



MTN Group Limited

ESG Data Booklet for the year ended 31 December 2023

Leading digital solutions for Africa's progress



Doing for
tomorrow,
today.

Welcome to our 2023 ESG Data Booklet

Our purpose is to enable the benefits
of a modern connected life for everyone



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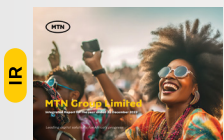
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Our reporting suite

Our ESG Data Booklet is supplemented by a number of reports that provide a comprehensive view of MTN's performance and prospects covering environmental, social and governance (ESG) aspects. These reports go beyond traditional financial reporting by integrating sustainability and non-financial information.

Integrated Report



Our primary communication to stakeholders aims to help them make informed assessments of our performance and prospects, strategic direction and the value we create through our activities. It provides a forward looking perspective on MTN's financial and non-financial performance, encompassing strategy, risks and opportunities, targets and governance.

Sustainability reporting

The following suite of reports provides information on MTN's strategy and performance related to sustainability issues with potential impact on our organisation, society and the environment. The reports detail MTN's environmental and social policies, governance, strategies, risks and opportunities. The reports also provide detailed performance data on a wide range of ESG metrics and targets. MTN's sustainability disclosures are structured and informed by the voluntary Global Reporting Initiative (GRI) Standards (2021) and the International Financial Reporting Standards (IFRS) Sustainability Disclosure Standards (IFRS S1 and IFRS S2), which have fully integrated the Task Force on Climate-Related Financial Disclosures (TCFD) guidance. The reports detail MTN's policies, governance strategies, risks and opportunities relating to sustainability considerations.



Sustainability Report



ESG Data Booklet



Transparency Report



Climate Report

Financial reporting

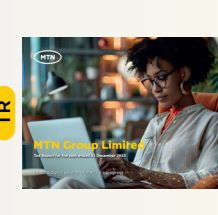
These reports include an analysis of the Group's financial results, a five-year review, and MTN's approach to handling uncertain tax positions. They provide insight for current and prospective investors, employees, creditors, analysts and other stakeholders. They disclose details of MTN's income statement, financial position, cash flows, performance per share, as well as key non-financial information.



Annual Financial Results



Annual Financial Statements



Tax Report

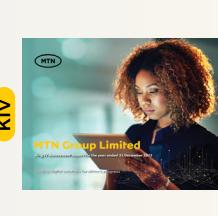


Five-Year Review

Information for shareholders



Notice of AGM



King IV Assessment Report

The Notice of AGM and form of proxy give information to shareholders who want to participate in the Group's Annual General Meeting (AGM).

This provides a summary of the application of the King IV™ principles by MTN Group Limited and Mobile Telephone Networks Holdings Limited.

Regulatory and reporting frameworks used:



Our ESG disclosure references

Welcome to the MTN Group's 2023 ESG Data Booklet

Our purpose is to enable the benefits of a modern connected life for everyone. We remain dedicated to ensuring MTN operates responsibly and ethically, and strive to provide information that is meaningful to all our diverse stakeholders. We therefore provide the disclosures needed to assess our sustainability progress through a suite of complementary reports, each tailored for specific audiences.

We report with reference to the following standards and frameworks

The Integrated Reporting Framework	IR	AFS
Companies Act, No 71 of 2008 (as amended)	IR	AFS SR KIV
JSE Listings Requirements	IR	AFS SR KIV
FTSE/JSE Responsible Investment Index	IR	SR KIV TR CDP
King IV™* Principles	IR	AFS SR KIV TR
International Financial Reporting Standards (IFRS)	IR	AFS
UN Global Reporting Initiative (GRI)	IR	SR
JSE's sustainability disclosure guidelines	IR	SR
GSMA ESG metrics	SR	TR
Sustainability Accounting Standards Board (SASB) Telecommunication Services industry	IR	SR
UN Sustainable Development Goals (UNSDG)	IR	SR
UN Global Compact (UNGC)	SR	TR
UN Guiding Principles on Business and Human Rights	SR	TR
CDP	SR	CDP
IFRS® Sustainability Disclosure Standard	CR	ISSB IR SR
IFRS® Climate-related Disclosures	CR	ISSB SR CDP

