsored pupils in grades 10 to 12 with an amount of ZAR3 million, to allow them full access to maths, computer applications technology (CAT), information technology (IT) and physical sciences learning materials, including practice sheets and exam preparation content.

MTN Business partnered with the Eastern Cape's department of education to give thousands of grade 12 pupils an opportunity to catch up on their school curriculum by using online learning platforms, with 72 000 SIM cards pre-loaded with data. In addition to the provision of the SIM cards, MTN Business also contributed equipment consisting of state-of-the-art cameras, white boards and other equipment valued at R27 million to support the 13 broadcasting studios that the provincial government set up. These studios were used to conduct virtual classes.

The MTN SA Foundation has a long-standing partnership with the DBE to develop and digitise language, IT and CAT learning materials, which form part of the digital content presently available on the DBE's portal and associated platforms.



## SDG 4, Target 4.3

'Ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university.'

## MTN Group

### Enabling learners to benefit from online tertiary studies

Nexford University is a next-generation university based in Washington DC offering learners job skills for the future. Nexford's mission is to enable greater social and economic mobility by providing an affordable high-quality education that will positively impact millions of lives around the world. As an organisation committed to improving quality of life in sub-Saharan Africa, MTN's mission dovetails with Nexford's aim to enable socio-economic mobility around the world through education.

The Nexford University has partnered with IBM, Sterling Bank and Africa's Young Entrepreneurs. Through other partnerships, Nexford learners enjoy free access to LinkedIn Learning and IBM's Digital Nation Africa. Because Nexford is an exclusively online university, learners (from remote villages to cities) rely totally on data or an internet connection to study.

MTN gives 7.5GB of free data every month for six months to every learner who enrolls in one of Nexford's higher education programmes. Incoming students can choose from the Master of Business Administration, Bachelor of Business Administration, Associate of Applied Science in Business, or shorter higher education certificates in business-related fields such as leadership, marketing or finance.



# MTN and the Sustainable Development Goals continued

## SDG 4, Target 4.4

'Substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.'

### MTN Ghana

#### MTN Ghana constructing robotic lab for Dansoman Ebenezer Senior High School

In a quest to promote Information and Communication Technology (ICT) to equip students with hands-on digital skills, MTN Ghana Foundation has started construction of an e-learning centre for Ebenezer Senior High School (SHS) in Dansoman. An ICT Centre, a robotic laboratory and an e-library facility would be constructed as part of the e-learning project to offer students skills in technological designs and innovation development. The e-library is designed to have a capacity for 100 users, while the ICT Centre has a capacity for 20 users at a time. The project, which is estimated to cost GHC800 000, opened to the public for learning and research on completion in June 2020.

The Dansoman community in the Accra Metropolis is the largest estate in West Africa with over 20 schools, but it previously only had one community library to service all 20 schools, which was inadequate. Construction of a supplementary library will greatly improve the technological know-how of members of the community, especially the youth. MTN Ghana is working to form robotics clubs to mentor the youth to fit into the digital space.

MTN Ghana also supported the Methodist Girls SHS in the World Robotics competition and is encouraging more students to achieve greater heights in digitisation.



On 13 January 2020, MTN Ghana inspected the progress of work on the Dansoman Community Library project at the Ebenezer SHS in the Ablekuma West Municipal Assembly.

### MTN Ghana

#### MTN Ghana supports businesses of young people

MTN Ghana has reiterated its commitment to support young people's businesses to thrive by providing them with cutting edge services in 2020. MTN believes in youth empowerment and entrepreneurship and continues to offer young people much needed support. The **2020 Springboard Road Show** held in Kumasi focused on career, finance and property, and was attended by young professionals as well as tertiary and second cycle students. MTN Ghana has been partnering the Springboard Road Show for the past 12 years to mentor and provide career guidance to young people as part of its vision to support youth development across the country. Through the Springboard, MTN is able to connect with young people to inspire them to greater heights.

### MTN South Africa

#### MTN gives students free access to selected educational websites during national lockdown

MTN granted high school and tertiary students free access to selected educational websites during the lockdown to ensure that they are able to continue studying. The listed websites are affiliated to various universities and educational institutions, ensuring that the information is in keeping with the current curriculum. MTN's educational effort has received praise from customers, who have publicly acknowledged MTN's efforts to promote education and encourage the youth to continue studying during COVID-19 lockdowns.

# MTN and the Sustainable Development Goals continued

## MTN Uganda

### MTN Foundation with Enabel equip St Daniel Comboni Polytechnic with an ICT laboratory

MTN Foundation Uganda, partnered with the Belgian development agency, Enabel to equip St Daniel Comboni Polytechnic, a vocational institute in Moroto with an ICT laboratory, where students can be equipped with the necessary ICT skills for the 21<sup>st</sup> Century job market. The laboratory, with equipment valued at UGX64 million, will also support and provide educational services to students from neighbouring communities.

The two parties renovated and repainted the lab, donated 10 computers connected to MTN's 4G internet connectivity and a digital learning platform. Enabel, which implements and co-ordinates the international development policy of Belgium, extended its support to vocational institutes through the provision of computers and internet connectivity. This is expected to partly contribute to the fulfilment of the aspirations of the 10-year Business, Technical, Vocational Education and Training (BTNET) strategic plan called 'Skilling Uganda', and will ultimately result in equipping the youth with the skills needed for employment and job creation in order to eradicate poverty.

Although ICT has been formally integrated into the BTNET curriculum in Uganda, vocational institutes lack general computer equipment, trained ICT staff and ICT content and programmes. The laboratory will address some of these challenges that vocational institutes in Uganda currently face



MTN Uganda CEO with a learner at the new facility

## SDG 4, Target 4.b

'By 2020, substantially expand globally the number of scholarships available to developing countries, in particular the least developed countries, small island developing states and African countries, for enrolment in higher education, including vocational training and ICT, technical, engineering and scientific programmes, in developed countries and other developing countries.'

## MTN Ghana

### BRIGHT Scholarship: MTN Ghana Foundation opens entries for award

MTN Ghana Foundation continued its BRIGHT Scholarship programme in 2020. The programme seeks to ease the financial burden on students, including the cost of tuition, accommodation, and providing a stipend for books for the beneficiaries. The MTN Ghana Foundation awarded 100 scholarships to students in public tertiary institutions across the country for the 2020/2021 academic year. The scholarship opened to first year and continuing students pursuing first degree programmes at any public tertiary institution in Ghana.

The commencement of MTN's BRIGHT Scholarship in 2018 was in fulfilment of a commitment MTN made to Ghanaians during the commemoration of its 20<sup>th</sup> Anniversary in 2016. During the celebrations, the MTN Ghana Foundation promised to award a total of 300 scholarships over a period of three years. The MTN Ghana Foundation has, over a 12-year period, awarded over 1 000 scholarships to students from basic school to tertiary level.



# MTN and the Sustainable Development Goals continued

## Free data for university students in South Africa

Jan Vermeulen 22 April 2020



Universities such as UCT, Wits, UP and UJ have concluded deals with South Africa's mobile network operators to offer students a free allocation of mobile data of 10GB or more.

South Africa is currently under a strict lockdown to slow down the initial spread of COVID-19.

Schools and universities had the April holidays in 2020 to prepare to switch to remote teaching and learning.

Two of the major obstacles to remote learning in South Africa are the price of internet access relative to the income of poorer households and the fact that many students do not have access to a suitable computer, tablet or smartphone at home.

To address the issue of internet access, universities have bought data from South Africa's mobile network operators and arranged for zero-rated access to some of their online resources.

Students listen up: MTN is giving you access to these websites for free! Check below for zero-rated websites and keep up to date. Get brighter during #lockdown. Stay connected and safe, #EverywhereYouStay [pic.twitter.com/H5jIBpJnlc](https://pic.twitter.com/H5jIBpJnlc)

— MTNza (@MTNza) March 30, 2020

Students listen up: MTN is giving you access to these websites for free! Check below for zero-rated websites and keep up to date. Get brighter during #lockdown. Stay connected and safe, #EverywhereYouStay [pic.twitter.com/H5jIBpJnlc](https://pic.twitter.com/H5jIBpJnlc)

— MTNza (@MTNza) March 30, 2020

In today's session, our fitness instructor @Ncum\_fit will help you to tone and own your fitness, with cardio exercises that you can do at home, during the lockdown period. For the full episode: <https://t.co/NJIPTXT9Bw>. We're in this together, #EverywhereYouStay. #GiGyma [pic.twitter.com/7YDuMcHS27](https://pic.twitter.com/7YDuMcHS27)

— MTNza (@MTNza) March 31, 2020

We've got some Quarantine tunes to help you zone in and stay focused. Download @MusicTime\_za and check out the 'Work @ Home' playlist <https://t.co/cT7ztt3tkp>! Let us know which tracks are your favourite! We're in this together, #EverywhereYouStay. T&C apply [pic.twitter.com/VFLYK1r9OC](https://pic.twitter.com/VFLYK1r9OC)

— MTNza (@MTNza) April 1, 2020

# MTN and the Sustainable Development Goals continued



## Goal 6: Ensure availability and sustainable management of water and sanitation for all

Access to drinking water and sanitation is a human right and, together with water resources, a key determinant in all aspects of social, economic and environmental development. Goal 6 aims to improve water quality and reduce water pollution, especially the type caused by hazardous chemicals. It also advocates cross-border co-operation as the key to managing water resources in an integrated fashion at all levels.

### How MTN has contributed to SDG 6 in 2020

As is the case throughout the telecoms industry, MTN is not an intensive water user. Consequently, our operations are not considered to have a significant impact on water resources, although MTN's Sustainability Strategic Framework does focus on the reduction of water use and reducing the Company's environmental impact. MTN operation companies currently do not hold any water use licences and therefore we do not have any direct legal obligations in terms of water use or management. MTN's main water uses include drinking water and sanitary water use. There is no direct wastewater discharge into water bodies.

To ensure that MTN's approach to water management is based on the reality of the markets in which we operate, we assessed the status of water security, management and use across our operating companies in 2020. It was identified that the following 12 operating companies operate in countries regarded to experience water stress issues: Congo Brazzaville, South Africa, Iran, Côte D'Ivoire, South Sudan, Afghanistan, Guinea Conakry, Yemen, Rwanda, Sudan, Ghana and Nigeria.

MTN is working towards reducing water use in all its markets. Initiatives in this regard include:

- Implementation of sensors on taps (e.g. bathroom taps) and those within general office buildings.
- Construction of reservoirs and sinking boreholes for the irrigation of gardens and to accommodate for water shortages.
- Grey water reuse.
- Sprinkler timings in Eswatini.
- Water bottle initiatives in Afghanistan.

During the COVID-19 pandemic, Afghanistan reported a decrease of drinking water consumption of up to 60% as personnel were working from home.

We collaborate with organisations (both local and global) such as schools, governments, NGOs, catchment management agencies, etc. where practically possible, to reduce water use throughout MTN. An example of such collaboration includes retrofitting bathrooms and awareness campaigns across seven of our operating companies, i.e., Cameroon, South Africa, Iran, Benin, Rwanda, Sudan, and Nigeria.

# MTN and the Sustainable Development Goals continued

## SDG 6, Target 6.1

'Achieve universal and equitable access to safe and affordable drinking water for all.'

### MTN Uganda

#### COVID-19 CRISIS: MTN, NWSC comes to the aid of water-stressed areas

National Water and Sewerage Corporation (NWSC) and MTN Uganda joined hands to provide 23 bulk water points as part of an initiative to instal a total of 100 water supply points for water-stressed areas of Kampala during the COVID-19 crisis where water is a critical input in the prevention of infection and spread of the virus.

The areas to benefit from the water points, which are at the periphery of the water supply network, receive intermittent supply or no water at all. Each of the 100 water points was installed with a 10 000 litre capacity water tank, supplying water at the official NWSC public tap tariff of UGX25 per 20 litre jerry can.

Kampala Water is currently able to produce 240 million litres of water per day, but peak demand is 300 million litres per day. To bridge this shortfall, NWSC has undertaken the construction of a 240 million litre per day capacity water treatment plant in Katosi to the East of Kampala. The first phase to be completed in January 2021 will deliver 160 million litres of water per day to the greater Kampala supply network.

The partnership with MTN provided short-term relief to NWSC customers in water-stressed areas while NWSC undertakes the completion of the Katosi Water Treatment Plant. MTN has provided UGX220 million towards the partnership.

Over 30 000 households will benefit from this joint water supply intervention. The areas now benefiting from the initiative include Kyengera (Nagalabi-Kisozi), Wakiso-Kikoro, Mukono-Kasenge, Seeta (Kagala-Bukelele), Kyaliwajjala, Kijabijo, Kiteezi, Kiryagonja (Bulindo-Kira-Nsasa-Kilyamuli), Matugga-Buwuzume, Bulenga-Ganda-Bulenga, Kyebando Central, Gayaza, Nateete, Upper Nalumunye, Nansana, Kireka-Kamuli, Wakiso-Ssenge, Nansana-Gganda, Namagoma, Mukono-Nakapinyi, Ndeje-Ggangu, Najjanankumbi-Kitiko, among other areas.



MTN Uganda CEO with the head of the NWSC

# MTN and the Sustainable Development Goals continued

## 7. AFFORDABLE AND CLEAN ENERGY



### Goal 7: Ensure access to affordable, reliable, sustainable and modern energy

Energy is central to nearly every major challenge and opportunity the world faces today. Be it for jobs, security, climate change, food production or increasing incomes, access to energy for all is essential. Working towards this goal is especially important as it interlinks with other SDGs. Focusing on universal access to energy, increased energy efficiency and the increased use of renewable energy through new economic and job opportunities is crucial to creating more sustainable and inclusive communities and resilience to environmental issues like climate change. Goal 7 thus advocates universal access to affordable, reliable, modern energy services.

### MTN's demonstrated commitment to affordable and clean energy

The link between increased energy demands and climate change is undeniable, leading to complexities around advancing global development. In the telecommunications industry achieving the required reductions in greenhouse gas emissions (GHG) will be particularly challenging, given continuous economic and population growth. Every additional connected person, device or megabyte of data transmitted may lead to an increase in energy needs. Urgent action is therefore required to limit global temperature rise and achieve SDGs 7 and 13 (climate action). Given our multinational footprint, MTN recognises the importance of reducing our impact on the environment while ensuring more people are connected daily. Our approach is twofold:

- Increasing efficiencies and reuse from our infrastructure and parts
- Investing in renewable energy sources

In managing energy climate-related risks and impacts, we assess the likelihood and severity of all risks, while developing management solutions for more severe risks. We reduce the impact of our operations by understanding our energy consumption and its drivers, managing anomalies and rectifying issues as they arise.

As part of our disclosure efforts, we participate in a Carbon Disclosure Project (CDP) in alignment with the taskforce recommendations on climate-related financial disclosures (TCFD) annually.

### MTN Nigeria

#### MTN Nigeria retailers get solar-installed kiosks

MTN in 2020 empowered more than two thousand retailers across Nigeria with its 'Kiosk as a Service' scheme. The scheme helps retailers with an omnibus stall to provide MTN's range of products and services in a more convenient way. Customers find it easier to access services like SIM registration, MoMo, 4G migrations, and airtime purchase. Starting with the south-west region of the country with over 180 already installed in Lagos State, the kiosks come pre-fitted with solar panels that power the kiosk, enabling users to charge phones and supporting doing business with greater ease. MTN's use of the pre-installed solar panels on the kiosks ensures that a meaningful contribution can be made to the use of renewable energy.



### MTN South Africa

#### Using wind and solar energy to power its network

Electricity is central to the broader development agenda. MTN SA, as South Africa's second-biggest mobile network operator, is continuously seeking opportunities to extract energy efficiencies where possible and to maintain investment in renewable sources of energy. This strategy is to help MTN not to be 100% reliable on its struggling national energy firm.

MTN consumes energy from diesel, gas, coal and hydro-powered national grids, and directly generates energy from solar and wind. MTN South Africa recognises the importance of reducing its impact on the environment and develops solutions that can reduce these challenges. As part of its renewable energy strategy, MTN has 32 base stations that are powered by solar and wind energy. The Company is leveraging digital technologies to support the growth of green economies and already has a valid Independent Power Producer (IPP) licence. The IPPs are the main producers of wind and solar energy. Increased use of solar and wind energy would reduce SA's reliance on coal, which is used to generate the bulk of electricity.



# MTN and the Sustainable Development Goals continued

## 8. DECENT WORK AND ECONOMIC GROWTH



### Goal 8: Promote inclusive and sustainable economic growth, employment and decent work for all

Energy is central to nearly every major challenge and opportunity the world faces today. Be it for jobs, security, climate change, food production or increasing incomes, access to energy for all is essential. Working towards this goal is especially important as it interlinks with other SDGs. Focusing on universal access to energy, increased energy efficiency and the increased use of renewable energy through new economic and job opportunities is crucial to creating more sustainable and inclusive communities and resilience to environmental issues like climate change. Goal 8 thus advocates universal access to affordable, reliable and modern energy services.

### How MTN supported SDG 8 – Decent work and Economic Growth

MTN invests in programmes which provide the youth, as the largest and most impacted population group across its markets, with the skills, tools, access, knowledge and opportunity to become economically active citizens. We also focus on upskilling and building capacity of youth-led businesses to participate within our value chain and unlock connectivity for communities. Our initiatives are aligned to the United Nations (UN) SDG driver of promoting sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

#### SDG 8, Target 8.3

'...encourage the formalisation and growth of micro, small and medium-sized enterprises, including through access to financial services.'

### MTN Group

#### Understanding the evolving needs of SMEs and building their capacity

Our online masterclasses in 2020 have created a forum for MTN to support SMEs critical needs and provide skills, services and other business advice.

In the COVID-19 context, these sessions have provided an invaluable understanding of SMEs' evolving needs as they tried to survive and remain relevant. These needs informed our understanding of their customer service, channel interaction, service delivery, marketing and operational requirements.

Online capacity building masterclasses focused on work-from-home productivity and skills development, 'how to' classes on accessing additional support and education opportunities, as well as soft skill development such as 'Leadership in a time of Crisis' and 'Building Resilience'. Thought leaders from government, universities and various businesses participated in the masterclasses.



# MTN and the Sustainable Development Goals continued

## MTN South Africa

### MTN SA Foundation provides COVID-19 relief to SMEs

The second part of the MTN SA 2020 *Y'ello Care* programme focused on providing virtual support to SMEs that are impacted by the restrictions on trade resulting from the lockdown. According to figures released by Stats SA in March 2020, more than nine million people were employed by SMEs. In a business context, this sector is bearing the brunt of the pandemic, with the South African Reserve Bank estimating 1 600 additional SME insolvencies in 2020. It was with this in mind that the MTN SA Foundation identified SMEs that employees can support from a skills transfer perspective. This includes knowledge sharing in various disciplines related to running a business, including ICT, accounting and auditing, research and marketing, the drafting of legal contracts, web design, developing social media strategy and other sets of competencies.

SMEs have been the hardest hit and their ability to continue to operate has been severely put to the test. Access to particular skill sets, like ICT and digital marketing, have become critical tools needed to survive. This part of the programme not only gave the beneficiary SMEs a lifeline, but continues to assist in creating new job opportunities, helping to drive the South African economy forward at this time.

## MTN Group

### Building an SME community across our markets for shared learning and business development

Internally, a well-developed SME expert community across our markets frequently shares learnings on best practices and provides market benchmarked and market-leading go-to-market strategies in each operating company. These localised communities ensure consideration of local market dynamics when propositions and go-to-market approaches are created. In addition, all markets have access to customer needs from other markets, providing an opportunity to learn from one another.

As an unexpected effect of the COVID-19 pandemic, we have been able to increase our understanding of the evolving needs of our customers as more SME customers engage in these online communities more often. These engagements have shaped MTN's new propositions and go-to-market strategies.

### Giving SMEs access to new markets through MTN's Fusion Partner Programme

MTN provides SMEs with opportunities to access new markets through MTN Fusion, a partner programme, which onboarded more than 50 SMEs across 12 operating companies in 2020. These partners have a broad range of capabilities that leverage technology and local knowledge, providing SMEs with the opportunity to resell MTN products.



## MTN Group

### Enabling access to finance

As part of our enterprise development initiatives in 2020, we have launched *MoMoBusiness*, a mobile money platform that enables SMEs to access banking and enterprise development services.

The platform supports SMEs by providing access to banking facilities with reduced transaction fees. In some markets these transaction fees were zero rated.



# MTN and the Sustainable Development Goals continued

## MTN Group

### Supporting start-ups through the Solution Space

The University of Cape Town Graduate Business School (UCT, GBS) admitted 10 start-ups into the Solution Space\* 12-week **Venture Exploitation Programme** which commenced on 1 June 2020. The programme is supported by MTN Group and rolls out in three phases that cover venture acceleration and capacity building for all high-impact ventures. Solution Space offers support to tech-based ventures while stimulating an ecosystem that can leverage MTN's platforms. In all, three of the 10 top start-ups selected were considered the top three ideas from a hackathon run by an MTN messaging app, Ayoba.

The following are the 10 start-ups that were admitted to the Solution Space programme:

- **Little Fish:** An online e-commerce platform that helps small businesses with limited capital to enjoy the benefits of the digital economy.
- **Futures Academy:** An online high school that offers flexible learning solutions for students from grades 10 to 12.
- **Wenzan:** A decentralised video chat app allowing users to video call from any phone browser.
- **iAfrica:** An Africa language platform that develops skills in content digital development.
- **Activity Hub:** A marketplace for tours and tour activities offering real-time availability, secure payments and confirmation on online experiences.
- **CiTITA:** A sustainable development data, expert resourcing and networking platform comprising a database.
- **Guardian Health:** A booking system linking community clinics and local health workers by providing resource planning.
- **FynRoot Productions:** Selling highly specialised pot structures for fynbos plants.
- **Ikhaya Space:** A credit provider to individuals and businesses of high net worth.
- **Go Themba:** An eco-friendly mobile car wash app.

\* Solution Space was launched in 2014 as a research and development platform for corporates and early-stage ecosystems where start-ups can develop. It has co-operated with MTN Group closely since 2015.



Part of the MTN/UCT Business School Solution Space

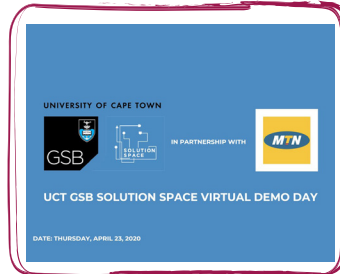


# MTN and the Sustainable Development Goals continued

## MTN Group

### Celebrating high-impact Start-Ups at the Solution Space

The Solution Space at the UCT, GBS, held its first virtual Demo Day to celebrate the first cohort of the E-Track Programme in partnership with the MTN Group. The virtual Demo Day is an opportunity to celebrate progress made by ventures and learn about their next-level plans. Through the partnership, all ventures are supported to launch and scale their solutions.