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Developments in sustainability reporting

- In June 2023, the International Sustainability Standards Board (ISSB) issued IFRS S1 General Requirements for Disclosure of Sustainability-related Financial Information and IFRS S2 Climate-related Disclosures, providing a consolidated standard for sustainability-related disclosures worldwide.
- In addition, the Financial Stability Board has asked the IFRS Foundation to take over the monitoring of the progress on companies' climate-related disclosures from the Task Force on Climate-related Financial Disclosures (TCFD).
- IFRS S1 and IFRS S2 fully incorporate the recommendations of the TCFD, marking the culmination of the work of the TCFD.

Our response

To support the widespread adoption of the new IFRS standards, MTN has pledged to begin the journey of adopting these standards across our organisation. While recognising the complexity of understanding sustainability-related risks and opportunities as required by IFRS S1, we have already established robust processes around the TCFD in previous years. Leveraging these capabilities, we have opted to report against IFRS S2 instead of TCFD this year, as the requirements of IFRS S2 align with the core recommendations and recommended disclosures of TCFD.

While we have initially prioritised the application of IFRS S2, we acknowledge the need to apply both standards in conjunction and will provide more clarity regarding the timing of our disclosures against IFRS S1 during the year ahead.

MTN is committed to this journey, with the aim of enhancing our understanding of sustainability-related risks and opportunities and achieving full compliance with the framing required by IFRS standards.

Who we are

Our purpose is to enable the benefits of a modern connected life for everyone

MTN is a pan-African digital operator providing a range of critical voice, data, fintech, digital, enterprise and wholesale services to around 295 million customers in 19 markets. Our purpose is embodied in our belief statement that *everyone deserves the benefits of a modern connected life*. Our strategic intent is *leading digital solutions for Africa's progress*.

MTN Group Limited is a publicly owned entity whose shares are traded on the JSE. At the end of 2023 our market capitalisation was approximately R209 billion (US\$11.4 billion). Subsidiaries MTN Nigeria, MTN Ghana, MTN Uganda and MTN Rwanda are listed on the Nigerian Exchange Ltd, the Ghana Stock Exchange, the Uganda Securities Exchange and the Rwanda Stock Exchange, respectively.

Ambition 2025: Leading digital solutions for Africa's progress



Build the largest and most valuable platforms



Drive industry-leading connectivity operations



Create shared value



Accelerate portfolio transformation

Enabled by our values:



Lead with Care



Collaborate with Agility



Act with Inclusion



Can-do with Integrity



Serve with Respect

Creating value for all

We create value for our stakeholders across our footprint by living our purpose and belief as well as progressing our strategic intent

MTN achieved an

10.9%[^]

reduction in Scope 1 and 2 emissions from base-year emissions (excluding MTN SA whose performance is impacted by the IHS transaction)

[^]Reflects quarter 4 adjustments.

28%

women in leadership

Enabled internet access to

150m

(2022: 137m) active data users

Maintained female representation at

40%

Facilitated financial inclusion to

72m

(2022: 69m) active MoMo users

Empowered

17 569

MTNers

Extended digital inclusion to

36m

(2022: 22m) ayoba users

Connected

295m

(2022: 289m) subscribers

Provided broadband coverage to

89.2%

(2022: 88%) of the population

Added economic value of

~R159bn

(2022: R149bn) across our markets

Our sustainability strategy

MTN operates within a dynamic context shaped by various external factors, including shifting geopolitics, socioeconomic challenges, new emerging technologies and evolving compliance and sustainability framework requirements. These factors can impact our sustainability initiatives and performance. In the face of uncertainty, our sustainability strategy remains steadfast, providing a robust foundation to navigate the complexities of our operating environment. While rooted in four pillars, it possesses the adaptability required to respond effectively to emerging risks and capitalise on new opportunities as these arise.