Nine start-ups working on a range of high-impact solutions participated in the event:

- **Contego Protego** (Solution Project: Discreet security-enabled panic button card).
- **ZarGa** (Solution Project: A mobile remittance payment platform).
- **Prim-U:** (Solution Project: An online beauty and wellness service platform).
- **Lalela** (Solution Project: A mobile device audiometer).
- **AskCicero** (Solution Project: An automated legal consultancy).
- **GreenED** (Solution Project: An online education platform for an environment that is built in a sustainable way).
- **SameStart** (Solution Project: An online conceptual learning platform for high school pupils).
- **Dream Factory Foundation** (Solution Project: An educational programme for youth to drive entrepreneurial development and employment opportunities).



## SDG 8, Target 8.6

'By 2020 substantially reduce the proportion of youth not in employment, education or training.'

## MTN Nigeria

### MTN's 'Turn It Up' campaign stimulating new businesses and careers

In line with growing conversations about the beginning of a new decade and new resolutions, MTN Nigeria launched a campaign themed '**Turn it Up**' in Lagos. The campaign challenged Nigerians to 'look inward' and channel their unique capabilities to achieve a fulfilled life.



The campaign was launched with a TV commercial showing the life of a young boy who deeply respects his father, and remains loyal even when it seemingly hinders his dream of going to the city. Eventually the boy is forced to find a common ground between his dreams and father's expectations in a way that is spectacular. It is a deeply rooted message to Nigerians who desire to take control of their lives and achieve a better future for themselves and their loved ones.

At the activation in the Ariaria International Market in Aba, Nigeria, 10 Nigerians received grants to boost their businesses and careers as MTN explored interesting ways to '**Turn it Up**' for the audience. One of the winners, Mary Thomas, a recycler who collects leather waste from the Aba market and turns it into beautiful products, shared her challenge of not having the best tools to turn her business into a big enterprise. MTN Nigeria has supported her with an N1-million grant to improve her business within weeks. Through the MTN Foundation, 15 Nigerians were selected randomly from the audience to receive support to 'Turn Up' their businesses. They also underwent a capacity building session sponsored by the Foundation to enhance their entrepreneurial capacity.

With **Turn it Up**, MTN Nigeria aims to encourage Nigerians to search within, think out of the box and 'turn up' their businesses, personal lives, their imaginative and innovative energies with the Company's extensive portfolio of products and services to achieve their goals and dreams.





# MTN and the Sustainable Development Goals continued

## MTN Nigeria

### Grooming musical talent

MTN Nigeria in 2020 launched a new musical reality television show, '**Y'ello Star**'. The show seeks to groom musical talent by providing a lifetime opportunity to turn their dreams and aspirations into reality.

Since 2006, through the MTNN/MUSON Scholarship Programme, MTN Nigeria has trained hundreds of young Nigerians in the art and business of music.

**Y'ello Star** takes this further by bringing the process of creating the ultimate superstar to every Nigerian television screen. Interested participants in **Y'ello Star** only needed to record themselves and send the video to the organisers through their **MyMTN** app, social media or the MTN Nigeria website, from which a team of judges selected finalists for auditions and who then proceeded to the 'incubation hub' in Lagos, where they were coached by experts in the music industry.



MTN executives and celebrities at the announcement of the **Y'ello Star** music reality show

## MTN South Africa

### MTN SA supports relief fund for journalists impacted by COVID-19

MTN South Africa donated R500 000 to a relief fund to help journalists whose livelihoods had been devastated by COVID-19 and encouraged other businesses to also help.

A report by the non-profit South African National Editors' (SANEF) Forum, 'COVID-19 Impact on Journalism', had highlighted the havoc that the pandemic had wreaked on the media, especially magazines and newspapers. Two companies, Associated Press and Caxton closed their magazine titles, a further 80 small print publications operating across the country were also closed, leading to the loss of over 700 journalist jobs.

MTN SA subsequently donated R500 000 towards a relief fund to alleviate the plight of journalists. Freelancers had been impacted particularly badly. The Social Justice Initiative controls the fund and ensures that all funds are fairly and transparently distributed.

Freelance, contract and permanently employed journalists who had been retrenched or had their contracts cancelled since the implementation of the national lockdown in South Africa on 26 March 2020 were eligible to apply. MTN SA stated that all South Africans owed a debt of gratitude to the reporters and editors who had braved harsh conditions every day to provide invaluable information that was helping to save lives. MTN implored the private sector to step in to offer financial aid to ensure quality reporting standards could be maintained across digital, broadcast and print media platforms. To ensure communication channels remain open and the public gets information it can trust, MTN was proud to partner with SANEF to begin offering financial support through the targeted relief fund, with the aim that all citizens get the information they need.

# MTN and the Sustainable Development Goals continued

## SDG 8, Target 8.10

'Strengthen the capacity of domestic financial institutions to encourage and expand access to banking, insurance and financial services for all.'

### MTN Group

#### MTN MoMo and Ericsson Developer Hackathon challenge

As part of the 2020 MoMo Developer Hackathon, MTN MoMo availed its infrastructure to developers, stimulating local innovation and democratising the monetisation of these innovations. This contributes to helping the youth find gainful employment through community transforming innovations. Tapping into young developer talent also helps MTN make available unique solutions tailored for customers in our operations and contributes to driving financial inclusion in our markets.

**CodeFount**, a team of young app developers won the grand prize of US\$2 500 and a trip to Sweden for one team member to visit Ericsson's Innovation Center after their innovation, the **My Contributions App**, judged the winner. The winning app allows members of social groups like churches, staff teams and alumni groups to make, track and aggregate contributions on one platform.

**Telebank**, a virtual assistant chatbot which enables customers to perform transactions through text or voice judged the first runner-up. The app which was developed by **Zero Stress** enables seamless interaction between customers' bank account and their MTN MoMo wallet.

**Farm Financing App** is a crowd-funding platform aimed at supporting small-holder farmers. The platform leverages alternative data to determine the creditworthiness of these farmers. Once the farmer qualifies for the credit, the funds are disbursed to their MTN MoMo wallet.



Participants in the 2020 Hackathon Challenge

### MTN South Africa

#### Mobile Money service

MTN South Africa in partnership with UBank relaunched its mobile money solution in 2020. MoMo South Africa is available to all South African citizens, regardless of the network they are using.

The platform enables customers to use their mobile phones and other devices to send and receive money, purchase airtime and prepaid electricity, and pay for their municipal bills and DSTV subscriptions.

MoMo is available to customers who use both smartphones and basic feature phones. Regarding whether MoMo can be used at retail stores, MTN is taking a phased approach to introduce the full offering. The addition of South Africa's well-known retail brands to the platform commenced in May 2020. MoMo customers can cash-in funds at MTN-branded stores, at UBank branches, or through their own banks via electronic funds transfers (EFTs). Similarly, they can use these options to cash-out funds. MoMo uses the Ericsson Wallet Platform, providing MTN with a flexible, reliable and efficient m-commerce solution, systems integration, operational support and solution development.



# MTN and the Sustainable Development Goals continued

## MTN Uganda

### Mobile Money going beyond sending and receiving

MoMo is going beyond sending money and receiving money to more advanced services such as making payments, as Uganda is striving to attain a digitised economy. MTN is encouraging entrepreneurs to focus on accelerating development of diverse MoMo uses. Going beyond services like sending money, the focus is now on advanced services as part of a drive toward a digitised economy.

In order to stimulate the creation of a greater variety of uses of MoMo services, MTN Uganda awarded three startups with US\$6 000 following the MTN Open API (Application Programming Interface) challenge. (An API is a set of rules and tools for building software applications and it specifies how software should interact.) Traditionally, technological advances have been led by telecoms and a small number of innovators. MTN opened its MoMo platform to Ugandans to allow developers to build products that receive payments for goods and services, make payments to a list of specified recipients, enable transfer and reception of money across borders or enable MoMo payments off an e-commerce site.

More than 300 people are now testing their software and 100 live applications are already generating traffic and making revenue from the open MoMo platform. MTN is now also tasking innovators to turn their applications into sustainable businesses.

## MTN South Africa

### Easing COVID-19 disruption

The impact of the COVID-19 virus is far-reaching and MTN has implemented a number of proactive and innovative measures to minimise disruptions for communities, businesses, schoolchildren and families across South Africa. These measures include the following:

- Amplifying its monitoring of critical infrastructure to ensure maximum network availability for all our customers, helping to ensure that MTN provides sufficient capacity to accommodate the increased work-from-home traffic.
- Zero-rated line for reporting infections and for other critical information.
- Two zero-rated Ayoba COVID-19 channels sharing updated news and information. As part of MTN's response to the South African Competition Commission's Data Service Market Inquiry, concerned family members and friends can stay in touch through a free 20MB Ayoba Data Lifeline that can be accessed via the Ayoba app.
- To reduce the circulation of cash — a major infection vector — MTN's MoMo app from 20 April 2020 allowed free peer-to-peer cash payments under ZAR200. Card to wallet, instant EFT and payments to agents and participating retailers were also zero-rated in a bid to ease the burden on consumers. In addition, the charge to send non-MoMo users a cash voucher will be at a flat rate of ZAR10, rather than the normal sliding scale that is linked to the value of the cash being shared.

# MTN and the Sustainable Development Goals continued



## Goal 9: Build resilient infrastructure, promote sustainable industrialisation and foster innovation

Investment in sustainable infrastructure and in scientific and technological research increases economic growth, creates jobs and promotes prosperity. Infrastructure projects costing billions are in the offing over the next 15 years, particularly in developing and emerging economies. Goal 9 therefore aims to build resilient infrastructure, promote industrialisation and foster innovation.

Increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes are necessary to make infrastructure and industries sustainable by 2030. Goal 9 aims to support technology development, research and innovation especially in developing countries, provide small-scale industrial and other companies with greater access to financial services including affordable credit, and increase the integration of these companies into value chains and markets. It also advocates providing universal and affordable access to the internet in the least developed countries of the world.

### MTN's demonstrated commitment to SDG 9 – Industries, innovation and infrastructure

#### SDG9, Target 9.1

'Develop quality reliable, sustainable and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all.'

### MTN Group

#### Standardised network planning tools across 18 countries

A leading provider of analytics, assurance and optimisation solutions to more than 300 communication service providers (CSPs) and original equipment manufacturers (OEMs) worldwide, has been selected by MTN Group to standardise its radio and microwave network planning tools. MTN Group will deploy this provider's wireless network planning tools (ASSET Radio and ASSET Backhaul) across subsidiary networks that span 18 different countries. This includes the ability to standardise the reporting of its population coverage across Africa, to determine the number of subscribers that can access MTN's services.

MTN is one of the largest operators in the world, working across Africa and the Middle East. The use of ASSET Radio and ASSET Backhaul will enable a much better view of the reality in each country, which will, in turn, help focus MTN's capex investments where they are most needed, allowing MTN to see the impact of its dual-data strategy to drive data adoption across urban and rural areas in all its markets.

Having a standard planning tool across the MTN Group allows MTN to be consistent in its approach to network planning and optimisation. By consistently analysing data, through standardised tools like ASSET, MTN Group can make important network decisions and track the impact across entire continents. This provides significant economies of scale and delivers a differentiated customer and mobile network experience.



# MTN and the Sustainable Development Goals continued

## MTN Group

### Launch of Chenosis, extensive library of API products



MTN extended its digital strategy with the launch in 2020 of the first pan-African application programming interface (API) marketplace. Chenosis enables developers and businesses to discover and subscribe to one of the most extensive libraries of open APIs published on the continent.

Chenosis will enable developers to tap into a broad spectrum of API products and services from across the continent, ranging from telecommunications, e-health, e-government, IoT, fintech, e-commerce, identity and authentication, payments and collections, location and more, from a single marketplace.

The **Chenosis-Marketplace** allows businesses and developers to publish their APIs so that other developers can discover and consume them. The marketplace also provides the tools for publishers to monetise and promote their APIs, by creating subscription plans and product bundles that developers and businesses can purchase. The **Chenosis Marketplace** portal has dashboards for publishers and consumers to track revenue and credit balances, view consumption analytics and API performance.

The power of the platform will be in the creation of mashup APIs which will connect cross-industry APIs and facilitate innovation and the ability to build new services and new business models. Mashups are new product and service orchestrations created by developers from two or more existing APIs.

A line up of pan-African and international partnerships will enable Chenosis to become the largest and most diverse developer ecosystem on the African continent. This represents one of the ways in which MTN is investing in the emergence of an open African API ecosystem powered by African ingenuity and innovation.

## MTN Uganda

### ZTE and MTN Uganda launch first 5G SA network in East Africa

ZTE Corporation, a major international provider of telecommunications, enterprise and consumer technology solutions for the mobile internet, and MTN Uganda, have jointly launched the first 5G SA network in East Africa, demonstrating 5G-use cases. ZTE and MTN Uganda showcased a high-speed 5G SA network under the 60 MHz spectrum bandwidth with an actual rate of more than 1.494 Gbps, which can support a variety of applications such as Gigabit without fibre connectivity, Cloud XR, ultra-HD live broadcast, automatic driving and remote surgery. It is the first 5G SA network in East Africa. Its deployment and operation adopt ZTE's end-to-end 5G equipment, including Common Core, to achieve the complete separation of the signalling plane and the data plane without relying on the existing long-term evolution (LTE) core network evolved packet core (EPC). The network can further support typical 5G applications, including uRLLC and mMTC through smooth upgrade. Underpinned by the SA 5G network, the demonstration also featured the real-time communication of an on-site fixed-wireless access network, bionic robot, Cloud VR and other vertical industries, fully showcasing the 5G network's capability as the foundation of an intelligent society as well as ZTE and MTN's commitment to exploring 5G development in Africa.



# MTN and the Sustainable Development Goals continued

## SDG 9, Target 9.c

'Significantly increase access to ICT and strive to provide universal and affordable access to the internet in the least developed countries by 2020.'

### MTN Ghana

#### MTN Ghana provides free connectivity to support home learning

In 2020, MTN Ghana announced a **Y'ello Care** package whereby customers can access a variety of online learning channels to support the home learning and entertainment needs of children. As part of measures to minimise the spread of COVID-19, the Ghanaian government had closed down universities, senior high schools and basic schools for an indefinite period from 16 March 2020. The Ministry of Education, in collaboration with the Ministry of Communication, was tasked to rollout distance learning programmes.

MTN expressed care for its customers and their well-being by zero-rating over 25 educational online sites as a relief measure to customers and their children and other dependants. MTN Ghana had already started several communications through various channels such as SMS and social media to provide customers with updates on COVID-19. Personal hygiene tips on how to manage the virus had also been shared. In particular, MTN Ghana had deployed safety tips as caller tunes for both prepaid and post-paid customers.

MTN MoMo had announced incentives approved by the Bank of Ghana to enable customers to adopt MoMo for financial transactions to minimise the risk posed by cash handling. Additionally, it zero-rated the website of the Ghana Health Service to enable customers to read and access information on COVID-19 free of charge.

### MTN GlobalConnect

#### MTN GlobalConnect – 2Africa Subsea Project

In Africa, a high cost for internet coupled with limited internet services has resulted in the digital exclusion of about 1 billion people in the continent. These have caused a slowdown in technological innovation on the continent. It has also caused a stunted economic growth as SMEs, which are known to be powerful economic drivers, have limited access to available funds on fintech platforms and other digital banking products.

MTN is among a group of telecoms companies\* who have agreed and contracted Alcatel Submarine Networks for the 2Africa project to build subsea cables. Sixteen African countries will benefit from the subsea 4G and 5G internet project which will link up the continent with Europe and the Middle East. The 2Africa project aims to bridge the digital gap and accelerate internet speed in Africa. The project is a major element of an ongoing investment in Africa to bring more people online to faster internet.

In countries like Tanzania and Kenya, where the 2Africa cable will land, service providers will obtain capacity in carrier-neutral data centres or open-access cable landing stations on a fair and equitable basis. This will promote healthy internet ecosystem development by facilitating improved accessibility for businesses and consumers.

The cables will stretch to 37 000 km (22 990 miles) and interconnect Europe (eastward via Egypt), the Middle East (via Saudi Arabia), and 21 landings in 16 countries in Africa. The plan is to deliver more than the total combined capacity of all subsea cables currently serving the African continent, with a design capacity of up to 180 terabytes per second on key parts of the system. The system is expected to go live by early 2024.

The African countries include Nigeria, South Africa, Ghana, Egypt, Ivory Coast, Senegal, Mozambique, Democratic Republic of Congo, Republic of Congo, Gabon, Djibouti, Sudan, Madagascar and Somalia (still to be joined by Tanzania and Kenya).

The 2Africa project intends to resolve Africa's digital problems with cables created to boost resilience and productivity. This also includes the possibility of a seamless optical crossing between East Africa and Europe.

\* MTN GlobalConnect, Telecom Egypt, Facebook, Orange, Stc, WIOCC and China Mobile International.

# MTN and the Sustainable Development Goals continued

## MTN Group

### Increasing data affordability

In 2020, MTN benchmarked data prices across all operating companies against the UN's internet affordability target which considers data prices relative to average monthly household income. Accordingly, the price of 1GB of mobile broadband data should cost 2% or less of gross national income per capita.

An analysis comparing the effective rate of the entry-level bundle to that of a 1GB bundle, to ensure that the smallest bundle was reasonably priced, was also conducted. Operating companies that were deemed not in compliance were offered recommendations to adjust their pricing to make their data offering more affordable.

## MTN Group

### COVID-19 Free SMS hits 3.7 billion

As of 19 June 2020, MTN Nigeria had provided 3,71 billion free SMSs to more than 51 million subscribers across the 36 states of the federation, which means that 75% of MTN Nigeria subscribers had utilised the service during the pandemic by that time. The initiative was implemented to ensure that while faced with unprecedented challenges and uncertainties during the initial phases of the COVID-19 outbreak, all MTN Nigeria's customers would be able to access loved ones, support systems and information. The three billion-plus text messages sent reflect the importance of communication during the pandemic, especially for the most vulnerable.



## MTN Group

### Increasing digital inclusion

Digital inclusion is considered a key pillar of COVID-19 recovery and achievement of the SDGs. People and communities that are connected are empowered, including marginalised groups such as women and youth. Connection is dependent on digital inclusion, which is achieved through access to internet connectivity, affordable devices, digital literacy and adoption of mobile internet.

Our CHASE framework addresses the access barriers and digital literacy required for financial and digital inclusion. Our digital services drive adoption of mobile internet by providing local content. With the majority of content on the internet in English and focused on data-heavy smartphones, local content plays a critical role in promoting the adoption of mobile internet in developing countries.

Our super-app, **Ayoba**, provides users with highly localised access to an ecosystem of digital and rich media services through channels, micro-apps and payment solutions. These digital services leverage our established customer base, local knowledge, presence, and customer insights. **Ayoba** also enables MoMo services and third-party innovation. Businesses and content providers can engage with their customers using multimedia channels. This enables MTN to deliver more value to the broader ecosystem of businesses, users and local developers and create experiences that are optimised for local communities.

## MTN South Africa

### MTN SA data price reduction and other benefits

MTN South Africa in 2020 announced a set of customer-focused solutions in its voluntary response to the Competition Commission's Data Service Market Inquiry.

From 15 April all of MTN's sub-1GB 30-day data bundles (from ZAR10 to ZAR149) were reduced by up to 50%. MTN also gave a daily free 20MB allocation of data to all its customers to send pictures, messages, video and to browse the internet, using the **Ayoba** app.

In addition, MTN SA introduced **MTN OpenTime** – free access to education, health and employment websites – of up to 500 unique sites made accessible without data charges.

MTN also made available enhanced data-usage and tariff information to help customers track usage and their data spending habits. On 1 July 2020, **Ayoba** browsing of general websites was made available. The service allows MTN customers to browse the internet on websites of their choice, between midnight and 05:00. MTN customers can use the Ayoba app to send messages to a feature phone or another user without the **Ayoba** app, where the messages arrive at these customers as a standard SMS. The response back from an MTN customer to the smart phone arrives as an **Ayoba** message and the MTN customer's text reply is also free.

The **20MB Ayoba Data Lifeline** ensures MTN customers are able to communicate with friends and family every day, even when they are out of airtime. This is the equivalent of 600MB of free data per month, every month.



# MTN and the Sustainable Development Goals continued

## MTN Zambia

### Lowering the cost of ownership

MTN offers a range of affordable devices from major cell phone manufacturers, yet device ownership often remains out of reach for low-income customers. To address this barrier to entry, MTN Zambia provides device subsidies through affordability initiatives and partnerships.

### Accelerating access and inclusion through subsidies

In many of MTN's markets, the prohibitive cost associated with purchasing a 3G enabled device keeps ownership out of reach. Subsidies increase overall smartphone adoption among previously unconnected customers while supporting the migration of customers from 2G enabled devices to smart 3G enabled devices. This shift enables the benefits of a modern connected life including increased access to communication, information, entertainment and financial or digital commerce services.

MTN Zambia identified an opportunity to provide affordable devices in two regions, Lusaka and the Copperbelt, to increase smartphone adoption. Considering the relatively high cost of entry level 3G devices in the Zambian market, MTN created a subsidised offer which includes an affordable 3G device as well as data. The offer is available through various channels, many of which provide customers with set-up services to ensure they are familiar with the features of the phone.



## MTN Uganda

### MTN Uganda self-help code for SMEs

MTN Uganda has launched a new self-help code \*177# targeting mainly SMEs. The new code is a convenient and easy channel for businesses to purchase MTN services and data and voice bundles for themselves without going to any of MTN's service centres.

Previously, business owners had to travel to MTN services centres to have these services activated for them. The innovation is tailored towards fostering convenience, saving time and improving the MTN business customer service experience. MTN Uganda has nearly 100 000 SMEs using its services, data and voice bundles.





# MTN and the Sustainable Development Goals continued

## 10. REDUCED INEQUALITIES



### Goal 10: Reduce inequality within and among countries

Global inequalities are massive and present one of the biggest obstacles to sustainable development and the fight against poverty. Inequality within many countries has been rising in recent years. Inequalities limit the opportunities for social groups to participate in and make significant contributions to social, cultural, political and economic life. Therefore, Goal 10 focuses on reducing inequality within and among countries.

In concrete terms, Goal 10 advocates delivering sustained income growth to the poorest 40% of the global population and achieving empowerment and social, economic and political inclusion for all by 2030. Goal 10 aims to ensure equal opportunities through the elimination of discriminatory laws, policies and practices, while, for example, facilitating orderly and safe human migration and mobility via the implementation of sound migration policies. It also envisages enhanced representation and a greater voice for developing countries in decision making within international economic and financial institutions.