Each sustainability pillar comprises clearly defined focus areas, which fit seamlessly with both local and global ambitions, including government development plans. This allows us to showcase tangible value to stakeholders, fulfil evolving ESG regulations and uphold standards in our business environment. Our sustainability focus areas are complemented by policies and procedures to facilitate implementation by our operating companies (Opcos).

We continuously benchmark our initiatives to make sure they meet evolving sustainability standards, geopolitical dynamics and stakeholder expectations. Our most material focus areas are linked to clear targets and measurable performance indicators, while we continue to manage and measure our remaining ESG matters, emphasising our commitment to transparency and accountability.

Our robust yet flexible sustainability strategy ensures our actions are impactful, relevant and in line with our vision of creating shared value through responsible business practices. Through unwavering dedication and strategic adaptability, we continue to progress and contribute meaningfully to a more sustainable and inclusive world.

Strategic intent

Ambition 2025: Leading digital solutions for Africa's progress

Belief statement

Everybody deserves the benefits of a modern connected life



Commitments

We are committed to protecting our planet and achieving Net Zero emissions by 2040

We are committed to driving digital financial inclusion and a diverse society

We are committed to partners and stakeholders to create and protect value

We are committed to boosting inclusive economic growth on the continent

Metrics and actions

- **Project Zero:** Reduce GHG emission.
- **Efficiency:** Improve energy efficiency.
- **Water and waste management:** Reducing our impact.

- **Increase access and reduce cost to communicate.**
- **Increase financial inclusion.**
- **Generational equality: Increase women representation.**
- **Contribution through information and communication technology (ICT):** Digital education, skills and jobs.

- **Responsible policies and practices:** Business ethics and enterprise-wide risk management.
- **Enhance reputation and trust with stakeholders.**
- **Digital human rights (DHR).**
- **Responsible procurement and supply chain.**

- **Tax contribution across markets.**
- **Network infrastructure investment.**
- **Empowering local governments and enterprises.**

UNSDGs



Reporting criteria methodology

In preparing the ESG-related information contained in this document, MTN has provided several critical judgements, estimations and assumptions. The processes, methodologies and issues involved are intricate. The ESG data, models and methodologies used are relatively new, rapidly evolving and not of the same standard as those available in the context of financial and other information, nor are they subject to the same or equivalent disclosure standards, historical reference points, benchmarks or globally accepted accounting principles. It is not possible to rely on historical data as a strong indicator of future trajectories, especially in the case of climate change and its evolution. Outputs of models, processed data and methodologies are also likely to be affected by underlying data quality, which can be hard to assess, and industry guidance, standards, market practice and regulations in this field are expected to continue to evolve. There are also challenges faced in relation to the ability to access data on a timely basis and the lack of consistency and comparability between data that is available. This means the ESG-related forward looking statements, information and targets discussed in this document carry an additional degree of inherent risk and uncertainty.

Owing to the uncertainty concerning future policy and market responses to climate change and other ESG-related issues, including regional variations, and considering the evolving market practices and data quality, MTN may need to review its models and methodologies, or adjust its approach to ESG analysis. This could require amending, updating and recalculating its ESG disclosures, goals, commitments and targets, as well as evaluating its progress towards these objectives. Changes to ESG data might result in irreconcilability or incomparability year-on-year.

We have undertaken limited independent external assurance in respect of the selected sustainability performance information, as described in the **IR** for the year ended 31 December 2023. This engagement was conducted by a multidisciplinary team specialising in non-financial assurance with relevant experience in sustainability reporting. The selected sustainability performance information is marked with the symbol **LA** (Limited Assurance) to indicate we have provided limited assurance over the selected sustainability performance information.

The information included in this book is the responsibility of the directors and with the exception of the metrics above, has not undergone independent verification or assurance. All data in this book is sourced from what we consider reliable sources. Additional information on methodologies can be found in the reporting methodology sections within this document.