### How MTN has contributed to SDG 10 – reduced inequality within and among countries

#### SDG 10, Target 10.2

'Empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion, economic or other status.'

### Ghana

#### MTN Ghana supports persons with disabilities to become economically independent

One-fifth of the population of Ghana suffer from physical, intellectual or emotional disability and are subjected to severe stigmatisation, discrimination and maltreatment that lead to lack of access to employment, education, healthcare and other social services.

MTN MoMo services has taken steps to empower 100 Persons with Disabilities (PWDs) to become economically independent. The initiative is also aimed at alleviating the plight of a marginalised group in the country since PWDs encounter numerous challenges in their quest to access funds to develop themselves. MTN distributed disability-friendly kiosks, mobile phones and GH¢4 000 each to 100 PWDs to each operate a MoMo business, earn a living and be financially independent. These PWDs included persons with albinism, persons with movement challenges and persons with hearing and speaking challenges.

The project would equip beneficiaries financially to aid in restoring a sense of dignity, enrolling their children in schools and preventing them from begging on the streets.

Beneficiaries are trained to properly maintain the tools and facilities they were given to yield the desired results. The unemployment rate among PWDs is high because employers believe they will be less competent in executing their duties as a result of their conditions. Even those with high levels of education are often unable to secure jobs.

Since the promulgation of the Disability Act, 2006 (Act 715) in Ghana, a number of facilities and services remained inaccessible to PWDs. Through this programme, MTN Ghana also wishes to set an example to employers, the private sector and other key stakeholders on how to structure incentives and stimulus packages for businesses that employ PWDs, as part of the steps necessary for inclusiveness and diversification.

# MTN and the Sustainable Development Goals continued

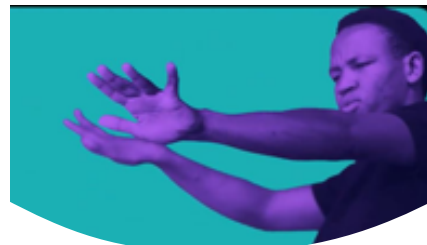
## MTN South Africa

### MTN South Africa broadening access to music: a track for deaf, hearing-impaired and speech-impaired individuals

Just because you cannot hear the music does not mean you cannot feel it. MTN partnered with *The LazarusMan* and *Hey Papa Legend* to create a track for deaf, hearing-impaired and speech-impaired individuals. The first iteration of the track was a hit, but MTN decided to approach deaf rapper, *Glen: The Rapper*, to remix the track. The remixed track highlights the subtle differences between a hearing person's interpretation of South African Sign Language (SASL) and how a hard-of-hearing person would interpret the hand gestures. In order to understand what *Glen: The Rapper* is saying, the 'listener' will need to understand SASL. MTN hopes that this track will inspire more people to learn the language.

MTN believes that knowing how to communicate in all South African languages, including SASL, should be a goal for all. These tracks highlight the need for all South Africans to attempt to learn the language and open up a conversation around inclusivity that makes the hard-of-hearing community feel heard.

The song and accompanying video also serve as a way for MTN to tell users about its Emergency USSD Service. Users are encouraged to save \*130\*3272\*29# on their handsets as an emergency contact. Should they need assistance, MTN customers need only dial the number and select the appropriate service option. Once selected, an SMS is sent to MTN's 112 Emergency Contact Centre and a text conversation will begin.



DEFBARS featuring Glen the Rapper

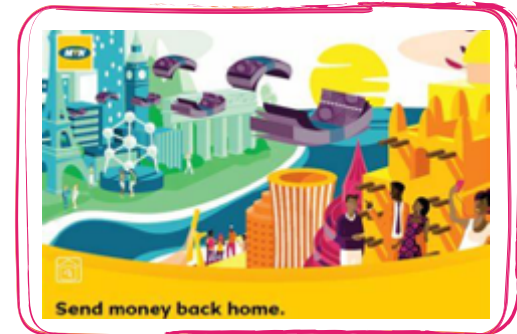
## SDG 10, Target 10.c

'Reduce to less than 3% the transaction costs of migrant remittances and eliminate remittance corridors with costs higher than 5%.'

## MTN

### Remittances pricing reduced

**MTN Homeland** remittances provide an essential service to people living outside Africa and the Middle East. Customers can conduct affordable, instant and reliable cross-border and cross-network transactions. Users are not limited to transferring funds or sharing airtime on MTN's network alone, but also to other operators. The service is available to smartphone users in Europe downloading the MTN Homeland app on iOS or Android. Cash can be sent to MoMo accounts in six markets, including Uganda, Rwanda and Ghana. Mobile top-ups can be purchased and sent to users in a further 11 countries. In 2020, we revised the pricing of remittances, making the overall cost of **MTN Homeland** remittances lower than 3% of the value remitted. This costing standard is in line with the UN SDG target.



# MTN and the Sustainable Development Goals continued



## Goal 13: Take urgent action to combat climate change and its impacts

**'Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, halt and reverse land degradation and halt biodiversity loss.'**

Climate change is a key challenge with regard to sustainable development. The warming of the earth's atmosphere is triggering changes in the global climate system that threaten the livelihoods of large sections of the population in less developed countries, while infrastructure and certain economic sectors in particular are vulnerable to the risks of climate change in developed regions.

Goal 13 calls on countries to incorporate climate protection measures in their national policies and assist each other in responding to the challenges at hand. It acknowledges that the United Nations Framework Convention on Climate Change is the primary international, intergovernmental forum for negotiating the global response to climate change. Supplementing this dialogue, Goal 13 advocates strengthening resilience to climate-related natural disasters and reaffirms the commitment undertaken by developed countries to mobilise each year US\$100 billion jointly from all sources by 2020 to help developing countries adapt to climate change.

## MTN and SDG 13

MTN operates in various geographies, which influences how we manage environmental resource use, as well as our impact on the environment per country. We work to remain compliant with the national laws and environmental regulations of the countries in which we operate. We also maintain Group-wide policies that are informed by international standards as well as our Group-wide commitments to:

- Environmental protection.
- Creating environmental awareness.
- Implementing an environmental management system.
- Using natural resources or energy more efficiently.
- Reducing emissions, releases and waste.
- Monitoring the Company's environmental performance.
- Reporting regularly on environmental issues.

Our environment management system is an important part of MTN's ambition of minimising our impact on the environment. We advanced with ISO 14001 certification in our select markets. Certification was achieved in Cameroon and Liberia. In Cameroon, the environmental impact of our operations is closely monitored by the Ministry of Environment and is a legal requirement governed by several laws.

In Liberia, MTN's environmental management system covers the environmental impact of sites, as required by the EPA. In Nigeria, MTN has an environment management system verified by Federal Ministry of Environment.

MTN supports the view that urgent action is needed to limit global temperature rise and achieve SDG 7 (affordable and clean energy) and 13 (climate action). As a multinational company, we recognise the importance of reducing our impact on the environment and balancing the need to ensure more people are connected daily. Our approach is twofold, i.e. increasing efficiencies and reuse from our infrastructure and parts and investing in renewable energy sources.

In managing energy climate-related risks and impacts, we assess likelihood and severity of all risks while developing management solutions for more severe risks. We reduce the impact of our operations by understanding our energy consumption and its drivers, managing anomalies and rectifying issues as they arise. As part of our disclosure efforts, we participate in a CDP in alignment with the taskforce recommendations on TCFD on an annual basis.

# MTN and the Sustainable Development Goals continued

## Our position on energy and climate change

### Energy and climate change

One of the most significant ways business is shaping the world we live in is through energy use and its contribution to climate change. Scientists and policymakers largely agree that Africa's population is more vulnerable to the effects of climate change than many other regions globally. We believe growth and success of any business should not come at the expense of the future of our planet.

As global demand for energy increases, the world is increasingly experiencing the impacts of climate change. The link between these two issues is undeniable, leading to complex questions of how to meet economic and global developmental goals while mitigating negative environmental impacts associated with climate change risks.

MTN joined the GSMA-led industry-wide plan to achieve net-zero GHG emissions by 2050, in line with the Paris agreement. The initiative will develop a climate action roadmap for the mobile industry, which will reduce the risks and effects of climate change. Our participation in the initiative will inform our approach and action on climate change, particularly in defining targets and establishing a clearly defined roadmap to achieve our goals.

MTN is guided by the following globally-defined standards:

- Global System for Mobile Communications Association industry-wide plan to achieve net-zero greenhouse gas emissions by 2050
- As part of our disclosure efforts, we participate in a CDP in alignment with the taskforce recommendations on climate-related financial disclosures on an annual basis
- The Ten Principles of the UNGC as a signatory



## KEY PRINCIPLES OF MTN'S ENERGY AND CLIMATE RESPONSE

- MTN is continuously working to reduce our own impacts by understanding our energy consumption and its drivers managing anomalies and rectifying issues as they arise
- We also focus on extracting greater efficiencies from our infrastructure and facilities and on replacing inefficient and old products with more efficient solutions. We also invest in renewable/alternative energy sources
- Transparency and disclosure are also important to us. Consequently, we participate in the CDP on an annual basis, which is in line with the taskforce recommendations on climate-related financial disclosures
- We engage with equipment manufacturers, product vendors and tower management partners in our technical infrastructure value chain to help us reduce energy use and GHG emissions
- We offer more enhanced and advanced IoT and smart solutions to support other industry sectors to reduce their environmental impacts



### Key UN Global Compact Principles

1. Businesses should support a precautionary approach to environmental challenges.
2. Undertake initiatives to promote greater environmental responsibility.
3. Encourage the development and diffusion of environmentally friendly technologies.

### Key UN SDG





# MTN and the Sustainable Development Goals continued



## Goal 15: Sustainably manage forests, combat desertification, halt and reverse land degradation, halt biodiversity loss

According to the UNGC, forests cover 30,7% of the earth's surface and, in addition to providing food security and shelter, they are key to combating climate change, protecting biodiversity and the homes of the indigenous population. By protecting forests, we will also be able to strengthen natural resource management and increase land productivity. Biodiversity and forests contribute to reducing poverty, for example by supporting food security and human health, providing clean air and water, absorbing CO<sub>2</sub> emissions and providing a foundation for environmental development.

SDG 15 therefore calls for the conservation, restoration and sustainable use of ecosystems, with the aim of halting deforestation, restoring degraded forests and substantially increasing reforestation by 2020. It also advocates combating desertification by 2030 and restoring land affected by desertification, drought and floods. To protect biodiversity, Goal 15 calls for urgent measures to end poaching and trafficking of protected plant and animal species.

### MTN's demonstrated commitment to SDG 15 – Life on land

In South Africa the construction of telecommunication masts within certain environments and settings does not require an environmental authorisation; MTN nonetheless obtains confirmation from the relevant competent authorities before construction. We appoint specialists to investigate the possible impacts on biodiversity, visual aspects, avifauna and other aspects depending on the requirements for each site, and to provide mitigation measures to ensure minimal impact. In 2020, MTN South Africa conducted a number of biodiversity assessments.

Leveraging **World Environment Day**, MTN undertook across its markets to educate people on biodiversity. At a Group level, MTN plans to harness information made available by the **GSMA Clean Tech Programme** workgroup regarding natural resource management, including biodiversity, to deepen our understanding of MTN's ongoing impact (if any) on biodiversity and to ensure more proactive management thereof in the future.

### MTN and biodiversity management

Africa and the Middle East are facing biodiversity threats despite still being home to a rich biodiversity that provides critical ecosystem services, driving the regions' economies and serving as buffers to climate change. Telecommunications services can impact biodiversity through infrastructure such as the location, construction, operation and dismantling (including waste management) of base stations. MTN is committed to ensure that our growth contributes positively to the future of the planet and we continuously work to reduce our impact on the environment.

MTN's impact on biodiversity is managed through adherence to environmental regulations within the countries where we operate. When planning the construction of base stations, biodiversity assessments are carried out where required by regulations, to obtain authorisation to construct and operate a base station, especially if they are located in protected areas. When planning their location, MTN considers environmental, biodiversity, visual and functionality aspects.

We also consider proximity to existing roads and electricity infrastructure to reduce potential disturbance to the natural environment, vegetation, or habitat during construction. Together with our partners, we work to minimise the loss of biodiversity and environmental impact, safeguarding against the removal, damage or disturbance of flora, fauna or birdlife. We also ensure that no hunting, trapping, shooting or poisoning of any fauna takes place. MTN also adheres to hazardous waste management regulations to mitigate the risk of its waste impacting the environment and its biodiversity.

## MTN and the Sustainable Development Goals continued

### MTN Group's position on networks and the environment

- One of the largest areas of environmental impact by mobile network operators occurs during the installation of base station sites and the construction of network communication cables on land under water. MTN ensures that environmental, health and safety matters are considered and addressed during the process of planning, installation, deployment and maintenance of business operations by conducting environmental impact assessments and environmental implementing policies and/or management plans and mitigation where necessary.
- The Group's base station toolkit specifies approved and trial technologies with the aim of reducing total site costs, including building materials and equipment, services and energy requirements, and in turn the reduction of carbon dioxide emissions. Network infrastructure impacts addressed by environmental management systems include essential environmental processes and procedures to manage site construction and infrastructure implementation, waste minimisation, prevention of pollution and management of land, unique flora, forests, water and wildlife.
- Due to the complexity of site build projects, MTN's project managers are required to ensure that contractors (especially new contractors and agents where appropriate) are trained on project specifics relating to environmental requirements during site preconstruction and construction phases. The Company's submarine and terrestrial optic-fibre broadband implementations are also subject to independent environmental and local community impact assessments.
- MTN constructs its infrastructure in a manner that will visually blend into the environment as much as possible, to address community concerns about the aesthetic aspects of towers located in areas where they will live or work. In the case of broadband cabling, infrastructure development must be approved by local government and regulatory stakeholders, and MTN's operating licences and certain financial investment applications are subject to environmental impact assessment requirements.
- In some of the MTN's countries of operation additional environmental certification standards have been voluntarily adopted.



# MTN and the Sustainable Development Goals continued

## 16. PEACE AND JUSTICE STRONG INSTITUTIONS



### Goal 16: Promote just, peaceful and inclusive societies

Without peaceful and inclusive communities and effective governance, development cannot be sustainable. For example, conflict-affected countries are the furthest away from achieving the SDGs, whereas in many other countries the re-establishment of peace and accountable institutions has contributed greatly toward achieving the SDGs.

Goal 16 for 2030 therefore aims to promote peaceful and inclusive societies. It advocates reducing all forms of violence, ending torture and combating all forms of organised crime. In addition, Goal 16 envisages significantly reducing corruption and bribery as well as illicit financial and arms flows. To ensure that societies are peaceful and inclusive, Goal 16 also aims to promote inclusive institutions and the rule of law and guarantee equal access to justice.

### MTN's demonstrated commitment to SDG 16 – Peace, justice and strong institutions

#### SDG 16, Target 16.4

**'Significantly reduce illicit financial and arms flows, strengthen the recovery of stolen assets and combat all forms of organised crime.'**

### MTN South Africa

#### Combating battery theft

MTN efforts to combat battery theft at its cell tower base stations are seeing good results. MTN South Africa recovered 143 batteries worth ZAR1.2 million in January 2020. However, it has also reported an increase in battery theft incidents. Statistics show that 703 batteries were stolen from MTN stations in January 2020, with a total of 122 incidents. Cable theft also increased, with 109 incidents in January 2020.



Criminal syndicates are looking for ways around the security measures that network operators are implementing. This posed a challenge for the industry and the public, working hand-in-hand with law enforcement and security companies. A lot more work needs to be done to stay a step ahead, especially as vandalism at base stations can keep many consumers offline for long periods, or even completely destroy the base station, leaving people with no access at all. Three suspects who were apprehended in October 2019 have been convicted. A total of eight MTN Lithium-Ion batteries and eight Telkom lead-acid batteries were recovered and sentences of between five to 10 years were meted out by the magistrate on 28 January 2020 for the offence of tampering with essential infrastructure.

The key to this success was the collaboration between the public, industry, security and police forces. However, as recent trends indicate, there is still much to be done and greater retaliation from criminals and sophisticated syndicates is anticipated in the months ahead.

Exacerbating the challenge is the introduction of new rounds of load shedding which have increased the risks on mobile networks, with battery back-up systems taking strain. MTN's battery back-up systems take 12 to 18 hours to recharge and have a capacity of six to 12 hours. Network coverage is lost when batteries are stolen. Cases of vandalism, cable theft and diesel theft remain high and MTN continues to join forces with key partners to fight back against the sophisticated syndicates behind the crimes.

# MTN and the Sustainable Development Goals continued

## SDG 16, Targets 16.5 and 16.6

'Substantially reduce corruption and bribery in all their forms'; and  
'Develop effective, accountable and transparent institutions at all levels.'

### Building safer mobile financial services

MTN's integrated approach to anti-money laundering, fraud and risk in the mobile money ecosystem includes detection, prevention, education, partner collaboration and certification. Key fraud issues were addressed by reinforcing business processes, cybersecurity capabilities and by increasing customer education in the face of social engineering as a new and growing trend. Through our sustained education of end users, customers, agents and other stakeholders, we anticipate a drop in the number of financial fraud cases.

In 2020, we increased our GSMA mobile-money certified operating companies to include Rwanda. We are now certified in five markets, including Ivory Coast (2018) and Uganda, Ghana and Cameroon (2019). Certification centred around eight principles addressing almost 300 required and 200 recommended indicators to ensure safer, more transparent and resilient financial services as specified by Global System for Mobile Communications (GSM). Operators are required to comply with all specifications to be certified.

## MTN Group

### Fostering integrity

Integrity, leadership, relationships, innovation and can-do – these are the values MTN actively strives to demonstrate. Not only do our values guide our interaction with each other, our work and our customers, but they are ultimately a reflection of us as individuals and as a company.

In 2019, the MTN Group launched its MTN Conduct Passport that sets out standards for good conduct and information for reporting unethical and fraudulent behaviour. The Risk and Compliance and Internal Audit and Forensics Services teams partnered to launch the See it. Say it campaign, an initiative founded on the principle that we should keep each other accountable when we do not live up to our values as MTN and as MTNers. In the same vein, it is also an opportunity for us to acknowledge when we live up to our values, even under difficult circumstances. The conduct passport, as well as the awareness campaign, were put in place to help employees make the right call every time and report instances where proper conduct was not displayed.

In April 2020, TEI conducted an independent, anonymous ethics survey across all MTN opcos, as requested by the MTN Group Board's Social and Ethics Committee. The 2020 MTN ethics survey findings provided valuable insight into the ethical risks employees may face in their day-to-day work. An ethics risk management strategy was developed for the Group as well as for each MTN operation, based on the unique ethics risk profile aligned to the results of the ethics risk assessment:



#### Interventions to address risks in the following dimensions:

1. My performance on integrity is a dimension of my own performance appraisal
2. There are ethics awareness campaigns in MTN
3. There is enough communication about ethics in MTN
4. There is a facility in MTN where I can get advice on ethics
5. I have attended ethics training in MTN
6. The MTN ethics campaigns are effective (they have an impact)
7. The opco has an Ethics Officer
8. New employees are trained on ethics



#### Interventions to address risks in the following dimensions:

1. Abuse of organisational resources (time; money; benefits; etc.)
2. Bypassing rules/policies
3. Employee relations
4. Supplier relations
5. Conflicts of Interest
6. Unfair people practices
7. Client/Customer relations



#### Interventions to address risks in the following dimensions:

1. Ethics accountability
2. Non-managerial employee commitment to ethics
3. Middle management commitment to ethics
4. Executive management commitment to ethics
5. Ethics talk
6. Ethical treatment of employees
7. Ethics awareness



# MTN and the Sustainable Development Goals continued

## MTN Nigeria

### Ethics Initiative of the Year Award finalist

Corporate failures that have become more commonplace are strongly linked to a failure of ethics. In our business, we rely on people significantly, and are thus at a greater risk of ethical incidents. In addition, our relationships with our customers are driven significantly by their levels of trust in our conduct. While we have policies and procedures in place, they only have meaning if our people are clear on our mission, values and guiding principles and that they buy into the policies.

To ensure that we maintain our high ethical standards and reputation, we have invested considerable time, resources and effort in ensuring that our people are aware of our ethical positions, but more importantly, in monitoring our people's perception of our ethical standards. The COVID-19 crisis has presented us with substantial challenges in ensuring that we continue to monitor our ethical performance and attitudes.

MTN Ghana created and published the *ExCom Ethics Commitment Album* and launched its *Ethics Virtual Room engagements* for which the opco was selected as Ethics Initiative of the Year Award finalist by The Ethics Institute (TEI). The key focus is on creating an environment where staff feel safe and encouraged to speak up about their concerns, fears, and opinions on ethics in the opco. The campaigns also increase the visibility and of Ghana's Ethics Officer and her supportive role to employees.

We will continue to develop innovative ways to communicate our ethics and values to our staff, our customers and other stakeholders.

## Global Ethics Day in MTN

As in previous years, Global Ethics Day was celebrated across the Group on 21 October. It is a global opportunity for institutions to explore the role of ethics in a globalised world.

Founded by the Carnegie Council in 2014, it provides an opportunity for organisations around the world to hold events focusing on ethics on or around this day.

MTN adopted the Global Ethics Day theme of #Ethics in Action. To convey this, we focused on clarifying seven ethics myths/perceptions that emerged from our ethics risk assessment.

The Carnegie Council showcased MTN's campaign on its Global Ethics Day website alongside the celebrations of other organisations across the globe.

<https://globoethicsday.org/global-ethics-day-2020-photos/>



# MTN and the Sustainable Development Goals continued

## Ethics in the MTN supply chain

Given the reputational damage due to unethical practices in supply chains, with transgressions ranging from human rights violations, poor environmental practices, to corruption, international legislation and regulatory reforms are placing increased responsibility on companies to consider the ethics of their suppliers.

Along with supply chain managers, ethics practitioners and risk managers from across Africa, MTN ethics officers attended a webinar on 'Ethics in the supply chain'. MTN Group also participated as panel member in the webinar which covered vital topics.

- Why is it important that companies take seriously the ethics of their suppliers, but also the ethics of their own procurement processes?
- What are the main ethical risks that companies need to be aware of when engaging with suppliers? Here the focus was on all areas of risk, including conflicts of interest, corruption, environmental practices, labour standards and human rights issues, and risks that suppliers experience, e.g. requests for kickbacks and delays in payment.
- How do we manage these risks proactively and reactively? MTN focused on the onboarding and due diligence process for our suppliers, how we verify company ownership, potential conflicts of interest, compliance with regulatory requirements, and competence to deliver.
- The importance of aligning on ethical standards, which includes getting suppliers to endorse MTN's supplier code of conduct.

Nine MTN opcos are also participating in the **Ethically Aware Supplier Induction (EASI)** pilot project rolled out across Africa by the UNGC in collaboration with TEI. The programme involved completion of anti-corruption and fraud e-learning by participating corporates who each then enrolled 20 SMEs to also participate, which was concluded with certification and accreditation.



# MTN and the Sustainable Development Goals continued

## 17. PARTNERSHIPS FOR THE GOALS



### Goal 17: Revitalise the global partnership for sustainable development

A successful sustainable development agenda requires partnerships between governments, the private sector and civil society. The UNGC advises that these inclusive partnerships built upon principles and values, a shared vision, and shared goals that place people and the planet at the centre, are needed at the global, regional, national and local level.

Successful implementation of the 17 SDGs depends on a comprehensive funding framework that goes beyond official development assistance commitments. Alongside public and private funding, the political sphere will also be expected to make a greater contribution to achieving the goals in question. In July 2015, the international community agreed to a new framework for financing and implementing sustainable development – the Addis Ababa action agenda.

Goal 17 calls on developed countries to renew their commitment to allocate 0.7% of their gross national income to official development assistance. It aims for a greater mobilisation of domestic resources to reduce dependence on foreign support, as well as enhanced international collaboration in science, technology and innovation, and the promotion of an equitable multilateral trading system. Goal 17 also advocates enhancing macroeconomic stability and policy coherence in the interests of sustainable development.

### MTN's demonstrated commitment to SDG 17 – partnerships for the goals

MTN has aligned business activities to both sustainable development goals and the Ten Principles of the UNGC. The Company again in 2020 continued multiple partnerships for the goals, but has also engaged in a number of new collaborations with organisations and governments to accelerate access to ICT products, including handsets, networks, products and services. In particular, we highlight collaboration with stakeholders, especially governments, in 2020 to mitigate the devastating impact of COVID-19.



# MTN and the Sustainable Development Goals continued

## MTN Group

### Joint efforts for the SDGs

In 2020 MTN partnered with the following entities in pursuit of the SDGs covered in this report. This list is therefore not exhaustive.

#### MTN Ghana with:

- Opera (*partnered to give Opera Mini and Opera News users on the MTN network up to 50MB of free browsing every day*).
- KATH Transfusion Unit (*Partnered on a programme to sensitise communities on the value of donating blood*).

#### MTN GlobalConnect with:

- MTN GlobalConnect, Telecom Egypt, Facebook, Orange, Stc, WIOCC and China Mobile International with Alcatel Submarine Networks (*2Africa project to build subsea cables*).

#### MTN Group with:

- China Mobile, UNISOC and KaiOS technology (*Development of an affordable 3G smart feature phone*).

#### MTN SA with:

- UNICEF and the WPF (*to help mobilise funds for children and families across sub-Saharan Africa affected by the COVID-19 pandemic*).
- Sizwe (*A partnership to benefit learners through virtual classes and access to other education-related portals during the coronavirus pandemic through zero-rated SIM cards, allowing teachers and learners to communicate remotely via tablets, and class broadcasts from designated centres in any location; it also supported an all-in-one broadcasting system with live video streaming, and the function to record lessons at any time*).
- DBE with Siyavula Foundation (*MTN South Africa together with the DBE and the Siyavula Foundation enabled learners in crucial schooling phases to stay on top of their curriculum material in 2020*).
- South African National Editors' Forum (*relief fund to alleviate the plight of journalists*).
- UBank (*MTN SA MoMo solution for increased financial inclusion*).
- 'The LazarusMan' and 'Hey Papa Legend' (*To create a track for deaf, hearing-impaired and speech-impaired individuals*).
- The UCT, GBS (*Venture Exploitation Programme; Business Solution Space*).

#### MTN Sudan with:

- Aotoso Information Technology (*Partnership for the development of an animal tracking system*).

#### MTN Uganda with:

- JMS (*A partnership to improve maternal health services in Kamwenge District*).
- Belgian development agency, Enabel (*Partnership to equip a vocational institute with an ICT laboratory to equip students with ICT skills for the 21<sup>st</sup> Century job market and to provide educational services to students from neighbouring communities*).
- NWSC (*To provide 23 bulk water points as part of an initiative to install a total of 100 water supply points for water-stressed areas of Kampala during the COVID-19 crisis*).
- ZTE Corporation (*ZTE and MTN Uganda showcased a high-speed 5G SA network which can support a variety of applications*).



# Progress on the Ten Principles

## HUMAN RIGHTS

01

### RESPECT

and support internationally recognised human rights in your company's area of influence

02

### ENSURE

that your company does not participate in any way in the violation of human rights



Alright Mom, I wear it for you.  
everywhere you go



MTN's commitment to human rights is an integral part of our business strategy and sustainability framework and is embedded in the objectives of our highest governance structures.

**MTN is guided by the following globally defined standards on human rights:**

- The United Nations Universal Declaration on Human Rights.
- The United Nations "Protect, Respect and Remedy" Framework and Guiding Principles.
- African Union Convention on Cyber Security and Personal Data Protection.
- ECOWAS Supplementary Act A/SA.1/01/10 on Personal Data Protection (2010).
- SADC Model Law on Data Protection (2012).

**MTN is a member of these key bodies:**

- Signatory of the UNGC since 12 December 2012.
- Member of The Ethics Institute.
- Member of Global System for Mobile Communications:
  - Sustainability Network includes human rights.
  - Data Protection and Privacy Working Group.
- The Center for Internet Security.
- The Information Security Forum.
- GSM Association.

MTN is committed to respecting human rights. We strive, in accordance with globally defined standards, to protect the rights of all who use our services, while we remain compliant with legal obligations and licence conditions in the jurisdictions where we operate.

# Progress on the Ten Principles continued

## How we are supporting human rights

Action	Detail
Transparency on digital human rights was increased	<ul style="list-style-type: none"> <li>We published our first transparency report</li> <li>Provided an understanding of our operating environment, risks, and approach to digital human rights across our footprint</li> <li>Provided our customers and other stakeholders with context as to types of requests we receive and how we arrive at the most appropriate response</li> </ul>
Vital communication services were provided	<ul style="list-style-type: none"> <li>Provided access to basic and emergency services</li> <li>Enabled information sharing and facilitated connections locally and globally</li> </ul>
Digital human rights framework to protect human rights	<ul style="list-style-type: none"> <li>Regularly monitored adherence to the framework</li> <li>Our digital human rights policy applies to all our directors, officers, employees, and representatives of the Company (permanent, temporary or on contract)</li> <li>We expect our intermediaries, agents, contractors, suppliers and business partners to uphold the same standards</li> </ul>
Digital Human Rights Policy updated	<ul style="list-style-type: none"> <li>Enhanced monitoring of areas where incidents are likely to occur and putting mitigations in place to minimise impact of incidents</li> </ul>
Human rights grievance management improved	<ul style="list-style-type: none"> <li>Created a dedicated e-mail facility where human rights concerns may be raised</li> <li>Investigated concerns and complaints and provided a response on each matter</li> </ul>
Digital Human Rights Policy revised	<ul style="list-style-type: none"> <li>Issued the policy to staff through various communication channels across the organisation</li> <li>Conducted training to ensure employees across our markets are aware of the policy and how to go implement the policy and supporting toolkit</li> </ul>
Due diligence toolkit on digital human rights developed	<ul style="list-style-type: none"> <li>Built common understanding of the issues, our operating context, governance structure, roles and responsibilities</li> <li>Developed a due diligence checklist for digital human rights</li> </ul>
MTN Group Data Privacy Policy issued	<ul style="list-style-type: none"> <li>The policy ensures that we continue to conduct business in accordance with the applicable data protection regulatory requirements.</li> <li>Working towards implementation of and adherence to national regulations in the countries in which we operate (e.g. Protection of Personal Information Act (POPIA))</li> <li>Held training and awareness campaigns in preparation for the introduction of the POPIA</li> <li>Updated our systems to ensure compliance with the requirements of the Act</li> <li>We also published a revised customer-facing privacy statement on our website</li> </ul>
Enhanced information security across the Group	<ul style="list-style-type: none"> <li>Continued implementation of MTN's three-year Marshall Plan which addresses key areas of risk identified through our risk management framework</li> <li>All agreed milestones covering the six workstreams across a range of operations have been achieved</li> </ul>
Major freedom of expression incidents were managed	<ul style="list-style-type: none"> <li>In 2020, we experienced four major requests from authorities that are legally permitted by laws or a court order forcing MTN to block or suspend internet or social media services or websites</li> <li>In most of these cases we applied our digital human rights due diligence framework in our decision-making process</li> <li>We continued to engage relevant stakeholders to limit the scope and duration of the service disruption</li> <li>We provided remedies to affected customers</li> </ul>
Treating Customers Fairly Policy and position	<ul style="list-style-type: none"> <li>We revised our Treating Customers Fairly Policy and position in 2020 to ensure customers remain aware of costs they incur, services they use and how to control and remove access to these services</li> </ul>
Protecting children online	<ul style="list-style-type: none"> <li>We continued our zero-tolerance approach to the abuse and exploitation of children</li> <li>Our operating companies are in varying stages of implementation of a customised and robust systems to protect children online by detecting, flagging and removing illegal and harmful content such as Child Sexual Abuse Material (CSAM)</li> <li>During 2020, through our partnership with Internet Watch Foundation we launched and revived reporting portals in Ivory Coast and Uganda</li> <li>In partnership, we also put blocking solutions in place in Ghana, Nigeria and South Africa to block sites hosting CSAM material</li> <li>Seven additional markets are in the final stages of implementing their CSAM solution</li> </ul>

### Our next steps

Our next steps include undertaking a digital human rights impact assessment. We also plan to expand our protection of children online with at least seven more countries going live with a CSAM solution. We are also setting up a data privacy office and developing a Group-wide data privacy programme.

## Progress on the Ten Principles continued

### LABOUR

03

#### SUPPORT

freedom of association  
and recognise open  
collective bargaining

04

#### ELIMINATE

all forms of forced or  
compulsory labour

05

#### ERADICATE

all forms of child  
labour in your supply  
chain

06

#### STIMULATE

all practices that  
eliminate any form of  
discrimination at the  
workplace

MTN goes to great lengths to create a positive, vibrant working environment that supports learning and development, that enables work-life balance, and that promotes innovation and creativity. We support and respect the human rights of our employees and therefore we provide a healthy, safe and non-threatening workplace to each employee. We treat all people with respect and dignity and expect of our employees and our business partners to do the same.

The onset of the COVID-19 pandemic caused deep disruption in our workplace and put our resilience as a business and as people to the test. The pandemic necessitated unprecedented changes to the way we work to ensure our staff and customers' health, safety and resilience.

We remained committed to enabling, growing, protecting and supporting MTNers and at the same time considering future forces such as the Fourth Industrial Revolution (4IR) and

Artificial Intelligence (AI). We focused on creating a sustainable environment for our employees. Our four-pronged framework addressed our COVID-19 people response strategy; engagement and communication; learning and development; and technology and digitalisation.

With the introduction of WFH for most employees, our challenge was to ensure sustained productivity, ongoing engagement and connection with our people to boost morale. We provided managers and leaders with guidance and training to enhance their skills in managing teams remotely. Just as the engagement was critical, so was disengagement: we built in time and reminders for our people to disconnect and recharge. We maintained our focus on learning and development, arranged digital access to learning and development programmes, prioritising digital skills that had been identified as key for our future success.



MTN brought a sense of togetherness to its employees through the #ApartTogether show. With employees working from home across our footprint, it became vital to connect meaningfully and experience a complete break from regular work while addressing common challenges they were facing. Employees faced feeling disconnected by not being able to get into the office amidst COVID-19 challenges. The show was a way to connect our people while being apart. The show restores a sense of fun and motivation, while focusing on the topic of coping during the pandemic. Employees were experiencing an unprecedented change in the way we work and live. Through the Apart Together show, MTN wanted to share that experience through connection and demonstrate that employees are connected beyond work obligations. Through the show, MTN also wanted to add value through informative content that would enable employees to navigate through the pandemic together.

# Progress on the Ten Principles continued

## How we are supporting labour fair labour practice

Action	Detail
Driving our agile-organisation strategy	<ul style="list-style-type: none"> <li>In response to a 'new normal', we have been revising our employee value proposition (EVP) and plan to launch the new EVP in the coming year</li> </ul>
MTN Learn online learning platform upgraded	<ul style="list-style-type: none"> <li>Our MTN Learn online learning platform was upgraded with new improved learning content, analytics, and more customised learning journeys to support strategic talent development initiatives</li> <li>We fast-tracked the development of women in technology (e.g., our female Executive &amp; C-suite successors) through targeted digital transformation and data scientist programmes</li> <li>We also launched additional French learning content to support learning in various MTN operations in francophone countries</li> </ul>
Empowering our MTNers with future-fit skills	<ul style="list-style-type: none"> <li>Over the last year, we have improved the uptake of learning programmes, seeing a marked increase in the demand for digital skills training, and MTNers taking advantage of online training</li> <li>Our Global Innovation Challenge aims to drive our FinTech business by developing unique FinTech products, educational products, and digital products and improving our existing product or product portfolio. This is achieved by harnessing the knowledge and insights of our staff. It is a testament to our people's commitment that we can be innovative without incurring high costs. This programme cost us very little and was really driven by our spirit of connecting people and innovation</li> <li>We focused on upskilling our people, particularly around FinTech skills. Courses were completed in the MTN future-fit categories of digital, social, and cognitive. Most courses were completed in digital-related to agile principles and methodologies. Top certifications also related to agile project management with over 2 472 course content items completed towards certifications in 2020</li> <li>In addition, a total of 7 538 MTN permanent and full-time (PFT) employees have registered or completed a course to acquire a future-fit skill in the digital, cognitive, and social curricula. Through the launch of the strategic Talent Convergence programme, we have trained 400 people, developing skills which will enhance our service delivery and offering in the future</li> </ul>
Enhancing talent attraction and retention	<ul style="list-style-type: none"> <li>Affirmed the commitment of employees to MTN</li> <li>Protected jobs when many companies were retrenching staff</li> <li>We created a staff fund into which senior executives and employees contributed voluntarily</li> <li>Amended our hiring practices to remove biases in the process with a view to future hiring</li> </ul>
Appreciation and recognition	<ul style="list-style-type: none"> <li>Appreciation and recognition are part of our engagement strategy and we conducted our annual Global Appreciation Day virtually for the first time during 2020</li> </ul>
Accelerating diversity and inclusion	<ul style="list-style-type: none"> <li>We remained committed to the advancement of gender equality and the empowerment of women as well as the elimination of all forms of discrimination against women</li> <li>To develop and build women leaders and a technology talent pipeline we initiated two programmes: The Rising Leaders women's leadership programme and the Women-in-Tech programme</li> <li>As a result of these programmes there has been an increase in women in leadership at MTN</li> <li>The diversity dimension of our annual Group Culture Audit (GCA) achieved the highest Diversity GCA score this year, standing at 88 percentage points (an increase of two percentage points since 2019 and nine percentage points above the Global Telco Norm)</li> <li>A specialised programme to improve female representation in succession boards for executive posts was launched</li> <li>We continue to monitor our Group culture to ensure that it continues to contribute to diversity and inclusion</li> </ul>
Enhancing employee health and safety	<ul style="list-style-type: none"> <li>Our exposure on the forefront of the industry in Africa affords us awareness of risks our employees face in their varied work environments. We remain committed to ensuring a risk and injury-free working environment for all who come to our premises</li> <li>We are guided by our environmental, health and safety risk framework, the Occupational Health and Safety Act, and applicable local and international regulations and requirements pertaining to the workplace</li> <li>We have revised our approach to environmental, health and safety due to the implications of COVID-19. The approach, launched in 2020, includes a Global Health Survey, which monitors the health of every MTNer daily to help us understand who is infected so that we may deliver appropriate support where needed</li> </ul>
Eradicating harassment and discrimination in the workplace	<ul style="list-style-type: none"> <li>MTN believes that all employees have the right to be accorded respect, treated with dignity, and work in an environment that is free of harassment and discrimination. In 2020, MTN revised its Group-wide Anti-harassment and Discrimination Policy to ensure adherence to a common set of principles, complemented by adherence to local laws</li> <li>Awareness campaigns were also conducted to educate staff on the elimination of harassment and discrimination in the workplace and to create awareness of procedures for reporting harassment or discrimination</li> </ul>



## Progress on the Ten Principles continued

### ENVIRONMENT

07

#### ASSUME

a responsible, preventative and proactive posture towards environmental changes

08

#### DEVELOP

initiatives and practices to promote and divulge socio-economic responsibility

09

#### PROMOTE

the development and dissemination of environmentally responsible technologies

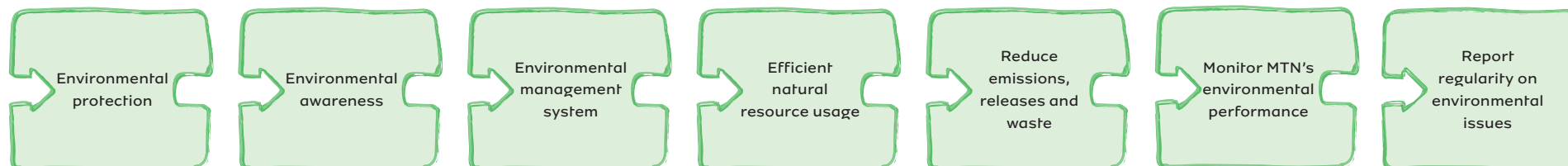
MTN operates in markets that have unmistakable potential for sustainable growth and environmental conservation, despite facing challenges of land degradation, deforestation, loss of biodiversity and extreme vulnerability to climate change. We operate in various geographies, which is a key consideration in our approach to managing our environmental resource use as well as our impact on the environment in each country.

We apply the following principles in energy and climate response:

- We continuously work to reduce our own impacts by understanding our energy consumption and its drivers, managing anomalies and rectifying issues as they arise.
- We focus on extracting greater efficiencies from our infrastructure and facilities and on replacing inefficient and old products with more efficient solutions. We also invest in renewable or alternative energy sources.

- Transparency and disclosure are important to us. Consequently, we annually participate in the CDP, which is in line with the taskforce recommendations on TCFD.
- We engage with equipment manufacturers, product vendors and tower management partners in our technical infrastructure value chain to help us reduce energy use and GHG emissions.
- We offer more enhanced and advanced IoT and smart solutions to support other industry sectors to reduce their environmental impacts.

We work to remain compliant with the national laws and environmental regulations of the countries in which we operate while maintaining Group-wide policies guided by international standards as well as our Group-wide commitments.



We take a conservative approach to the use of resources such as energy, paper, plastic, water and other resources through demand reduction, refurbishment, recycling and upcycling. Employee awareness and active support are critical in reaping meaningful outcomes from our individual actions to conserve resources.

Our most crucial actions for 2020 are outlined in the table on page 64.

# Progress on the Ten Principles continued

## How we are supporting the environment

Action	Detail
ISO 14001 certification in our select markets	<ul style="list-style-type: none"> <li>• ISO 14001 certification was achieved in Cameroon and Liberia</li> <li>• In Cameroon, the environmental impact of our operations is closely monitored by the Ministry of Environment and is a legal requirement governed by several laws</li> <li>• Our environment management system remains fundamental to minimising our impact on the environment. In Liberia, MTN's environmental management system covers the environmental impact of sites, as required by the Environmental Protection Agency (EPA). In Nigeria, MTN has an environment management system verified by Federal Ministry of Environment</li> </ul>
Innovative alternative grid/renewable power solutions	<ul style="list-style-type: none"> <li>• In addition to our sites that have a combination of renewable-fossil hybrid, emerging technologies and energy storage, additional rural sites were powered by solar, bringing it to a total of 638 in 2020</li> <li>• MTN's ambition is to incorporate a renewable only approach as it rolls out new sites with one or a combination of solar, wind, hydro etc.</li> </ul>
Battery usage achieved greater efficiencies	<ul style="list-style-type: none"> <li>• We now use larger batteries resulting in fewer batteries being purchased, with a view to making our impact net positive and increase efficiencies in our battery use</li> <li>• In 2020, we also marked a reduction in the theft of batteries and in effect reduced our need to purchase batteries</li> </ul>
Continued efforts to reduce energy losses and waste	<ul style="list-style-type: none"> <li>• To reduce our energy losses and waste, which contributes to our GHG emissions, we tested a power management tool through a proof-of-concept process on three network sites in 2019. The power management tool uses machine learning systems and autonomous AI to efficiently manage energy systems and inform decision making</li> <li>• In 2020, we issued a request for proposal, but the initial outcome was not satisfactory. We will in the first quarter of 2021 restart the request for proposal process with new requirements</li> </ul>
Continued involvement in GSMA-led initiative for climate action	<ul style="list-style-type: none"> <li>• MTN's participation in the GSMA-led initiative for climate action has further informed our approach and action on climate change in 2020. We conducted regular seminars to exchange ideas and lessons learnt. Through the CleanTech team, for example, we consider opportunities to support identification and implementation of technology for our off-grid and bad-grid towers</li> <li>• Our participation in the GSMA-led initiative for climate action has also informed the targets we set in response to climate change</li> </ul>
e-Waste programme	<ul style="list-style-type: none"> <li>• MTN continued its e-waste programme during the year, resulting in tonnes of e-waste being recycled and diverted from landfills</li> </ul>
Scoping of a circular economy programme	<ul style="list-style-type: none"> <li>• MTN concluded the scoping of a circular economy programme aimed at keeping resources in use for as long as possible, extracting the maximum value from them while in use, then recovering and regenerating products and materials at the end of each service life</li> <li>• The programme is intended to bring about the following benefits:               <ul style="list-style-type: none"> <li>– Enhanced efficiency – Instead of buying new equipment we can reuse our resources</li> <li>– Environmental sustainability – Conserving natural resources and reducing the amount of waste by reducing, reusing and recycling; and resilience alternatives for added resilience to the supply chain in case of disruptions</li> </ul> </li> <li>• The circular economy programme entails the reuse, resale and recycling of new in the box, used tested goods and used untested goods.</li> </ul>
Launched Project Zero to enhance energy efficiency and renewable response	<ul style="list-style-type: none"> <li>• In 2020, Project Zero was introduced as an energy efficiency and carbon emission sustainability programme forming part of MTN's OXYGEN strategy. The project seeks to leverage the latest technologies and service partners to enable business sustainability via greater energy efficiencies, low carbon emissions, risk reduction and cost control</li> <li>• Key components of Project Zero include:               <ul style="list-style-type: none"> <li>– Energy management tool</li> <li>– New genset technology</li> <li>– Innovative alternative grid/renewable power solutions</li> <li>– Uninterruptible power supply – UPS</li> <li>– DC power system that supports inputs including multiple types of AC inputs and solar energy input</li> <li>– Energy as a Service Companies to provide energy based on cleanest and cheapest sources</li> </ul> </li> </ul>

### Our next steps

- Embed Project Zero across our markets, ensuring that key performance indicators and initiatives are being implemented.
- Embed emission reduction targets by supporting operating companies in setting country specific targets and modelling current initiatives and targets to identify gaps in reaching set targets.