Doing for planet

Environmental stewardship is an MTN imperative to ensure our business and the communities we service thrive. We believe the growth and success of any business needs to consider environmental aspects to guarantee a future for our planet that supports people and prosperity. As a result, we take responsibility for the activities, products and services we control and influence. We manage our environmental impacts throughout our geographic footprint and are continually improving our processes and systems to support our African environment.

In the rapidly urbanising sub-Saharan African region, we play a crucial role in making the benefits of modern connected life accessible. The fast-paced development, however, imposes stressors on the ecosystem, necessitating systematic environmental management. Despite Africa's vast natural resources supporting growing economies, the environment is deteriorating rapidly, leaving us vulnerable to climate change impacts such as poor management, pollution, land degradation, water scarcity and deforestation.

While our industry's environmental impacts are comparatively small, deliberate action is essential to protect the natural wealth sustaining our economic and social development. Operating across diverse borders, we encounter varied regional priorities and environmental challenges. Addressing these issues requires cross-sector and trans-boundary approaches, focusing on key factors like emission reductions, waste management and water usage in the atmosphere, land and water respectively.

Managing our environmental impacts involves a per-country approach, considering the unique nuances of each Opco, local legislations and policies while maintaining a strategic vision for sustainable development across the continent.

MTN's environmental management aligns with our Group environmental strategy, employing a systematic approach to address the varying needs of our Opcos while upholding our commitment to protecting the planet. Our approach considers a variety of elements, recognising their interactions within a complex and interconnected environment. Achieving zero emissions involves deploying energy efficient technology, integrating renewable energy within our footprint and working with suppliers to reduce emissions across the value chain. MTN is also building parallel circular economy programmes to reduce waste and water plays a critical role in sustainable development.

We are doing for the planet by



Taking action for the atmosphere

- Reducing Scope 1 and Scope 2 emissions and greening our energy supply through Project Zero
- Working with our suppliers to reduce Scope 3 emissions



Protecting and restoring our land

- Developing a circular economy
- Managing our waste



Working towards water resource protection

- Optimising water consumption



Disclosures

MTN Group operates in diverse geographies that influence how we manage our use of environmental resources and our impact on the environment in each country. Many operating companies face challenges of land degradation, deforestation, biodiversity loss and extreme vulnerability to climate change, yet enormous potential exists to contribute to sustainable development within these countries.

At a Group level, we provide guidance informed by international best practice standards and Group-wide commitments.

Throughout our footprint, we also ensure Opcos remain compliant with applicable national laws and environmental regulations.