## Progress on the Ten Principles continued

### ANTI-CORRUPTION

# 10

## FIGHT

corruption in all of its forms, including extortion and bribery



MTN believes that its efforts in fighting corruption begins with ethical leadership. MTN has a vested interest in ensuring that it provides effective leadership based on an ethical foundation. We believe that fraudulent and corrupt activities threaten our sustainability and reputation.

We consider ethics to be both a core business principle and a driver of value. Our Board, Group President and CEO and leadership are committed to deepening our ethical culture, actively supporting ethics governance and management efforts at every level. Our leaders are proactive in their responsibilities and are held accountable. We actively create a working environment where all employees are educated to consider the ethical dilemmas, challenges and opportunities and deal with these appropriately.

Our conduct passport encapsulates MTN's commitment to conducting our business affairs with honesty, integrity, diligence, and professionalism. The conduct passport is underpinned by ethical policies that enhance business governance and guide business conduct. It further outlines standards for conduct of our employees as well as our approach to customers, interactions with governments, our communications and our commitment to communities, society and the environment. All our stakeholders are made aware of our position on ethics and regular training is provided on ethics across the Group. We build trust and reputation, enhance productivity and learning, as well as mitigate risks through our approach to ethics.

## Ethics governance and management highlights 2020 Group

### Improved tone at the top

- Exemplified in MTN leadership's response to COVID-19 crisis. Internal and external relief measures were implemented while leadership commitment ensured a productive and engaged workforce that continued its operations as effectively as possible
- MTN's external societal response further demonstrated leadership commitment to our values

### Ethics risk assessment

- The ethics survey component of the ethics risk assessment (ERA) was conducted Group-wide online from 8 April to 08 May, with a 64% employee participation rate – a scientifically reliable sample
- The ERA was the basis for a unique Ethics Risk Profile for each opco, which details the opcos' ethical culture maturity, behaviour risks and ethics management risks

### Ethics strategy

- The MTN ethics strategy follows a differentiated approach, whereby the Group-wide strategy is supplemented by opco-specific ethics strategies that aim to improve ethics through interventions that address:
  - Ethical culture maturity
  - Ethics behaviour risks
  - Ethics management risks

1

4

2

5

3

6



### Ethically Aware Supplier Induction Programme (EASI)

- MTN Global Sourcing and Supply Chain (GSSM) was a keynote speaker in an Ethics in the Supply Chain workshop hosted by the UNGC in partnership with TEI to develop supply chain ethics in Africa
- A total of 10 MTN opcos and 180 MTN suppliers participated in the pilot of the EASI programme launched by the UNGC and TEI

### Framework for assessment and management of COIs

- The MTN Group framework for the assessment and management of conflicts of interest (COI) was approved; it provides a procedural framework and toolkit for ethics officers, standardising COI assessment and management service

### MTN ethics initiatives recognised externally

- Following in the footsteps of MTN Sudan (2018), MTN SA (2018) and Irancell (2019), MTN was again recognised for its exceptionally creative, impactful ethics interventions when MTN Nigeria and MTN Ghana were selected as two of the three finalists for the **2020 Ethics Initiative of the Year Award** hosted annually by TEI. Corporates and government agencies from across the African continent and the Middle East annually compete for the award

# Progress on the Ten Principles continued

## How we are supporting fighting bribery and corruption

Action	Detail
Group-wide ethics risk assessment conducted	<ul style="list-style-type: none"> <li>Every three years, we conduct an ethics risk assessment to help us understand our ethics risk profile. The assessment focuses on ethical culture maturity, ethical behaviour risks (observed misconduct, including fraud, bribery and corruption), and ethics management risks. The outcome of the 2020 assessment reflected improvements across all three aspects</li> <li>Findings of the assessment were presented at executive and Board level of the Group and our operating companies</li> <li>The Group ethics strategy has been updated with interventions to deepen ethical culture maturity, manage ethical behaviour risks and to improve ethics management risks</li> <li>Each operating company developed an ethics management strategy based on its unique ethics risk profile</li> </ul>
Completion of ethics, anti-bribery and anti-corruption training	<ul style="list-style-type: none"> <li>Across the Group, a total of 5 990 employees completed a compliance training course</li> <li>Mandatory ethics e-learning was continued across the Group</li> <li>Ethics officers from nine operating companies participated in the EASI training programme which was further rolled out to the training of senior managers of 180 small to medium-sized operating companies' suppliers of our operating companies</li> <li>Ethics officers also participated in a training session on the assessment and management of COI, which was conducted by TEI</li> <li>In MENA, WECA and SEAGHA respectively, ethics training was done for ethics officers and heads of risk and compliance focusing on (1) creating an ethical organisation culture; (2) MTN ethics risk assessment results; and (3) ethical leadership</li> <li>We rolled out COI e-learning in preparation for the annual declaration of interests Group-wide</li> <li>We conducted training for over 300 suppliers Group-wide on our supplier code of conduct, which included training on our ethics, anti-bribery and anti-corruption policies</li> </ul>
Institutionalised ethical behaviour	<ul style="list-style-type: none"> <li>We advocated a zero-tolerance approach to fraud, bribery and corruption and we strive to improve our efforts to prevent these activities and encourage MTNers to join forces with us in this</li> <li>Operating companies across the Group have engaged in various initiatives to socialise ethical behaviour. MTN Sudan implemented a 'Decision Memo' Interface, that mandates that motivations for key decisions explicitly identify and address the risk, compliance and ethical issues and opportunities arising from business decisions</li> <li>Global Ethics Day was celebrated in all our operating companies on 21 October 2020. MTN adopted the global ethics day theme of <b>#Ethics in Action</b>. The Carnegie Council showcased MTN's campaign on their Global Ethics Day website alongside the celebrations of other organisations across the globe</li> <li>We celebrated World Whistleblowing Day with initiatives aimed at encouraging whistleblowing and instilling trust in the anonymous whistleblowing facility.</li> <li>Ethics, anti-bribery, and corruption awareness was enhanced through the 2020 fraud and ethics awareness campaign, conducted annually across the MTN Group. The campaign consisted of daily fraud and ethics-related blogs, posts and videos by internal executive leadership, subject matter experts and external thought leaders</li> </ul>
Strengthened our approach to compliance	<ul style="list-style-type: none"> <li>We strengthened our approach to compliance through our efforts to standardise the methodologies used for testing compliance across the Group</li> <li>Across the Group, operating companies are in various stages of ensuring alignment with national data privacy legislation that has been passed</li> </ul>
Approval and rollout of compliance and ethics-related policies	<ul style="list-style-type: none"> <li>MTN Group Anti-Harassment and Discrimination Policy</li> <li>MTN Group Grievance Policy and Procedure</li> <li>MTN Group Data Privacy and Protection Policy</li> <li>MTN Group Communications Policy</li> <li>MTN Group Digital Human Rights Policy</li> <li>The Group Compliance Policy, which communicates and establishes the principles of and commitment to the management of compliance risk, was reviewed, and approved by the Board</li> <li>The Group compliance manual, which sets out the processes and structures that help identify and manage compliance risks to meet our strategic objectives, was also reviewed and enhanced to cater for changing needs and risk environments</li> </ul>
Strengthening ethics management practice	<ul style="list-style-type: none"> <li>We participated in the annual Africa-wide recognition of innovation in ethics where our opcos have been receiving the top honours for the last three years, the latest being MTN Nigeria and MTN Ghana both having been selected as two of the three finalists for TEI's Ethics Initiative of the Year Award 2020</li> </ul>
Established a policies and procedures function	<ul style="list-style-type: none"> <li>We have established a policies and procedures function within the Group risk and compliance department, which oversees implementation and adoption of policies across the Group. Our policies provide a framework for governance and lay the foundation for behaviour, values and ethics that define our culture</li> </ul>



# UNGC Communication of Progress for 2020

## Alignment with the GRI

The UN GRI Guidelines (which now include standard disclosures and core indicators) were used in preparation of this COP for 2020.



Also refer to the Group's UN GRI report and sustainability report available on [www.mtn.com/sustainability](http://www.mtn.com/sustainability)

## Abbreviations

- MTN Group Global Compact Communication of Progress Report 2020 (2020 UNGC)
- MTN Group Integrated Report 2020 (2020 IAR)
- MTN Group Sustainability Report 2020 (2020 SR)
- MTN Group Carbon Disclosure Project report (CDP)
- MTN Group Transparency Report
- MTN Group website ([www.mtn.com](http://www.mtn.com))

GRI disclosure number	UNGC reporting requirement	MTN's response (Document, section or information on <a href="http://www.mtn.com">www.mtn.com</a> )	Page (s)
<b>HIGH-LEVEL COMMITMENT AND STRATEGY</b>			
102-14	CEO statement (including our continued UNGC support)	<ul style="list-style-type: none"> <li>• COP</li> <li>• 2020 SR: Group President and CEO on sustainability</li> </ul>	COP 7 SR 4
102-15	Key impacts, risks and opportunities	<ul style="list-style-type: none"> <li>• 2020 IAR: Navigating through and responding to COVID-19; Material matters impacting value creation</li> <li>• 2020 SR: Addressing energy and climate change; Managing risks</li> </ul>	15, 21 to 25 15 to 19
<b>CONTEXT OF OPERATION AND VERIFICATION</b>			
102-1	Name of reporting organisation	<ul style="list-style-type: none"> <li>• 2020 IAR: Front cover</li> </ul>	Front cover
102-2	Primary brands, products, services	<ul style="list-style-type: none"> <li>• MTN website: What we do <a href="https://www.mtn.com/what-we-do/">https://www.mtn.com/what-we-do/</a></li> </ul>	
	Operating structure	<ul style="list-style-type: none"> <li>• 2020 IAR: Who we are</li> <li>• MTN website: Who we are <a href="https://www.mtn.com/who-we-are/leadership/">https://www.mtn.com/who-we-are/leadership/</a></li> </ul>	2
102-3	Location of headquarters	<ul style="list-style-type: none"> <li>• 2020 IAR: Administration</li> </ul>	100
102-4	Geographic scope/map of operations	<ul style="list-style-type: none"> <li>• 2020 IAR: Where we operate and how we performed</li> </ul>	3
102-5	Nature of ownership and legal form	<ul style="list-style-type: none"> <li>• 2020 IAR: Who we are</li> </ul>	2
102-6	Profile of customer base, markets served and sectors served	<ul style="list-style-type: none"> <li>• 2020 IAR: Where we operate and how we performed</li> </ul>	3

# UNGC Communication of Progress for 2020 continued

GRI disclosure number	UNGC reporting requirement	MTN's response (Document, section or information on <a href="http://www.mtn.com">www.mtn.com</a> )	Page (s)
102-7	Scale of operations of the reporting organisation including number of employees and operations	<ul style="list-style-type: none"> <li>2020 IAR: Who we are; Where we operate and how we performed</li> <li>2020 SR: Annual sustainability statements</li> </ul>	2 and 3
102-10	Changes occurring within the reporting period regarding size, structure or ownership	<ul style="list-style-type: none"> <li>2020 IAR: Creating and preserving value</li> </ul>	62
	Awards received	<ul style="list-style-type: none"> <li>2020 IAR: Creating and preserving value               <ul style="list-style-type: none"> <li><b>Brand Africa 100:</b> Africa's Most Admired Brand</li> <li><b>2020 Risk Award:</b> Most Responsive Organisation to COVID-19 crisis</li> <li><b>Brand Finance:</b> Most Valuable African Brand</li> <li><b>Africa Digital Awards:</b> IS Best Mobile App of the Year</li> <li><b>Brand Finance:</b> Top 150 in Africa Awards: Most Valuable Telecom Brand</li> <li><b>Sustainability and Social Investment Awards:</b> MTN Ghana – (Sustainable Scholarship of the year, Best Company in Supporting National Projects, Best Company in Promoting Voluntary Blood Donation, Best COVID-19 Awareness Campaign (Wear it for Me) and Best COVID-19 Employee Volunteering Initiative (21 Days of <i>Y'ello Care</i>))</li> </ul> </li> </ul>	14
<b>Assurance</b>			
102-56	Process to provide independent verification/ Policy on independent assurance	<ul style="list-style-type: none"> <li>2020 IAR: About this report</li> </ul>	1
<b>Governance</b>			
102-18	Company's governance structure (including major committees)	<ul style="list-style-type: none"> <li>2020 IAR: Governance in action</li> </ul>	52
102-21	How do stakeholders provide recommendations to the Board?	<ul style="list-style-type: none"> <li>2020 IAR: Governance in action</li> </ul>	53 and 60
102-23	Is the Chairman also an executive officer?	<ul style="list-style-type: none"> <li>2020 IAR: Governance in action</li> </ul>	52 and 53
102-24	Board profile: number, gender, executive vs. non-executive	<ul style="list-style-type: none"> <li>2020 IAR: Governance in action</li> </ul>	51 to 58
102-24	Process for determining leadership qualifications	<ul style="list-style-type: none"> <li>2020 IAR: Governance in action</li> </ul>	54
102-25	Managing conflicts of interest	<ul style="list-style-type: none"> <li>2020 IAR: Remuneration report</li> </ul>	58
102-26	Internally developed mission/value statements, principles or codes related to sustainability	<ul style="list-style-type: none"> <li>IR: Governance – Social and Ethics Committee</li> </ul>	62
102-35	Link between remuneration and leadership performance	<ul style="list-style-type: none"> <li>2020 IAR: Remuneration report</li> </ul>	70 to 83
102-29	Board oversight of sustainability	<ul style="list-style-type: none"> <li>2020 IAR: Governance in action; Social and Ethics Committee; Chair's review</li> <li>2020 SR: Our sustainability approach</li> </ul>	51 to 58 26 2 to 12
102-28	Processes for evaluating the Board's sustainability performance	<ul style="list-style-type: none"> <li>2020 IAR: Governance in action</li> </ul>	55

# UNGC Communication of Progress for 2020 continued

GRI disclosure number	UNGC reporting requirement	MTN's response (Document, section or information on <a href="http://www.mtn.com">www.mtn.com</a> )	Page (s)
<b>Stakeholder engagement</b>			
102-40	List of stakeholder groups	<ul style="list-style-type: none"> <li>• 2020 SR: Our stakeholders</li> <li>• 2020 IAR: Relationships on which we rely to create value</li> </ul>	10 and 11 28 to 30
102-42	How are stakeholders identified?	<ul style="list-style-type: none"> <li>• 2020 SR: Our stakeholders</li> <li>• 2020 IAR: Relationships on which we rely to create value</li> </ul>	9 27
102-43	Ongoing mechanisms for stakeholder engagement: who, how, what outcomes	<ul style="list-style-type: none"> <li>• 2020 SR: Our stakeholders</li> <li>• 2020 IAR: Relationships on which we rely to create value</li> </ul>	9 27 to 30
102-44	Stakeholder concerns and how the organisation responded	<ul style="list-style-type: none"> <li>• 2020 SR: Our stakeholders</li> <li>• 2020 IAR: Relationships on which we rely to create value</li> </ul>	9 27 to 30
	How the COP has been shared with stakeholders	<ul style="list-style-type: none"> <li>• External: MTN Group website: <a href="http://www.mtn.com">www.mtn.com</a></li> </ul>	
<b>DISCLOSURES ON MANAGEMENT APPROACH</b>			
<b>Economic</b>			
103-1 to 103-3	Management approach: economic performance, market presence and indirect economic aspects	<ul style="list-style-type: none"> <li>• 2020 SR: Our materiality process</li> <li>• 2020 SR: Our sustainability approach</li> <li>• 2020 SR: About this report</li> </ul>	12 1 to 12 1
<b>Economic performance</b>			
201-1	Economic value added	<ul style="list-style-type: none"> <li>• 2020 IAR: Where we operate and how we performed; How we create value using the six capitals</li> </ul>	3, 18 to 20
201-2	Climate change-related financial implications, risks and opportunities	<ul style="list-style-type: none"> <li>• 2020 SR: Our materiality process</li> <li>• 2020 SR: Addressing energy and climate change</li> <li>• 2020 SR: Managing risks</li> </ul>	12 15 to 18 44
201-3	Defined benefit plan obligations coverage	<ul style="list-style-type: none"> <li>• 2020 IAR: Remuneration report</li> </ul>	63 to 97
201-4	Financial assistance received from government	<ul style="list-style-type: none"> <li>• In some countries, standard government rebates to encourage investment in national skills development and training are available to employers. In South Africa, for example, rebates at rates determined by the government are available on payments made in terms of the Skills Development Levies Act (where companies are registered with the SA Revenue Services, have a payroll above a government-determined threshold, and make payments of 1% of monthly payroll costs in the form of a National Skills Development Levy); the Company invests this rebate and further skills development grants into training and skills development programmes for staff and unemployed/inexperienced learners</li> </ul>	

# UNGC Communication of Progress for 2020 continued

GRI disclosure number	UNGC reporting requirement	MTN's response (Document, section or information on <a href="http://www.mtn.com">www.mtn.com</a> )	Page (s)
203-1	Capital investment in telecommunication network infrastructure broken down by country/region	<ul style="list-style-type: none"> <li>2020 SR: Economic value</li> <li>2020 IAR: Investment case – a compelling African growth story</li> <li>2020 IAR: Creating and preserving value through our business model</li> <li>2020 IAR: Sustaining value through the six capitals</li> </ul>	46 to 60 13 18 19 and 20
	Net costs for MTN under the Universal Service Obligation when extending service to geographic locations and low-income groups, which are not profitable	<ul style="list-style-type: none"> <li>The MTN Group has not separately calculated or ringfenced the net costs of extending service to geographic locations and low-income communities which are not profitable, due to the nature of the business's operations in emerging markets across Africa and the Middle East, where low-income and geographic spread of markets are a core feature of some of these markets</li> </ul>	
<b>Market presence</b>			
202-1	Standard entry level wage compared to local minimum wage	<ul style="list-style-type: none"> <li>Not available</li> </ul>	
204-1	Policy, practices, and proportion of spending on locally based suppliers	<ul style="list-style-type: none"> <li>2020 SR: Supporting a responsible supply chain</li> <li>2020 IAR: Material matters impacting value creation</li> </ul>	33 to 36 24
202-2	Procedures for local hiring (including senior management)	<ul style="list-style-type: none"> <li>The MTN Group hires locally as far as possible. While we do report on the percentage of expatriate employees, we do not indicate this by management level.</li> <li>2020 IAR: Material matters impacting value creation</li> </ul>	24
<b>Indirect economic impacts</b>			
203-1	Positive public impact of pro bono/donated infrastructure and services	<ul style="list-style-type: none"> <li>2020 SR: Economic value</li> </ul>	46 to 60
203-2	Significant indirect economic impacts, including extent	<ul style="list-style-type: none"> <li>2020 SR: Economic value</li> </ul>	46 to 60
<b>ENVIRONMENTAL</b>			
GRI 302 to 308	Management approach: energy, water, materials, biodiversity, emissions, effluents and waste	<ul style="list-style-type: none"> <li>The Group applies the precautionary principle towards environmental management, and our operations are compliant to national laws and regulations</li> <li><a href="https://www.mtn.com/sustainability/eco-responsibility/">https://www.mtn.com/sustainability/eco-responsibility/</a></li> <li>2020 SR: Managing environmental resources</li> <li>MTN Code of Ethics statement 'Commitment towards communities, society and environment': <a href="https://www.mtn.com/sustainability/sustainable-societies/ethics/our-codes-of-ethics/">https://www.mtn.com/sustainability/sustainable-societies/ethics/our-codes-of-ethics/</a></li> </ul>	14
<b>Materials</b>			
GRI 301-1	Materials used: weight/volume	<ul style="list-style-type: none"> <li>2020 SR: Eco-responsibility – Redefining waste management</li> <li>2020 SR: ESG Indicators performance</li> </ul>	20 62
GRI 301-2	Percentage of recycled materials used	<ul style="list-style-type: none"> <li>2020 SR: Eco-responsibility – Redefining waste management</li> <li>2020 SR: ESG Indicators performance</li> </ul>	20 62



# UNGC Communication of Progress for 2020 continued

GRI disclosure number	UNGC reporting requirement	MTN's response (Document, section or information on <a href="http://www.mtn.com">www.mtn.com</a> )	Page (s)
<b>Energy</b>			
GRI 302-1	Direct energy use within the organisation	<ul style="list-style-type: none"> <li>• 2020 SR: Our year at a glance</li> <li>• 2020 SR: Addressing energy and climate change; ESG indicators performance</li> <li>• 2020 CDP report</li> </ul>	3 5 and 6, 12 to 19, 62
GRI 302-2	Energy consumption outside the organisation	<ul style="list-style-type: none"> <li>• 2020 SR: Addressing energy and climate change; ESG indicators performance</li> <li>• 2020 CDP report</li> </ul>	5 and 6, 12 to 19, 62
GRI 302-3	Energy saved due to efficiencies	<ul style="list-style-type: none"> <li>• 2020 SR: Addressing energy and climate change; ESG indicators performance</li> <li>• 2020 CDP report</li> </ul>	5 and 6, 12 to 19, 62
GRI 302-4	Energy efficiency/renewable energy initiatives	<ul style="list-style-type: none"> <li>• 2020 SR: Addressing energy and climate change; ESG indicators performance</li> <li>• 2020 CDP report</li> </ul>	5 and 6, 12 to 19, 62
GRI 302-4	Initiatives to reduce indirect energy consumption	<ul style="list-style-type: none"> <li>• 2020 SR: Addressing energy and climate change; ESG indicators performance</li> <li>• 2020 CDP report</li> </ul>	5 and 6, 12 to 19, 62
<b>Water</b>			
GRI 303-1 GRI 303-2 GRI 303-3	Total water withdrawal by source Water sources significantly affected by withdrawal of water Percentage and total water volume of water recycled and reused	<ul style="list-style-type: none"> <li>• 2020 SR: Managing environmental resources; Addressing water management; Investing in communities; ESG indicators performance</li> </ul>	14, 21, 38 and 62
<b>Biodiversity</b>			
GRI 304-1	Location and size of land owned, leased or managed in biodiversity-rich habitats	<ul style="list-style-type: none"> <li>• 2020 SR: Managing environmental resources; Managing biodiversity</li> </ul>	14 22
GRI 304-2	Impacts of operations on areas of high biodiversity value	<ul style="list-style-type: none"> <li>• 2020 SR: Managing environmental resources; Managing biodiversity</li> </ul>	14 22
GRI 304-3	Habitats protected or restored	<ul style="list-style-type: none"> <li>• 2020 SR: Managing environmental resources; Managing biodiversity</li> </ul>	14 22
GRI 304-4	How are impacts on biodiversity being managed?	<ul style="list-style-type: none"> <li>• 2020 SR: Managing environmental resources; Managing biodiversity</li> </ul>	14 22
<b>Biodiversity</b>			
GRI 304-1	Location and size of land owned, leased or managed in biodiversity-rich habitats	<ul style="list-style-type: none"> <li>• 2020 SR: Managing environmental resources; Managing biodiversity</li> </ul>	14 22
GRI 304-2	Impacts of operations on areas of high biodiversity value	<ul style="list-style-type: none"> <li>• 2020 SR: Managing environmental resources; Managing biodiversity</li> </ul>	14 22