Focus area	Description	Read more at the following links
Network and environment	MTN prioritises environmental sustainability in its network operations by incorporating environmental, health and safety considerations throughout the planning, installation, deployment and maintenance phases. This commitment encompasses various measures, including environmental impact assessments, implementation of policies and management plans, and mitigation strategies when necessary. The focus areas encompassed by MTN's environmental management systems include managing site construction, minimising waste, preventing pollution and conserving natural resources such as land, flora, forests, water and wildlife. Moreover, infrastructure development undergoes rigorous approval processes involving local government and regulatory stakeholders. MTN also adheres to environmental impact assessment requirements for operating licences and financial investment applications, with some countries voluntarily adopting additional environmental certification standards.	https://www.mtn.com/wp-content/uploads/2023/09/MTN-Position-on-Networks-Environment.pdf
Environmental management	MTN is dedicated to environmental management, seeking to mitigate negative impacts while promoting positive ones across its operations. The Group adheres to internationally recognised standards and principles, including the Global Reporting Initiative (GRI) sustainability reporting standards, UN Global Compact (UNGC) principles, TCFD, Carbon Disclosure Project (CDP), and United Nations Sustainable Development Goals (UNSDG). Compliance with environmental legislation, regulations and standards such as ISO 14001:2015 is mandatory. MTN's approach to environmental stewardship encompasses various focus areas, including: • Mitigation of climate change: Reducing greenhouse gas emissions by adopting energy-efficient technologies, renewable energy sources and sustainable practices across its value chain. • Waste management: Waste reduction and resource efficiency through prevention, reuse, recycling and environmentally sound waste management practices. • Water management: Reducing water use, managing scarcity risks and support in water management programmes in communities. • Protection of biodiversity and ecosystems: Integrating environmental considerations into network planning and infrastructure development to safeguard biodiversity and natural habitats. • Supply chain sustainability: Collaborating with suppliers to uphold strict environmental standards, promote ethical procurement and develop sustainable practices throughout the supply chain.	https://www.mtn.com/wp-content/uploads/2024/04/MTN-Position-on-Environment.pdf
Electromagnetic fields	MTN ensures network equipment (especially masts) and mobile phone handsets operate within safe electromagnetic field (EMF) levels. The Group adheres to electromagnetic field exposure limits set by the International Commission on Non-Ionising Radiation Protection and relevant national regulators, where applicable, in the countries in which we operate. We measure our exposure limit and undertake measures to ensure we remain within globally defined standards.	https://www.mtn.com/wp-content/uploads/2024/04/MTN_Position-Statements-on-Electromagnetic-Fields-EMF.pdf
Net Zero philosophy	MTN is committed to achieving Net Zero emissions across our footprint by 2040, starting from a 2021 baseline. Through Project Zero, we are driving this vision by optimising energy consumption and transitioning to renewable energy sources. Our strategy focuses on reducing Scope 1 and 2 emissions through the pillars of Reduce, Substitute and Compensate. We are implementing targeted actions across our markets to achieve absolute emission reductions. Additionally, MTN is addressing Scope 3 emissions with a comprehensive plan that includes engaging suppliers to commit to Net Zero by 2026, and thereafter considering internal carbon pricing in procurement decisions, and offsetting hard-to-abate emissions.	https://www.mtn.com/wp-content/uploads/2023/05/MTN-Net-Zero-Philosophy-2022_WEB.pdf
Supplier Code of Conduct	MTN's Supplier Code of Conduct sets out our approach to ethical and sustainable business practices. It includes our expectations with regard to environmentally sustainable business activities. We expect our suppliers to: • Obtain all applicable environmental permits, approvals and registrations. • Apply the precautionary principle in its use of natural resources, including energy and water. • Implement environmental responsibility statements, endorsed by executive management.	https://group.mtn.com/wp-content/uploads/2020/07/Final-Supplier-Code-of-Conduct-March-2020_v2.pdf

Reporting methodology and assumptions

Reporting methodology

MTN relies on various metrics to measure its environmental performance, grouped according to the following categories: energy use, emissions, renewable energy, water and waste, material use, vehicle fleet and CDP score. MTN also reports on its breakdown of assets in key markets: BTS sites, data centres, buildings and stores to provide additional insights on our operations and performance. Our energy and climate disclosures are guided by the IFRS S2 reporting standard and the GSMA ESG Metrics for Mobile (June 2022).

Standards and guidance

MTN relies on the guidance provided by the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard, the Greenhouse Gas Protocol Scope 2 Guidance and the Greenhouse Gas Protocol Scope 3 Corporate Value Chain Standard in reporting its Scope 1, 2 and 3 emissions.

As detailed in the Corporate Accounting and Reporting Standard, MTN relies on the operational control approach in compiling its carbon footprint. Under the operational control approach, a company accounts for 100% of emissions from operations over which it or one of its subsidiaries has operational control i.e., has full authority to introduce and implement its operating policies at the operations.

MTN's organisational boundary includes all of its operating companies as well as all joint ventures and investments. MTN's operational boundary includes both direct GHG emissions (emissions from sources that are owned or controlled by MTN) and indirect GHG emissions (emissions that are a consequence of the activities of the company but occur at sources owned or controlled by another company). MTN reports Scope 3 emissions categories 1, 2, 3, 4, 6, 7, 14 and 15.