# UNGC Communication of Progress for 2020 continued

GRI disclosure number	UNGC reporting requirement	MTN's response (Document, section or information on <a href="http://www.mtn.com">www.mtn.com</a> )	Page (s)
GRI 304-3	Habitats protected or restored	• 2020 SR: Managing environmental resources; Managing biodiversity	14 22
GRI 304-4	How are impacts on biodiversity being managed?	• 2020 SR: Managing environmental resources; Managing biodiversity	14 22
<b>Emissions, effluents and wastes</b>			
GRI 305-1 GRI 305-2	Total direct and indirect greenhouse gas emissions by weight	• 2020 SR: Addressing energy and climate change; ESG indicators performance • 2020 CDP report	5 and 6, 12 to 19, 62
GRI 305-3	Other relevant indirect greenhouse emissions by weight	• 2020 SR: Addressing energy and climate change; ESG indicators performance • 2020 CDP report	5 and 6, 12 to 19, 62
GRI 305-5	Initiatives to reduce greenhouse gas emissions and reductions achieved	• 2020 SR: Addressing energy and climate change; ESG indicators performance • 2020 CDP report	5 and 6, 12 to 19, 62
GRI 305-6	Emissions of ozone-depleting substances by weight	• 2020 SR: Addressing energy and climate change; ESG indicators performance • 2020 CDP report	5 and 6, 12 to 19, 62
GRI 305-7	NO <sub>x</sub> , SO <sub>x</sub> , and other significant air emissions by weight and type	• Due to the nature of MTN's business, this indicator is not material	
GRI 306-1	Total water discharge by quality and destination	• 2020 SR: Greening our waste; Redefining waste management; ESG indicators performance	20, 62
GRI 306-2	Total amount of waste by type and disposal method	• 2020 SR: Greening our waste; Redefining waste management; ESG indicators performance	20, 62
GRI 306-3	Total number and volume of significant spills	• Not applicable	
GRI 306-4	Weight of transported, imported, exported or treated hazardous waste	• 2020 SR: Managing biodiversity • The most material waste subject to this convention is electronic and electrical waste (e-waste or WEEE). In South Africa, e-waste is processed locally to the greatest possible extent by MTN's e-waste handlers. MTN's fractions are ultimately mixed with e-waste from other companies and sources, and we are not aware of the weight of fractions shipped internationally. Short-term public awareness and e-waste collection campaigns resulting in collection and shipping of e-waste from Benin and Ivory Coast to South Africa in the past have been subject to the Convention. Supplier take-back agreements are in place in Cameroon, and safe disposal guidelines for batteries have been implemented in Iran. A public private partnership addressing extended producer responsibilities has been developed in Nigeria	22
GRI 306-5	Water discharge impacts on biodiversity and water bodies	• 2020 SR: Greening our waste; Redefining waste management; ESG indicators performance	20, 62
<b>Products and services</b>			
GRI 301-3	Percentage of reclaimed products/packaging materials	• 2020 SR: Greening our waste; Redefining waste management; ESG indicators performance	20, 62

# UNGC Communication of Progress for 2020 continued

GRI disclosure number	UNGC reporting requirement	MTN's response (Document, section or information on <a href="http://www.mtn.com">www.mtn.com</a> )	Page (s)
<b>Compliance</b>			
GRI 307-1	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	<ul style="list-style-type: none"> <li>There were two fines issued in the WECA region for non-compliance with environmental laws and regulations, but these are being disputed at present.</li> <li>No non-monetary sanctions for non-compliance with environmental laws and regulations</li> </ul>	
<b>LABOUR PRACTICES AND DECENT WORK</b>			
<b>Disclosure on management approach</b>			
LA:MD	Management approach: employment, labour relations, occupational health and safety, training and education and diversity and equal opportunity	<ul style="list-style-type: none"> <li>Our employment practices are guided by the international and local labour laws that seek to protect the rights of both the employer and employee in the workplace. Detailed monthly reports of various aspects are submitted to the Group Chief Human Resources Officer and presented to the Group Board Social and Ethics Committee</li> <li>Annual performance on labour practices and decent work is presented in the integrated report, the sustainability report and the Group's UN Global Compact Communication of Progress report</li> <li>2020 IAR: Q&amp;A with the Group President and Chief Executive Officer; Navigating through and responding to COVID-19; Material matters impacting value creation; Social and Ethics Committee Chairperson's Review; Remuneration report (Chairman's Review)</li> <li>2020 SR: Our COVID-19 <b>Y'ello Hope</b> response; Our materiality process; Driving a future-fit workforce; ethics; Commitment to compliance</li> <li>UN GC: Labour</li> </ul>	6 to 7, 15, 24, 26, 64  7 to 8, 12, 28-32, 40, 45
<b>Employment</b>			
GRI 401-1	Employee numbers	<ul style="list-style-type: none"> <li>2020 SR: ESG indicators performance: Future-fit workplace</li> </ul>	63
GRI 401-1	Employee turnover	<ul style="list-style-type: none"> <li>2020 SR: ESG indicators performance: Future-fit workplace</li> </ul>	63
GRI 401-2	Full-time employee benefits not provided to temporary/part-time employees	<ul style="list-style-type: none"> <li>2020 IAR: Remuneration report</li> </ul>	63 – 97

# UNGC Communication of Progress for 2020 continued

GRI disclosure number	UNGC reporting requirement	MTN's response (Document, section or information on <a href="http://www.mtn.com">www.mtn.com</a> )	Page (s)
<b>Labour/management relations</b>			
G4-LA	Percentage unionised employees	<ul style="list-style-type: none"> <li>2020 SR: ESG indicators performance</li> </ul>	63
GRI 402-1	Minimum notice period/s regarding significant operational changes	<ul style="list-style-type: none"> <li>2020: Position statement on labour practices: <a href="https://www.mtn.com/wp-content/uploads/2021/02/MTN-position-on-Labour-practices-1.pdf">https://www.mtn.com/wp-content/uploads/2021/02/MTN-position-on-Labour-practices-1.pdf</a></li> <li>Employees are notified as soon as possible of restructuring processes within the organisation if considered. This follows consultation processes. Once an employee has been confirmed for retrenchment, she/he is given at least one month's notice. This notice period may even be longer than one month, as determined by the various labour laws (which always state the minimum notice period) applicable in the countries in which MTN operates. It is important to note that MTN has a very generous retrenchment policy relative to severance pay</li> </ul>	
<b>Occupational health and safety</b>			
GRI 403-1	Employee representation in health and safety committees	<ul style="list-style-type: none"> <li>2020 SR: Our COVID-19 <i>Y'ello Hope</i> response; Enhancing employee health and safety</li> </ul>	7 to 8, 31 and 32
GRI 403-2	Total number of work-related fatalities, rates of injury, occupational diseases, lost days and absenteeism	<ul style="list-style-type: none"> <li>2020 SR: Our COVID-19 <i>Y'ello Hope</i> response; Our materiality process; Driving a future-fit workforce; Commitment to compliance</li> </ul>	7 to 8, 12, 28 to 32, 45
GRI 403-3	Employee wellness programmes regarding serious diseases	<ul style="list-style-type: none"> <li>2020 SR: Our COVID-19 <i>Y'ello Hope</i> response; Our materiality process; Driving a future-fit workforce; Commitment to compliance</li> <li>MTN Group has partnered with ICAS, an international risk management service as our employee wellness provider who assists on various issues but mainly counselling as the first phase of issue management. Wellness for serious diseases is also done through the medical aid</li> </ul>	7 to 8, 12, 28 to 32, 45
GRI 402-1	Health and safety topics covered in formal agreements with trade unions	<ul style="list-style-type: none"> <li>2020: Position statement on labour practices: <a href="https://www.mtn.com/wp-content/uploads/2021/02/MTN-position-on-Labour-practices-1.pdf">https://www.mtn.com/wp-content/uploads/2021/02/MTN-position-on-Labour-practices-1.pdf</a></li> </ul>	
IO3	Practices to ensure health and safety of field personnel involved in the installation, operation and maintenance of masts, base stations, laying cables and other activities	<ul style="list-style-type: none"> <li>Practices in accordance with the relevant occupational health and safety legislation in the various operations</li> <li>The MTN Learn platform hosts e-learning, books, abstracts, and videos on occupational health and safety programmes accessible to all employees; where relevant, specific courses are made compulsory and completion is tracked through a workflow process</li> </ul>	



# UNGC Communication of Progress for 2020 continued

GRI disclosure number	UNGC reporting requirement	MTN's response (Document, section or information on <a href="http://www.mtn.com">www.mtn.com</a> )	Page (s)
<b>Training and education</b>			
GRI 404-1	Average hours of training per employee per year	<ul style="list-style-type: none"> <li>• 2020 SR: ESG indicators performance</li> <li>• 2020 SR: Driving a future-fit workforce</li> <li>• Employees are actively encouraged and enabled to improve their capabilities and skills through extensive training available digitally, face-to-face and from other sources provided via the MTN Learn platform and from external accredited and reputable organisations. MTN Group HR compiles regular internal reports for management on the nature of training undertaken by employees, amount of time spent on each module, and completion rates. Certain training topics are mandatory for all employees. Directors also receive regular and informative updates and training on legislative, regulatory, and any other business-related changes throughout their tenure. Employees contract on identified development areas during their performance appraisals</li> </ul>	63 51 - 54
GRI 404-2	Employee skills and training programmes	<ul style="list-style-type: none"> <li>• 2020 SR: Sustainable societies</li> <li>• 2020 IAR: Sustaining value; Governance in action</li> <li>• As part of our training and development initiative we offer courses to our employees in the following disciplines: business acumen, commercial, leadership and behavioural, organisation development and technology. An average of 14 online learning programmes were completed per employee</li> <li>• Discipline-specific e-learning catalogues are also in use, e.g. telecoms e-learning, ethics, corporate governance, compliance, finance, etc.</li> <li>• We provide talent management learning solutions that ensure that we continue to attract, retain and develop the talents of our employees. Our global talent standards are structured to take into account the technical and behavioural requirements for each position, level of work and functional area in our organisation</li> </ul>	25 to 39 19, 55 to 57
GRI 404-3	% employees receiving performance reviews and career development	<ul style="list-style-type: none"> <li>• 2020 SR: Driving a future-fit workforce</li> <li>• All permanent and contract employees receive performance reviews (quarterly reviews and annual); career development for all employees is enabled through Personal Development Plans drafted in consultation between line managers and their staff and captured online. A standard process for career discussions and career development has been implemented across the Group</li> <li>• A self-directed employee development tool, <b>Y'ello Career Lab</b>, was officially launched in July 2020. It enables the capturing of individual employee career development conversations informed by results of the individual's MyStrengthFinder assessment. <b>Y'ello Career Lab</b> enables each employee to identify their best characteristics and find out what they are really good at; get endorsements from colleagues to find out what they need to be good at; compare their skills to MTN's needs; identify what attributes to develop and understand how they can be developed. Employees also plan, track and monitor the implementation of their Personal Development Plan</li> </ul>	29 to 32

# UNGC Communication of Progress for 2020 continued

GRI disclosure number	UNGC reporting requirement	MTN's response (Document, section or information on <a href="http://www.mtn.com">www.mtn.com</a> )	Page (s)
<b>Diversity and equal opportunity</b>			
GRI 405-1	Composition of governance bodies	<ul style="list-style-type: none"> <li>2020 IAR: Governance in action</li> <li>2020 SR: Driving a future-fit workforce; ESG indicators performance</li> </ul>	51 to 58 63
GRI 405-2	Ratio of basic salary of men to women by employee category	<ul style="list-style-type: none"> <li>2020 IAR: Remuneration report</li> <li>MTN appoints employees through a fair process that is based on human resource policies and procedures. Remunerations decisions are subject to these policies and procedures which are applicable to males and females. Remuneration is determined by position, skills, expenses, qualifications and affordability</li> </ul>	63 to 97
<b>HUMAN RIGHTS</b>			
<b>Disclosure on management approach</b>			
GRI 103-2	Management approach: investment and procurement practices, non-discrimination, freedom of association and collective bargaining, abolition of child labour, prevention of forced and compulsory labour, complaints and grievance practices, security practices and indigenous rights	<ul style="list-style-type: none"> <li>2020 SR: Our sustainability approach; Sustainable Societies; Materiality process</li> <li>2020 Position statement on responsible supply chain <a href="https://www.mtn.com/wp-content/uploads/2021/02/MTN-position-on-Responsible-Supply-Chain.pdf">https://www.mtn.com/wp-content/uploads/2021/02/MTN-position-on-Responsible-Supply-Chain.pdf</a></li> <li>2020 supplier code of conduct <a href="https://www.mtn.com/wp-content/uploads/2020/07/Final-Supplier-Code-of-Conduct-March-2020_v2.pdf">https://www.mtn.com/wp-content/uploads/2020/07/Final-Supplier-Code-of-Conduct-March-2020_v2.pdf</a></li> <li>MTN Group adheres to specifications of the International Labour Organisation (ILO) protocol on decent work and working conditions (core standards of freedom of association, forced labour, child labour, anti-discrimination). These are integrated in the Group code of ethics and included in the Group Social and Ethics Committee's terms of reference</li> </ul>	5 and 6, 12, 25 to 39
<b>Investment and procurement activities</b>			
GRI 412-3	Percentage and number of significant investments that have undergone human rights screening	<ul style="list-style-type: none"> <li>2020 SR: Sustainable societies</li> </ul>	25 to 27
GRI 412-3	Percentage of significant suppliers and contractors that have undergone human rights screening	<ul style="list-style-type: none"> <li>2020 SR: Sustainable societies</li> </ul>	25 to 27
GRI 412-2	Total hours and number of employees receiving human rights training	<ul style="list-style-type: none"> <li>2020: Position statement on digital human rights <a href="https://www.mtn.com/wp-content/uploads/2020/09/MTN-position-on-Digital-Human-Rights-1.pdf">https://www.mtn.com/wp-content/uploads/2020/09/MTN-position-on-Digital-Human-Rights-1.pdf</a></li> </ul>	

# UNGC Communication of Progress for 2020 continued

GRI disclosure number	UNGC reporting requirement	MTN's response (Document, section or information on <a href="http://www.mtn.com">www.mtn.com</a> )	Page (s)
<b>Non-discrimination</b>			
GRI 406-1	Number of incidents of discrimination and action taken	<ul style="list-style-type: none"> <li>2020 SR: Eradicating harassment and discrimination in the workplace</li> <li>2020: Position statement on diversity and inclusion: <a href="https://www.mtn.com/wp-content/uploads/2021/02/MTN-position-on-Diversity-and-Inclusion-1.pdf">https://www.mtn.com/wp-content/uploads/2021/02/MTN-position-on-Diversity-and-Inclusion-1.pdf</a></li> <li>In the Group-wide ethics risk assessment conducted in 2020 by TEI the survey probed prevalence of discrimination as an ethics risk. Consolidated Group-wide results (all operations) indicated discrimination as a low ethics risk</li> <li>Entrenched in the Group's code of ethics are noted transgressions that carry serious penalties for any person who offends another based on colour, race, creed, political association or injury to a person or their dignity. This ensures that all employees are able to operate freely within the organisation and focus on providing the services they had contractually agreed to</li> </ul>	32
<b>Freedom of association and collective bargaining</b>			
GRI 407-1	Any incidents where freedom of association/collective bargaining was at risk? Actions taken?	<ul style="list-style-type: none"> <li>2020 SR: ESG indicators performance</li> <li>Employees are free to associate socially, politically, religiously or otherwise, as well as join any bargaining council, without fear of victimisation. Our code of ethics enables us to correctly manage situations where an employee infringes on these rights</li> </ul>	63
<b>Child labour</b>			
GRI 408-1	Any incidents of child labour and measures taken?	<ul style="list-style-type: none"> <li>MTN Group adheres to specifications of the ILO protocol on decent work and working conditions (core standards of freedom of association, forced labour, child labour, anti-discrimination). These are integrated in the Group code of ethics, and included in the Group Social and Ethics Committee's terms of reference</li> <li>2020 Position statement on labour practices <a href="https://www.mtn.com/wp-content/uploads/2021/02/MTN-position-on-Labour-practices-1.pdf">https://www.mtn.com/wp-content/uploads/2021/02/MTN-position-on-Labour-practices-1.pdf</a></li> </ul>	
<b>Forced and compulsory labour</b>			
GRI 409-1	Any incidents of forced labour and measures taken?	<ul style="list-style-type: none"> <li>No incidents</li> <li>2020 Position statement on labour practices <a href="https://www.mtn.com/wp-content/uploads/2021/02/MTN-position-on-Labour-practices-1.pdf">https://www.mtn.com/wp-content/uploads/2021/02/MTN-position-on-Labour-practices-1.pdf</a></li> </ul>	
<b>Security practices</b>			
GRI 410-1	Percentage of security personnel trained in human rights	<ul style="list-style-type: none"> <li>Due to the nature of MTN's business, this indicator is not applicable</li> </ul>	

# UNGC Communication of Progress for 2020 continued

GRI disclosure number	UNGC reporting requirement	MTN's response (Document, section or information on <a href="http://www.mtn.com">www.mtn.com</a> )	Page (s)
<b>Indigenous rights</b>			
GRI 411-1	Any incidents where indigenous people's rights were violated, and measures taken?	<ul style="list-style-type: none"> <li>MTN Group adheres to specifications of the ILO protocol on decent work and working conditions (core standards of freedom of association, forced labour, child labour, anti-discrimination). These are integrated in the Group code of ethics, and included in the Group Social and Ethics Committee's terms of reference</li> </ul>	
GRI 412-1	Percentage and total number of operations that have undergone human rights reviews	<ul style="list-style-type: none"> <li>0% in terms of indigenous rights</li> </ul>	
GRI 103-2	Number of human rights grievances filed, and resolved through formal mechanisms	<ul style="list-style-type: none"> <li>2020 SR: Our sustainability approach; Sustainable societies; Materiality process</li> </ul>	5 and 6, 12, 25 to 39
<b>SOCIETY</b>			
<b>Disclosure on management approach</b>			
GRI 103-2	Management approach: community, corruption, public policy, anti-competitive behaviour and compliance	<ul style="list-style-type: none"> <li>2020 SR: Our sustainability approach; Sustainable societies; Materiality process</li> <li>MTN Group code of ethics: <a href="https://www.mtn.com/sustainability/sustainable-societies/ethics/our-codes-of-ethics/">https://www.mtn.com/sustainability/sustainable-societies/ethics/our-codes-of-ethics/</a></li> <li>2020 Position statement on anti-bribery and corruption <a href="https://www.mtn.com/wp-content/uploads/2019/02/MTN-position-on-anti-bribery-corruption-and-gifts_hi.pdf">https://www.mtn.com/wp-content/uploads/2019/02/MTN-position-on-anti-bribery-corruption-and-gifts_hi.pdf</a></li> <li>2020 Position statement on fraud management <a href="https://www.mtn.com/wp-content/uploads/2019/02/MTN-position-on-anti-bribery-corruption-and-gifts_hi.pdf">https://www.mtn.com/wp-content/uploads/2019/02/MTN-position-on-anti-bribery-corruption-and-gifts_hi.pdf</a></li> </ul>	5 and 6, 12, 25 to 39
<b>Community</b>			
GRI 413-1	Percentage of operations with local community engagement, impact assessments, and development programmes	<ul style="list-style-type: none"> <li>2020 SR: Our stakeholders; Our materiality process; Investing in communities</li> <li>CSI: all MTN operations engage directly with local communities through formal MTN Foundations, which are responsible for disbursing financial social investment initiatives in the areas of education, health, economic empowerment and national priorities</li> </ul>	10, 12, 37



# UNGC Communication of Progress for 2020 continued

GRI disclosure number	UNGC reporting requirement	MTN's response (Document, section or information on <a href="http://www.mtn.com">www.mtn.com</a> )	Page (s)
<b>Corruption</b>			
GRI 205-1	Total number and percentage and of operations assessed for risks related to corruption and the significant risks identified	<ul style="list-style-type: none"> <li>• 2020 SR: Accelerating ethical practices</li> <li>• 2020 IAR: Risk management</li> <li>• MTN position statements related to ethical practices:               <ul style="list-style-type: none"> <li>– 2020 Position statement on anti-bribery and corruption <a href="https://www.mtn.com/wp-content/uploads/2019/02/MTN-position-on-anti-bribery-corruption-and-gifts_hi.pdf">https://www.mtn.com/wp-content/uploads/2019/02/MTN-position-on-anti-bribery-corruption-and-gifts_hi.pdf</a></li> <li>– 2020 Position statement on fraud management <a href="https://www.mtn.com/wp-content/uploads/2019/02/MTN-position-on-anti-bribery-corruption-and-gifts_hi.pdf">https://www.mtn.com/wp-content/uploads/2019/02/MTN-position-on-anti-bribery-corruption-and-gifts_hi.pdf</a></li> </ul> </li> <li>• All MTN operations participate in the MTN Group-wide ethics risk assessment, which is conducted independently every three years by TEI. Annually, a Group-wide culture audit is conducted that includes a corporate integrity as well as a values dimension. The results of these two indexes provide insight into the efficacy of ethics risk management efforts. Mitigation of key ethics risks was reported to the Group Board's Social and Ethics Committee in every quarter. The impact of ethics risk management interventions is monitored through an output dashboard that is reported monthly to Group Executive Committee and to the Group Board Social and Ethics Committee</li> </ul>	41 and 42 29, 32 to 34, 39
GRI 205-2	Communication and training on anti-corruption policies and procedures	<ul style="list-style-type: none"> <li>• 2020 SR: Accelerating ethical practices; ESG indicators performance</li> <li>• 2020 IAR: Risk management</li> <li>• MTN position statements related to ethical practices:               <ul style="list-style-type: none"> <li>– 2020 Position statement on anti-bribery and corruption <a href="https://www.mtn.com/wp-content/uploads/2019/02/MTN-position-on-anti-bribery-corruption-and-gifts_hi.pdf">https://www.mtn.com/wp-content/uploads/2019/02/MTN-position-on-anti-bribery-corruption-and-gifts_hi.pdf</a></li> <li>– 2020 Position statement on fraud management <a href="https://www.mtn.com/wp-content/uploads/2019/02/MTN-position-on-anti-bribery-corruption-and-gifts_hi.pdf">https://www.mtn.com/wp-content/uploads/2019/02/MTN-position-on-anti-bribery-corruption-and-gifts_hi.pdf</a></li> </ul> </li> </ul>	41 and 42, 67 29, 32 to 34, 39
GRI 205-3	Actions taken in response to incidents of corruption	<ul style="list-style-type: none"> <li>• 2020 SR: Accelerating ethical practices; ESG indicators performance</li> <li>• 2020 IAR: Risk management</li> <li>• MTN position statements related to ethical practices:               <ul style="list-style-type: none"> <li>– 2020 Position statement on anti-bribery and corruption <a href="https://www.mtn.com/wp-content/uploads/2019/02/MTN-position-on-anti-bribery-corruption-and-gifts_hi.pdf">https://www.mtn.com/wp-content/uploads/2019/02/MTN-position-on-anti-bribery-corruption-and-gifts_hi.pdf</a></li> <li>– 2020 Position statement on fraud management <a href="https://www.mtn.com/wp-content/uploads/2019/02/MTN-position-on-anti-bribery-corruption-and-gifts_hi.pdf">https://www.mtn.com/wp-content/uploads/2019/02/MTN-position-on-anti-bribery-corruption-and-gifts_hi.pdf</a></li> </ul> </li> </ul>	41 and 42, 67 29, 32-34, 39