Scope 1 data

Scope 1 emissions are direct GHG emissions from sources that companies own or control directly. For MTN, these emissions are principally the result of the following types of activities undertaken by the company:

- **Generation of electricity** – Emissions resulting from combustion of fossil fuels in stationary sources, e.g., backup generators and boilers.
- **Motor vehicle use** – Emissions resulting from the combustion of petrol and diesel fuel in company owned/controlled mobile vehicles (e.g., cars and trucks).
- **Fugitive emissions** – hydrofluorocarbon (HFC) emissions during the use of refrigeration and air conditioning equipment.

MTN collects energy consumption data from financial invoices and smart metering where applicable, on a monthly basis from each of the Opcos for calculating Scope 1 emissions. The Scope 1 data undergo thorough quality control processes on a monthly basis to identify any potential outliers, as well as a rigorous internal audit process, annually.

Scope 2 data

Scope 2 emissions are defined as GHG emissions from the generation of purchased electricity, steam, heating and cooling that is consumed in a companies owned or controlled equipment or operations. Purchased electricity refers to electricity that is purchased or otherwise brought into the organisational boundary of the company.

Scope 2 emissions are a special category of indirect emissions. For many companies, including MTN, purchased electricity represents one of the largest sources of GHG emissions and a significant opportunity to reduce emissions.

Companies can reduce their use of electricity by investing in energy-efficient technologies and energy conservation. Green power markets, renewable energy credits and power purchase agreements provide opportunities for some companies to switch to less GHG intensive sources of electricity. Companies can also install an efficient on-site co-generation plant, particularly if it replaces the purchase of more GHG intensive electricity from the grid or electricity supplier.

MTN relies on grid emission factors and supplier-specific emission factors (for independent power producers) for the calculation of Scope 2 emissions. MTN relies on the market-based method for Scope 2 emissions reporting. The market-based method reflects the indirect emissions associated grid electricity purchases, the indirect emissions associated with purchase of electricity from specific suppliers (power purchase agreements), and unbundled attribute claims (i.e., renewable energy credits).

Like Scope 1 data, MTN collects energy consumption data from financial invoices and smart metering where applicable, on a monthly basis from each of the Opcos for calculating Scope 2 emissions. The Scope 2 data undergo thorough quality control processes on a monthly basis, as well as a rigorous internal audit process, annually.

Scope 3 data

Scope 3 emissions are the most challenging to compile and estimate because they occur outside of MTN's direct control. Scope 3 emissions include a wide range of indirect emissions sources that occur throughout a company's value chain, including purchased goods and services (upstream manufacturing and transport), business travel, employee commuting, waste disposal, use of sold products, transportation and distribution (upstream and downstream), investments, leased assets and franchises.

Since companies have discretion over which categories they choose to report, Scope 3 may not lend itself well to comparisons across companies.

Scope 3 emissions are calculated annually for each Opco, leveraging central databases and systems. MTN continues to refine its approach to Scope 3 emissions accounting. An improvement plan is underway in 2024 to increase reliance on supplier-specific data.

Reporting methodology and assumptions continued

Avoided emissions:

MTN's Circular Economy programme, Project Infinity, aims to contribute to global decarbonisation efforts through responsible reuse and recycling of network infrastructure and end-user devices. The programme generates avoided emissions.

As part of the programme, an online Marketplace platform has been made available to MTN's operating companies across Africa and the Middle East. The Marketplace, provided and managed by our partners and GSM Systems, allows our teams to have real-time access to reusable inventory, with accurate data including condition assessments and high resolution images. Team members can browse, search, find alternatives or request to be notified when a certain item becomes available. Once identified, they can place an order through the platform upon which the equipment will be refurbished, given a warranty and have full test reports available. They will also be able to track the order for delivery, and all items are ensured to have full traceability for trade compliance. Most importantly, the Marketplace provides the carbon emissions avoided for each reuse or recycling activity. This is calculated using the tear-down composition and material content per part, as collected from a combination of scientific and physical assays.