# UNGC Communication of Progress for 2020 continued

GRI disclosure number	UNGC reporting requirement	MTN's response (Document, section or information on <a href="http://www.mtn.com">www.mtn.com</a> )	Page (s)
<b>Public policy</b>			
GRI 415-1	Engagement in public policy	<p>MTN's approach to engagement in public policy and influencing the public policy universe occurs in the following ways:</p> <ul style="list-style-type: none"> <li>• Via various Board committees and working groups in the GSMA: MTN Group is represented both at the GSMA board level and at the chief policy and regulatory officers group by the Group President and CEO and the Chief Regulatory and Corporate Affairs Officer respectively. Each of these bodies provide strategic insights and critical input opportunities for various studies, global research projects and standardisation efforts across the industry</li> <li>• We continue to take a rigorous approach to engaging with regulatory and legislative bodies who invite us to provide commentary and engage in public consultations. We also ensure that each of our MTN operations is able to engage directly with their authorities at critical points in the policy cycle to ensure sufficient opportunity for crafting public policy with the relevant stakeholders in a way that can create shared value</li> <li>• Finally, the rise of digital services requires a more nuanced approach to public policy and regulation that emerges from this. For this reason, we are engaging with multiple industry associations, international and regional bodies as well as other stakeholders on policy directions that are mutually beneficial to customers and service providers of digital solutions</li> </ul>	
GRI 415-1	Financial/in-kind contributions to political parties	<ul style="list-style-type: none"> <li>• No political contributions made.</li> <li>• Through the <i>Y'ello Hope</i> Fund we made contributions to various government-led initiatives. Together, these provided approximately ZAR1,8 billion in value to stakeholders. We also donated US\$25 million in support of the African Union's COVID-19 vaccination programme</li> </ul>	
<b>Anti-competitive behaviour</b>			
GRI 206-1	Number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	<ul style="list-style-type: none"> <li>• We have historically reported on the status and results of the lawsuit by Turkcell against MTN Group Limited and other companies in the Group. Please refer to <a href="https://www.mtn.com/recent-press/">https://www.mtn.com/recent-press/</a> for updated information</li> <li>• 2020 IAR: View of our Chairman; Material matters impacting value creation</li> <li>• 2020 SR: Sustainable societies</li> </ul>	5, 24 25
<b>Compliance</b>			
GRI 419-1	Monetary value of significant fines and number of non-monetary sanctions for non-compliance with regulations	<ul style="list-style-type: none"> <li>• 2020 SR: Sound governance</li> </ul>	41, 45

# UNGC Communication of Progress for 2020 continued

GRI disclosure number	UNGC reporting requirement	MTN's response (Document, section or information on <a href="http://www.mtn.com">www.mtn.com</a> )	Page (s)
<b>PRODUCT RESPONSIBILITY</b>			
<b>Disclosure on management approach</b>			
GRI 102-2	Management approach: customer health and safety, product and service labelling, marketing communications, customer privacy, and compliance.	<ul style="list-style-type: none"> <li>• MTN website: What we do</li> <li>• 2020 Position statement on data protection and privacy: <a href="https://www.mtn.com/wp-content/uploads/2020/09/MTN-position-on-Data-Protection-and-Privacy.pdf">https://www.mtn.com/wp-content/uploads/2020/09/MTN-position-on-Data-Protection-and-Privacy.pdf</a></li> <li>• 2020 Position statement on treating customers fairly: <a href="https://www.mtn.com/wp-content/uploads/2020/09/MTN-position-on-Treating-Customers-Fairly.pdf">https://www.mtn.com/wp-content/uploads/2020/09/MTN-position-on-Treating-Customers-Fairly.pdf</a></li> <li>• MTN operations maintain terms, conditions on service and legal content on the local website for the operations. These terms and conditions may also include any additional information useful to subscribers, such as activation agreements, transfer procedures, defective goods and technical fault reporting, personal information management, and more. Some aspects of customer terms and conditions are often also separately detailed for different types of value-add and internet services, phones and devices, etc. Terms and conditions of service for physical products such as mobile handsets and tablets may also be included in the product pack. In some countries, all MTN stores display MTN's commitments to consumer rights and complaints mechanisms including contact details of regulatory authorities. Product and service labelling may also be subject to additional communication, disclosure or other requirements as set out by national consumer protection regulations in each of the countries where we operate. Customer complaint and feedback services are available through walk-in service and other centres, and via voice, e-mail, social media and other digital channels</li> </ul>	
<b>Customer health and safety</b>			
GRI 416-1	Life cycle stages of products/services assessed for health and safety impacts: including % of products/services assessed	<ul style="list-style-type: none"> <li>• 2020 SR: Understanding electromagnetic fields; ESG indicators performance</li> <li>• All handsets must be certified for safety before national regulators will allow distribution. The number of network sites assessed for health and safety impacts with respect to safe levels of electromagnetic fields varies for each country of operation, and is subject to requirements set out by the national telecommunications regulator</li> </ul>	23, 63
GRI 416-2	Incidents of regulatory non-compliance concerning health and safety impacts of products and services	<ul style="list-style-type: none"> <li>• 2020 SR: Eco-responsibility</li> </ul>	23 and 24

# UNGC Communication of Progress for 2020 continued

GRI disclosure number	UNGC reporting requirement	MTN's response (Document, section or information on <a href="http://www.mtn.com">www.mtn.com</a> )	Page (s)
GRI 418-1	Policies and practices to publicly communicate on electromagnetic field-related issues	<ul style="list-style-type: none"> <li>• 2020 SR: Respecting human rights</li> <li>• 2020 Transparency report</li> <li>• 2020 Position statement on data protection and privacy: <a href="https://www.mtn.com/wp-content/uploads/2020/09/MTN-position-on-Data-Protection-and-Privacy.pdf">https://www.mtn.com/wp-content/uploads/2020/09/MTN-position-on-Data-Protection-and-Privacy.pdf</a></li> <li>• 2020 Position statement on mobiles and health <a href="https://www.mtn.com/wp-content/uploads/2020/03/Eco-responsibility-Mobiles-and-Health.pdf">https://www.mtn.com/wp-content/uploads/2020/03/Eco-responsibility-Mobiles-and-Health.pdf</a></li> <li>• 2020 Position Statement on treating customers fairly: <a href="https://www.mtn.com/wp-content/uploads/2020/09/MTN-position-on-Treating-Customers-Fairly.pdf">https://www.mtn.com/wp-content/uploads/2020/09/MTN-position-on-Treating-Customers-Fairly.pdf</a></li> </ul>	25 to 27
GRI 103-1	Total amount invested in programmes and activities in electromagnetic field research	<ul style="list-style-type: none"> <li>• 2020 SR: Our sustainability approach; Eco-responsibility; Sustainable societies; Materiality process; Protecting against electromagnetic fields</li> <li>• MTN Group's position on mobiles and health <a href="https://www.mtn.com/wp-content/uploads/2020/03/Eco-responsibility-Mobiles-and-Health.pdf">https://www.mtn.com/wp-content/uploads/2020/03/Eco-responsibility-Mobiles-and-Health.pdf</a></li> </ul>	5 and 6, 23 to 39
<b>Product and service labelling</b>			
GRI 417-1	Product/service information required by procedures	<ul style="list-style-type: none"> <li>• 2020 MTN Position statement on treating customers fairly: <a href="https://www.mtn.com/wp-content/uploads/2020/09/MTN-position-on-Treating-Customers-Fairly.pdf">https://www.mtn.com/wp-content/uploads/2020/09/MTN-position-on-Treating-Customers-Fairly.pdf</a></li> <li>• The types of products and services offered by each of our operations may vary from country to country, and this information is therefore not available in a consolidated format at the Group reporting levels. Some of our operations may maintain this information on their local websites</li> </ul>	
GRI 417-2	Incidents of regulatory non-compliance concerning product and service information and labelling	<ul style="list-style-type: none"> <li>• 2020 MTN Position statement on treating customers fairly: <a href="https://www.mtn.com/wp-content/uploads/2020/09/MTN-position-on-Treating-Customers-Fairly.pdf">https://www.mtn.com/wp-content/uploads/2020/09/MTN-position-on-Treating-Customers-Fairly.pdf</a></li> <li>• The types of products and services offered by each of our operations may vary from country to country, and this information is therefore not available in a consolidated format at the group reporting levels. Some of our operations may maintain this information on their local websites</li> </ul>	
GRI 102	Customer satisfaction practices: surveys etc.	<ul style="list-style-type: none"> <li>• 2020 IAR: Repositioning our strategy; Sustaining value; Relationships on which we rely to create value; Our strategy performance; Remuneration report (Relative customer NPS)</li> <li>• 2020 SR: Our stakeholders</li> </ul>	9, 12, 14, 20, 27, 47 to 48, 75 9



# UNGC Communication of Progress for 2020 continued

GRI disclosure number	UNGC reporting requirement	MTN's response (Document, section or information on <a href="http://www.mtn.com">www.mtn.com</a> )	Page (s)
<b>Marketing communications</b>			
GRI 102-2	Adherence to marketing, promotions and communications standards	<ul style="list-style-type: none"> <li>In addition to complying with local laws, standards and codes of practice in each country where we operate, as a regulated organisation subject to oversight by national telecommunication regulatory authorities, we may be required to abide by specific additional requirements regarding marketing communications. For instance, in order for us to market voice or data products in order to grow our subscriber base, our quality of service may be subject to review by regulators before permission may be granted (in circumstances where quality of service may fall below pre-set standards or as agreed in regulatory licences)</li> </ul>	
GRI 417-3	Incidents of regulatory non-compliance concerning marketing communications	<ul style="list-style-type: none"> <li>One incident, currently being disputed</li> </ul>	
GRI 417	Initiatives to ensure clarity of charges and tariffs	<ul style="list-style-type: none"> <li>Included in marketing and product information</li> <li>2020 MTN Position statement on treating customers fairly: <a href="https://www.mtn.com/wp-content/uploads/2020/09/MTN-position-on-Treating-Customers-Fairly.pdf">https://www.mtn.com/wp-content/uploads/2020/09/MTN-position-on-Treating-Customers-Fairly.pdf</a></li> </ul>	
GRI 417	Initiatives to inform customers about product features and applications that will promote responsible, efficient, cost effective and environmentally preferable use	<ul style="list-style-type: none"> <li>Included in marketing and product information</li> <li>2020 MTN Position statement on treating customers fairly: <a href="https://www.mtn.com/wp-content/uploads/2020/09/MTN-position-on-Treating-Customers-Fairly.pdf">https://www.mtn.com/wp-content/uploads/2020/09/MTN-position-on-Treating-Customers-Fairly.pdf</a></li> <li>2020 Position statement on mobiles and health <a href="https://www.mtn.com/wp-content/uploads/2020/03/Eco-responsibility-Mobiles-and-Health.pdf">https://www.mtn.com/wp-content/uploads/2020/03/Eco-responsibility-Mobiles-and-Health.pdf</a></li> </ul>	
<b>Customer privacy</b>			
GRI 418-1	Incidents of substantiated breaches of customer privacy and losses of customer data	<ul style="list-style-type: none"> <li>2020 SR: Respecting human rights</li> <li>2020 MTN Group transparency report</li> </ul>	25 to 27

# UNGC Communication of Progress for 2020 continued

## Global Compact Principles

## GRI disclosures

### HUMAN RIGHTS

#### Principle 1: Human rights

Businesses should support and respect the protection of internationally proclaimed human rights

#### GRI disclosures to report actions taken to implement Principle 1 and outcomes from implementing Principle 1

##### Indicators

##### Human rights

##### Aspect: Investment

**GRI 412-2: TOTAL HOURS OF EMPLOYEE TRAINING ON HUMAN RIGHTS POLICIES OR PROCEDURES CONCERNING ASPECTS OF HUMAN RIGHTS THAT ARE RELEVANT TO OPERATIONS, INCLUDING THE PERCENTAGE OF EMPLOYEES TRAINED**

- Unknown

##### Aspect: Security practices

**GRI 410-1: PERCENTAGE OF SECURITY PERSONNEL TRAINED IN THE ORGANISATION'S HUMAN RIGHTS POLICIES OR PROCEDURES THAT ARE RELEVANT TO OPERATIONS**

- Due to the nature of MTN's business, this indicator is not applicable

##### Aspect: Indigenous rights

**GRI 411-1: TOTAL NUMBER OF INCIDENTS OF VIOLATIONS INVOLVING RIGHTS OF INDIGENOUS PEOPLES AND ACTIONS TAKEN**

- 0% in terms of indigenous rights

##### Aspect: Assessment

**GRI 412-1: TOTAL NUMBER AND PERCENTAGE OF OPERATIONS THAT HAVE BEEN SUBJECT TO HUMAN RIGHTS REVIEWS OR IMPACT ASSESSMENTS**

- 0%

##### Aspect: Human rights grievance mechanisms

**GRI 103-2: NUMBER OF GRIEVANCES ABOUT HUMAN RIGHTS IMPACTS FILED, ADDRESSED, AND RESOLVED THROUGH FORMAL GRIEVANCE MECHANISMS**

- 0%

##### Society

##### Aspect: Local communities

**GRI 413-1: PERCENTAGE OF OPERATIONS WITH IMPLEMENTED LOCAL COMMUNITY ENGAGEMENT, IMPACT ASSESSMENTS, AND DEVELOPMENT PROGRAMMES**

- 68% of MTN operations (15 countries) have a formal Foundation
- 100% of operations undertake development programmes through enterprise development, volunteering, and community-based sponsorships such as in education or health-related fields
- 75% of CSI initiatives are meeting real community needs (2020 SR: Our Stakeholders, p.10)

**GRI 413-2: OPERATIONS WITH SIGNIFICANT ACTUAL AND POTENTIAL NEGATIVE IMPACTS ON LOCAL COMMUNITIES**

- None

**GRI 411-1: ANY INCIDENTS WHERE INDIGENOUS PEOPLE'S RIGHTS WERE VIOLATED AND MEASURES TAKEN?**

- None

**GRI 103-2: NUMBER OF HUMAN RIGHTS GRIEVANCES FILED, AND RESOLVED THROUGH FORMAL MECHANISMS**

- None filed

# UNGC Communication of Progress for 2020 continued

## Global Compact Principles

## GRI disclosures

### Principle 2

Businesses should make sure that they are not complicit in human rights abuses

GRI disclosures to report actions taken to implement Principle 2 and outcomes from implementing Principle 2

#### Indicators

##### Human rights

Aspect: Investment

**GRI-412-3: TOTAL NUMBER AND PERCENTAGE OF SIGNIFICANT INVESTMENT AGREEMENTS AND CONTRACTS THAT INCLUDE HUMAN RIGHTS CLAUSES OR THAT UNDERWENT HUMAN RIGHTS SCREENING**

- Not available

Aspect: Supplier human rights assessment

**GRI 414-1: PERCENTAGE OF NEW SUPPLIERS THAT WERE SCREENED USING HUMAN RIGHTS CRITERIA**

- The MTN supplier code of conduct sets out MTN's approach to ethical and sustainable business practices and stating its requirement for suppliers to embrace this commitment. The code defines minimum standards in five domains that MTN suppliers, their employees and subcontractors must adhere to when conducting business with MTN. The standards describe the Company's expectations in terms of: Ethics; Labour and human rights; Health, safety and environment; and management systems. Acknowledgement of and adherence to the supplier code is a prerequisite for working with MTN

**GRI 414-2: SIGNIFICANT ACTUAL AND POTENTIAL NEGATIVE HUMAN RIGHTS IMPACTS IN THE SUPPLY CHAIN AND ACTIONS TAKEN**

- 0%

## LABOUR

### Principle 3

Businesses should uphold the freedom of association and the effective recognition to the right to collective bargaining

GRI disclosures to report actions taken to implement Principle 3 and outcomes from implementing Principle 3

#### General standard disclosures

##### Organisational profile

GRI 102-41:

**(a) REPORT THE PERCENTAGE OF TOTAL EMPLOYEES COVERED BY COLLECTIVE BARGAINING AGREEMENTS**

- Not available

#### Indicators

##### Human rights

Aspect: Freedom of association and collective bargaining

**GRI 407-1: OPERATIONS AND SUPPLIERS IDENTIFIED IN WHICH THE RIGHT TO EXERCISE FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING MAY BE VIOLATED OR AT SIGNIFICANT RISK, AND MEASURES TAKEN TO SUPPORT THESE RIGHTS**

- Not available

**GRI 414-2: SIGNIFICANT ACTUAL AND POTENTIAL NEGATIVE HUMAN RIGHTS IMPACTS IN THE SUPPLY CHAIN AND ACTIONS TAKEN**

- 0%

# UNGC Communication of Progress for 2020 continued

Global Compact Principles	GRI disclosures
	<p><b>Labour</b></p> <p>Aspect: Labour/Management relations</p> <p><b>GRI 402-1: MINIMUM NOTICE PERIODS REGARDING OPERATIONAL CHANGES, INCLUDING WHETHER THESE ARE SPECIFIED IN COLLECTIVE AGREEMENTS</b></p> <ul style="list-style-type: none"> <li>• 2020 Position statement on labour practices (<a href="https://www.mtn.com/wp-content/uploads/2021/02/MTN-position-on-Labour-practices-1.pdf">https://www.mtn.com/wp-content/uploads/2021/02/MTN-position-on-Labour-practices-1.pdf</a>)</li> <li>• The Group does provide internal notification to employees regarding significant operational changes. These vary depending on the nature and scope of the change. Employees are notified as soon as a possible restructuring process within the organisation is considered. This follows a consultation process. Once an employee has been confirmed for retrenchment, she/he is given at least one month's notice. This notice period may even be longer than one month, as determined by the various labour laws (which always state the minimum notice period) applicable in the countries in which MTN operates. It is important to note that MTN has a generous retrenchment policy relative to severance pay</li> </ul>
<p><b>Principle 4</b></p> <p>The elimination of all forms of forced and compulsory labour</p>	<p><b>GRI disclosures to report actions taken to implement Principle 4 and outcomes from implementing Principle 4</b></p> <p><b>Indicators</b></p> <p><b>Human rights</b></p> <p>Aspect: Forced or compulsory labour</p> <p><b>GRI 409-1: OPERATIONS AND SUPPLIERS IDENTIFIED AS HAVING SIGNIFICANT RISK FOR INCIDENTS OF FORCED OR COMPULSORY LABOUR, AND MEASURES TO CONTRIBUTE TO THE ELIMINATION OF ALL FORMS OF FORCED OR COMPULSORY LABOUR</b></p> <ul style="list-style-type: none"> <li>• No incidents</li> </ul>
<p><b>Principle 5</b></p> <p>The effective abolition of child labour</p>	<p><b>GRI disclosures to report actions taken to implement Principle 5 and outcomes from implementing Principle 5</b></p> <p><b>Indicators</b></p> <p><b>Human rights</b></p> <p>Aspect: Child labour</p> <p><b>GRI 408-1: OPERATIONS AND SUPPLIERS IDENTIFIED AS HAVING SIGNIFICANT RISK FOR INCIDENTS OF CHILD LABOUR, AND MEASURES TAKEN TO CONTRIBUTE TO THE EFFECTIVE ABOLITION OF CHILD LABOUR</b></p> <ul style="list-style-type: none"> <li>• 0%</li> <li>• The MTN Group is compliant with the ILO child labour minimum age specification</li> </ul>
<p><b>Principle 6</b></p> <p>The elimination of discrimination in respect of employment and occupation</p>	<p><b>GRI disclosures to report actions taken to implement Principle 6 and outcomes from implementing Principle 6</b></p> <p><b>General standard disclosures</b></p> <p><b>Organisational profile</b></p> <p><b>GRI 102-8:</b></p> <ol style="list-style-type: none"> <li>Report the total number of employees by employment contract and gender</li> <li>Report the total number of permanent employees by employment type and gender</li> <li>Report the total workforce by employees and supervised workers and by gender</li> <li>Report the total workforce by region and gender</li> <li>Report whether a substantial portion of the organisation's work is performed by workers who are legally recognised as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors</li> <li>Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries)</li> </ol> <ul style="list-style-type: none"> <li>• 2020 SR:ESG indicators performance p 63 to 67</li> </ul>

# UNGC Communication of Progress for 2020 continued

## Global Compact Principles

## GRI disclosures

### Indicators

#### Economic

Aspect: Market presence

**GRI 202-1: RATIOS OF STANDARD ENTRY LEVEL WAGE BY GENDER COMPARED TO LOCAL MINIMUM WAGE AT SIGNIFICANT LOCATIONS OF OPERATION**

- Not available

**GRI 202-2: PROPORTION OF SENIOR MANAGEMENT HIRED FROM THE LOCAL COMMUNITY AT SIGNIFICANT LOCATIONS OF OPERATION**

- The MTN Group hires locally as far as possible. A small minority of the local staff base across the Group comprises expatriate members

#### Labour practices and decent work

Aspect: Employment

**GRI 401-1: TOTAL NUMBER AND RATES OF NEW EMPLOYEE HIRES AND EMPLOYEE TURNOVER BY AGE GROUP, GENDER AND REGION**

- 2020 SR: ESG indicators performance (63 to 64)

**GRI 401-3: RETURN TO WORK AND RETENTION RATES AFTER PARENTAL LEAVE, BY GENDER**

- Not available

Aspect: Training and education

**GRI 404-1: AVERAGE HOURS OF TRAINING PER YEAR PER EMPLOYEE BY GENDER, AND BY EMPLOYEE CATEGORY**

- 2020 SR: ESG indicators performance (63 to 64)

**GRI 404-3: PERCENTAGE OF EMPLOYEES RECEIVING REGULAR PERFORMANCE AND CAREER DEVELOPMENT REVIEWS, BY GENDER AND BY EMPLOYEE CATEGORY**

- 2020 SR: ESG indicators performance (63 to 64)

Aspect: Diversity and equal opportunity

**GRI 405-1: COMPOSITION OF GOVERNANCE BODIES AND BREAKDOWN OF EMPLOYEES PER EMPLOYEE CATEGORY ACCORDING TO GENDER, AGE GROUP, MINORITY GROUP MEMBERSHIP, AND OTHER INDICATORS OF DIVERSITY**

- 2020 IAR: Governance in action 51 to 58
- 2020 ST: Driving a future-fit workforce; ESG indicators performance (63)

Aspect: Equal remuneration for women and men

**G4-LA13: RATIO OF BASIC SALARY AND REMUNERATION OF WOMEN TO MEN BY EMPLOYEE CATEGORY, BY SIGNIFICANT LOCATIONS OF OPERATION**

- Not available
- 2020 ST: Driving a future-fit workforce; ESG indicators performance (63)

#### Human rights

Aspect: Non-discrimination

**GRI 406-1: TOTAL NUMBER OF INCIDENTS OF DISCRIMINATION AND CORRECTIVE ACTIONS TAKEN**

- One reported; disciplinary conducted and sanction enforced
- Discrimination was identified as a low ethics risk in the Group-wide ethics risk assessment ('Global Corporate Integrity Survey') conducted across all MTN operations. Ethics strategy for each opco includes remedial interventions for every ethics risk identified



# UNGC Communication of Progress for 2020 continued

## Global Compact Principles

## GRI disclosures

### ENVIRONMENT

#### Principle 7

Businesses should support a precautionary approach to environmental challenges

GRI disclosures to report actions taken to implement Principle 7 and outcomes from implementing Principle 7

#### Indicators

##### Economic

Aspect: Economic performance

**GRI 201-2: FINANCIAL IMPLICATIONS AND OTHER RISKS AND OPPORTUNITIES FOR THE ORGANISATION'S ACTIVITIES DUE TO CLIMATE CHANGE**

- 2020 SR: Sustainability approach (5), Materiality process (12), Managing environmental resources (14), Addressing climate change (15 to 18), Managing Biodiversity (22), Managing risk (44)

##### Environmental

Aspect: Materials

**GRI 301-1: MATERIALS USED BY WEIGHT OR VOLUME**

The most material resource used is electronic and electrical equipment.

- 2020 SR: Redefining waste management (20)
- 2020 SR: ESG indicators performance (62)

Aspect: Energy

**GRI 302-1: ENERGY CONSUMPTION WITHIN THE ORGANISATION**

- 2020 SR: Addressing energy and climate change (5 and 6, 12 to 19); ESG indicators performance (62)

Aspect: Water

**GRI 303-1: TOTAL WATER WITHDRAWAL BY SOURCE**

- Due to the nature of MTN's business and the products and services offered, this indicator is not material

Aspect: Emissions

**GRI 305-1: DIRECT GREENHOUSE GAS (GHG) EMISSIONS (SCOPE 1)**

- 2020 SR: Sustainability approach (5), Materiality process (12), Managing environmental resources (14), Addressing climate change (15 to 18), Managing Biodiversity (22), Managing risk (44)

**GRI 305-2: ENERGY INDIRECT GREENHOUSE GAS (GHG) EMISSIONS (SCOPE 2)**

- 2020 SR: Sustainability approach (5), Materiality process (12), Managing environmental resources (14), Addressing climate change (15 to 18), Managing Biodiversity (22), Managing risk (44)

**GRI 305-3: OTHER INDIRECT GREENHOUSE GAS (GHG) EMISSIONS (SCOPE 3)**

- 2020 SR: Sustainability approach (5), Materiality process (12), Managing environmental resources (14), Addressing climate change (15 to 18), Managing Biodiversity (22), Managing risk (44)

**GRI 305-6: EMISSIONS OF OZONE-DEPLETING SUBSTANCES (ODS)**

- <https://www.cdp.net/en/search>

**GRI 305-7: NO<sub>x</sub>, SO<sub>x</sub>, AND OTHER SIGNIFICANT AIR EMISSIONS**

- Due to the nature of MTN's business, this indicator is not material
- 2020 SR: ESG indicators performance (62)

# UNGC Communication of Progress for 2020 continued

## Global Compact Principles

### Principle 8

Undertake initiatives to promote greater environmental responsibility

## GRI disclosures

### GRI disclosures to report actions taken to implement Principle 8 and outcomes from implementing Principle 8

#### Indicators

##### Environmental

##### Aspect: Materials

##### GRI 301-1: MATERIALS USED BY WEIGHT OR VOLUME

The most material resource used is electronic and electrical equipment.

- 2020 SR: Redefining waste management (20)
- 2020 SR: ESG indicators performance (62)

##### GRI 301-2: PERCENTAGE OF MATERIALS USED THAT ARE RECYCLED INPUT MATERIALS

- 2020 SR: Eco-responsibility – Redefining waste management (20)
- 2020 SR: ESG Indicators performance (62)

##### Aspect: Energy

##### GRI 302-1: ENERGY CONSUMPTION WITHIN THE ORGANISATION

- 2020 SR: Eco-responsibility – Redefining waste management (20)
- 2020 SR: ESG Indicators performance (62)
- <https://www.cdp.net/en/search>

##### GRI 302-2: ENERGY CONSUMPTION OUTSIDE OF THE ORGANISATION

- 2020 SR: Addressing energy and climate change (5 and 6, 12 to 19)
- 2020 SR: ESG indicators performance (62)
- 2020 CDP report

##### GRI 302-3: ENERGY INTENSITY

- 2020 SR: Addressing energy and climate change (5 and 6, 12 to 19)
- 2020 SR: ESG indicators performance (62)
- 2020 CDP report

##### GRI 302-4: REDUCTION OF ENERGY CONSUMPTION

- 2020 SR: Addressing energy and climate change (5 and 6, 12 to 19)
- 2020 SR: ESG indicators performance (62)
- 2020 CDP report

##### GRI 302-5: REDUCTIONS IN ENERGY REQUIREMENTS OF PRODUCTS AND SERVICES

- 2020 SR: Addressing energy and climate change (5 and 6, 12 to 19)
- 2020 SR: ESG indicators performance (62)
- 2020 CDP report

# UNGC Communication of Progress for 2020 continued

## Global Compact Principles

## GRI disclosures

### Aspect: Water

#### GRI 303-1: TOTAL WATER WITHDRAWAL BY SOURCE

- Due to the nature of MTN's business and the products and services offered, this indicator is not material. However, as part of maintaining the ISO 14001 and LEED certifications for MTN South Africa, responsible water management and use is addressed. Other operations maintain safety health and environmental policies, and as part of business plans, all MTN countries of operation are reviewing environmental risks as a focus area in terms of the Group's principal risks. A number of MTN operations have implemented the Group Green Office toolkit, for water saving opportunities at offices and similar premises
- 2020 SR: Managing environmental resources; Addressing water management; Investing in communities; ESG indicators performance (14, 21, 38 and 62)

#### GRI 303-2: WATER SOURCES SIGNIFICANTLY AFFECTED BY WITHDRAWAL OF WATER

- Not material as indicated above

#### GRI 303-3: PERCENTAGE AND TOTAL VOLUME OF WATER RECYCLED AND REUSED

- Not material as indicated above

### Aspect: Biodiversity

#### GRI 304-2: DESCRIPTION OF SIGNIFICANT IMPACTS OF ACTIVITIES, PRODUCTS AND SERVICES ON BIODIVERSITY IN PROTECTED AREAS AND AREAS OF HIGH BIODIVERSITY VALUE OUTSIDE PROTECTED AREAS

- 2020 SR: Managing environmental resources (14); Managing biodiversity (22)
- MTN position paper: Networks and the environment: <https://www.mtn.com/wp-content/uploads/2020/03/Eco-responsibility-Networks-and-the-Environment.pdf>

#### GRI 304-3: HABITATS PROTECTED OR RESTORED

- Due to the nature of MTN's business, the Group does not report against this indicator. However, environmental impact assessments are undertaken as part of network infrastructure and facilities implementation
- 2020 SR: Managing environmental resources (14); Managing biodiversity (22)
- MTN position paper: Networks and the environment: <https://www.mtn.com/wp-content/uploads/2020/03/Eco-responsibility-Networks-and-the-Environment.pdf>

#### GRI 304-4: TOTAL NUMBER OF IUCN RED LIST SPECIES AND NATIONAL CONSERVATION LIST SPECIES WITH HABITATS IN AREAS AFFECTED BY OPERATIONS, BY LEVEL OF EXTINCTION RISK

- Due to the nature of MTN's business, this Group does not report against this indicator. However, environmental impact assessments are undertaken as part of network infrastructure and facilities implementation
- 2020 SR: Managing environmental resources (14); Managing biodiversity (22)
- MTN position paper: Networks and the environment: <https://www.mtn.com/wp-content/uploads/2020/03/Eco-responsibility-Networks-and-the-Environment.pdf>

### Aspect: Emissions

#### GRI 305-1: DIRECT GREENHOUSE GAS (GHG) EMISSIONS (SCOPE 1)

- 2020 SR: Addressing energy and climate change; ESG indicators performance (5 and 6, 12 to 19, 62)
- 2020 CDP report

#### GRI 305-2: ENERGY INDIRECT GREENHOUSE GAS (GHG) EMISSIONS (SCOPE 2)

- 2020 SR: Addressing energy and climate change; ESG indicators performance (5 and 6, 12 to 19, 62)
- 2020 CDP report

# UNGC Communication of Progress for 2020 continued

## Global Compact Principles

## GRI disclosures

### GRI 305-3: OTHER INDIRECT GREENHOUSE GAS (GHG) EMISSIONS (SCOPE 3)

- 2020 SR: Addressing energy and climate change; ESG indicators performance (5 and 6, 12 to 19, 62)
- 2020 CDP report

### GRI 305-4: GREENHOUSE GAS (GHG) EMISSIONS INTENSITY

- 2020 SR: Addressing energy and climate change; ESG indicators performance (5 and 6, 12 to 19, 62)
- 2020 CDP report

### GRI 305-5: REDUCTION OF GREENHOUSE GAS (GHG) EMISSIONS

- 2020 SR: Addressing energy and climate change; ESG indicators performance (5 and 6, 12 to 19, 62)
- 2020 CDP report

### GRI 305-6: EMISSIONS OF OZONE-DEPLETING SUBSTANCES (ODS)

- Due to the nature of MTN's business, this indicator is not material
- 2020 SR: Addressing energy and climate change; ESG indicators performance (5 and 6, 12 to 19, 62)
- 2020 CDP report

### GRI 305-7: NO<sub>x</sub>, SO<sub>x</sub> AND OTHER SIGNIFICANT AIR EMISSIONS

- Due to the nature of MTN's business, this indicator is not material
- 2020 SR: Addressing energy and climate change; ESG indicators performance (5 and 6, 12 to 19, 62)
- 2020 CDP report

### Aspect: Effluents and waste

### GRI 306-1: TOTAL WATER DISCHARGE BY QUALITY AND DESTINATION

- The only water discharged is through the municipal sewer. Due to the nature of MTN's business, this indicator is not material
- 2020 SR: Greening our waste; Redefining waste management; ESG indicators performance (5 and 6, 12 to 19, 62)

### GRI 306-2: TOTAL WEIGHT OF WASTE BY TYPE AND DISPOSAL METHOD

- The most material waste generated is old/redundant electronic and electrical equipment
- 2020 SR: Greening our waste; Redefining waste management; ESG indicators performance (5 and 6, 12 to 19, 62)

### GRI 306-3: TOTAL NUMBER AND VOLUME OF SIGNIFICANT SPILLS

- No significant spills were reported by MTN operations
- 2020 SR: Greening our waste; Redefining waste management; ESG indicators performance (5 and 6, 12 to 19, 62)

### GRI 306-4: WEIGHT OF TRANSPORTED, IMPORTED, EXPORTED, OR TREATED WASTE DEEMED HAZARDOUS UNDER THE TERMS OF THE BASEL CONVENTION<sup>2</sup> ANNEX I, II, III, AND VIII, AND PERCENTAGE OF TRANSPORTED WASTE SHIPPED INTERNATIONALLY

- The most material waste subject to this convention is electronic and electrical waste (e-waste or WEEE). In South Africa, e-waste is processed locally to the greatest possible extent, by MTN's e-waste handlers. MTN's fractions are ultimately mixed with e-waste from other companies and sources, and we are not aware of the weight of fractions shipped internationally. Short-term public awareness and e-waste collection campaigns resulting in collection and shipping of e-waste from Benin and Ivory Coast to South Africa in the past have been subject to the Convention. Local e-waste management in partnership with recyclers will commence in Ivory Coast in 2018. Supplier take-back agreements are in place in Cameroon, and safe disposal guidelines for batteries have been implemented in Iran. A public private partnership addressing extended producer responsibilities has been developed in Nigeria. For tonnage, see references below
- 2020 SR: Greening our waste; Redefining waste management; ESG indicators performance (5 and 6, 12 to 19, 62)

# UNGC Communication of Progress for 2020 continued

## Global Compact Principles

## GRI disclosures

### **GRI 306-5: IDENTITY, SIZE, PROTECTED STATUS, AND BIODIVERSITY VALUE OF WATER BODIES AND RELATED HABITATS SIGNIFICANTLY AFFECTED BY THE ORGANISATION'S DISCHARGES OF WATER AND RUNOFF**

- MTN position paper: Networks and the environment: <https://www.mtn.com/wp-content/uploads/2020/03/Eco-responsibility-Networks-and-the-Environment.pdf>

#### **Aspect: Products and services**

### **GR 301-3: PERCENTAGE OF PRODUCTS SOLD AND THEIR PACKAGING MATERIALS THAT ARE RECLAIMED BY CATEGORY**

- 2020 SR: Greening our waste; Redefining waste management; ESG indicators performance (20, 62)

#### **Aspect: Compliance**

### **GRI 307-1: MONETARY VALUE OF SIGNIFICANT FINES AND TOTAL NUMBER OF NONMONETARY SANCTIONS FOR NON-COMPLIANCE WITH ENVIRONMENTAL LAWS AND REGULATIONS**

- There were two fines issued in the WECA region for non-compliance with environmental laws and regulations, but these are being disputed at present
- No non-monetary sanctions for non-compliance with environmental laws and regulations

#### **Aspect: Supplier environmental assessment**

### **GRI 308-1: PERCENTAGE OF NEW SUPPLIERS THAT WERE SCREENED USING ENVIRONMENTAL CRITERIA**

- Not available

### **GRI 308-2: SIGNIFICANT ACTUAL AND POTENTIAL NEGATIVE ENVIRONMENTAL IMPACTS IN THE SUPPLY CHAIN AND ACTIONS TAKEN**

- Not available

#### **Aspect: Environmental grievance mechanisms**

### **GRI 103-2: NUMBER OF GRIEVANCES ABOUT ENVIRONMENTAL IMPACTS FILED, ADDRESSED, AND RESOLVED THROUGH FORMAL GRIEVANCE MECHANISMS**

- 2020 SR: Our sustainability approach; Sustainable societies; Materiality process
- 2020 Position statement on responsible supply chain <https://www.mtn.com/wp-content/uploads/2021/02/MTN-position-on-Responsible-Supply-Chain.pdf>
- 2020 supplier code of conduct [https://www.mtn.com/wp-content/uploads/2020/07/Final-Supplier-Code-of-Conduct-March-2020\\_v2.pdf](https://www.mtn.com/wp-content/uploads/2020/07/Final-Supplier-Code-of-Conduct-March-2020_v2.pdf)
- MTN Group adheres to specifications of the ILO protocol on decent work and working conditions (core standards of freedom of association, forced labour, child labour, anti-discrimination). These are integrated in the Group code of ethics, and included in the Group Social and Ethics Committee's terms of reference



# UNGC Communication of Progress for 2020 continued

## Global Compact Principles

### Principle 9

Encourage the development and diffusion of environmentally friendly technologies

## GRI disclosures

### GRI disclosures to report actions taken to implement Principle 9 and outcomes from implementing Principle 9

#### Indicators

##### Environmental

##### Aspect: Energy

#### GRI 302-4: REDUCTION OF ENERGY CONSUMPTION

- 2020 SR: Addressing energy and climate change; ESG indicators performance (5 and 6, 12 to 19, 62)
- 2020 CDP report

#### GRI 302-5: REDUCTIONS IN ENERGY REQUIREMENTS OF PRODUCTS AND SERVICES

- 2020 SR: Addressing energy and climate change; ESG indicators performance (5 and 6, 12 to 19, 62)
- 2020 CDP report

##### Aspect: Emissions

#### GRI 305-5: REDUCTION OF GREENHOUSE GAS (GHG) EMISSIONS

- 2020 SR: Addressing energy and climate change; ESG indicators performance (5 and 6, 12 to 19, 62)
- 2020 CDP report

## ANTI-CORRUPTION

### Principle 10

Businesses should work against corruption in all its forms, including extortion and bribery

### GRI disclosures to report actions taken to implement Principle 10 and outcomes from implementing Principle 10

#### General standard disclosures

##### Ethics and integrity

#### GRI 102-16

##### (a) Describe the organisation's values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics

- 2020 SR: Who we are; Accelerating ethical practices; Supporting a responsible supply chain (2, 41 and 42, 26 and 27, 33 to 36)

#### GRI 102-17

##### (a) Report the internal and external mechanisms for seeking advice on ethical and lawful behaviour, and matters related to organisational integrity, such as helplines or advice lines.

- An ethics advice line (not anonymous) exists: [MTNGroupEthics@mtn.com](mailto:MTNGroupEthics@mtn.com)
- An anonymous fraud reporting line exists ([anonymous@tip-offs.net](mailto:anonymous@tip-offs.net))
- At organisational level MTN has a strategic partnership with TEI with whom the Company has organisational membership; this partnership is crucial for ethics advice required at a systemic level
- Annually a perception-based, anonymous organisation climate/culture survey is conducted across the group of companies, with an ethics index
- Ethics task teams/management committees at operations level consisting of trained ethics champions from various disciplines (e.g. Finance, HR, Procurement, Business Risk Management, Corporate Affairs, etc.) who are available to field ethics enquiries
- The MTN Group has over 40 certified Ethics Officers (registered with the Ethics Institute) from across various organisational disciplines, e.g. Procurement, Business Risk Management, Finance (Group Tax), Legal and HR who provide assistance and advice at both personal as well as at systemic level to all opcos in terms of ethics management practice
- Ethics-related priority policies as well as the Codes (code of ethics, social and ethics statement and conduct passport) direct behaviour and practice, and contain directives on routes to follow for the reporting of ethical breaches

# UNGC Communication of Progress for 2020 continued

## Global Compact Principles

## GRI disclosures

### GRI 102-17

#### (a) Report the internal and external mechanisms for reporting concerns about unethical or unlawful behaviour, and matters related to organisational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines

- All ethics-related policies indicate the appropriate route to follow with regard to reporting of ethics policy breaches, i.e. line manager/head of function/Group Chief Officer (HR and Corporate Affairs or Group Executive Risk and Compliance), or the whistleblowing line (Tip-offs Anonymous (anonymous@tip-offs.net))
- An ethics advice/help-line exists on the intranet (MTNConnect) – a social platform where employees may raise issues for purposes of gaining advice
- A dedicated mailbox (MTNGroupEthics@mtn.com) in in use for all staff to raise issues of concern or ask advice privately

### Indicators

#### Society

#### Aspect: Anti-corruption

#### GRI 205-1: TOTAL NUMBER AND PERCENTAGE OF OPERATIONS ASSESSED FOR RISKS RELATED TO CORRUPTION AND THE SIGNIFICANT RISKS IDENTIFIED

- All MTN operations participate in the ethics risk assessment, which is conducted independently every three years. Annually, a Group-wide culture audit is conducted that includes an ethics index. The results provide insight into employee perceptions of the impact of ethics risk management efforts. Mitigation of key ethics risks are reported to the Group Board's Social and Ethics Committee every quarter. The impact of ethics risk management interventions is monitored through the analysis of trends in the output dashboard – a measurement instrument approved by the MTN Group Board Social and Ethics Committee. Findings indicate a year-on-year improvement in employee perception of ethics

#### GRI 205-2: COMMUNICATION AND TRAINING ON ANTI-CORRUPTION POLICIES AND PROCEDURES

- 2020 SR: Accelerating ethical practices; ESG indicators performance (41 and 42, 67)
- 2020 IAR: Risk management (29, 32 to 34, 39)
- MTN position statements related to ethical practices:
  - 2020 Position statement on anti-bribery and corruption
  - [https://www.mtn.com/wp-content/uploads/2019/02/MTN-position-on-anti-bribery-corruption-and-gifts\\_hi.pdf](https://www.mtn.com/wp-content/uploads/2019/02/MTN-position-on-anti-bribery-corruption-and-gifts_hi.pdf)
  - 2020 Position statement on fraud management
  - [https://www.mtn.com/wp-content/uploads/2019/02/MTN-position-on-anti-bribery-corruption-and-gifts\\_hi.pdf](https://www.mtn.com/wp-content/uploads/2019/02/MTN-position-on-anti-bribery-corruption-and-gifts_hi.pdf)

#### GRI 205-3: CONFIRMED INCIDENTS OF CORRUPTION AND ACTIONS TAKEN

- Due disciplinary processes are followed to investigate and resolve matters of ill-discipline including corruption. Sanctions may range from warnings to termination of employment

#### Aspect: Public policy

#### GRI 415-1: TOTAL VALUE OF POLITICAL CONTRIBUTIONS BY COUNTRY AND RECIPIENT/BENEFICIARY

- No political party contributions were made by the management Company in 2020
- Through the *Y'ello Hope* Fund we made contributions to various government-led initiatives. Together, these provided approximately ZAR1,8 billion in value to stakeholders. We also donated US\$25 million in support of the African Union's COVID-19 vaccination programme



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