Project Infinity's methodology for calculating the decarbonising effects of the solution uses the following standards and guidance:

- > Guidance on avoided emissions – World Business Council for Sustainable Development (WBCSD)/Net Zero Initiative.
- > ITU-T L.1410: Methodology for the assessment of the environmental impact of information and communication technology goods, networks and services.

We are in the process of developing our own internal avoided emissions guidance based on the above and are seeking third-party verification. The avoided emissions methodology compares a reference scenario without the solution to a situation with the solution implemented. We assess eligibility through three gates: ensuring MTN's climate action credibility; ensuring our solution's climate science alignment; and contribution legitimacy.

The contribution is quantified using five steps:

1. The timeline and system boundaries for reporting are identified.
 2. The solution is assessed for having a direct and significant decarbonisation effect, resulting in the emissions avoided by either reusing or recycling.
- The data used is product/scenario-specific:
3. The product is broken down into its base elements.
 4. Scenario-specific emission factors are then used to calculate the emissions avoided/contributed to each lifecycle stage.
 5. This is then reported separately from our GHG inventory accounting (Scope 1, 2 and 3).

Furthermore, climate neutrality cannot be claimed using these avoided emissions. For thoroughness, potential negative side-effects of our solution in terms of environmental trade-offs and sustainability goals beyond GHG impact are assessed. Also, potential rebound effects are assessed.

As the methodology of reporting emissions avoided is still developing and industry standards may change, we will continue to evolve our methodology. This may result in a need to amend or update our disclosures and/or our ESG ambitions, goals, commitments and/or targets or our evaluation of progress against these.

Data

Doing for planet	Unit	2023	2022	2021	2020	2019	Reference
Energy use (in Joules)							
Electricity	GJ	1 692 752.41	1 939 328.79	3 135 503.50	5 525 569.00	–	
Petrol	GJ	36 043.22	35 916.62	28 358.24	80 641.03	–	
Natural gas	GJ	151 220.78	155 264.84	217 901.78	84 931.74	–	
Diesel	GJ	3 526 869.12	3 434 615.93	3 659 279.23	3 283 398.00	–	
Total energy use	GJ	5 406 885.54	5 565 126.18	7 041 042.75	8 974 539.77	–	
Energy use (in monitored units)							
Electricity	KWh	470 209 003.30	538 702 442.17	870 973 194.87	1 534 880 370.05	–	
Petrol	L	1 084 822.31	1 081 011.97	853 521.03	2 459 918.02	–	
Natural gas	GJ	151 220.78	155 264.84	217 901.78	84 931.74	–	
Diesel	L	97 065 339.77	94 526 377.47	100 709 487.64	89 833 048.37	–	
GHG emissions (Scope 1, 2 and 3)							
Scope 1 – direct	tCO ₂ e	292 505.72	290 379.32	308 810.47	272 695.00	466 163.00	
Scope 2 – indirect	tCO ₂ e	267 827.92	343 291.89	658 344.86	953 361.00	895 748.00	
Scope 3 – indirect	tCO ₂ e	3 153 045.96	4 223 858.00	4 053 915.20	912 471.00	919 437.00	
Total – Scope 1 and 2	tCO ₂ e	560 333.63	633 671.20	967 155.33	1 226 056.00	1 361 911.00	
Total – Scope 1, 2 and 3	tCO ₂ e	3 713 379.60	4 857 529.21	5 021 070.53	2 138 527.00	2 281 348.00	
GHG emissions (Scope 3 breakdown)							
Cat. 1 Purchased goods and services	tCO ₂ e	2 531 057.06	3 591 894.31	2 599 562.07	–	–	
Cat. 2 Capital goods	tCO ₂ e	157 579.62	163 475.94	703 518.10	–	–	
Cat. 3 Fuel- and energy-related activities	tCO ₂ e	133 389.63	142 420.73	215 205.56	–	–	
Cat. 4 Upstream transportation and distribution	tCO ₂ e	15 918.08	10 855.27	10 480.09	–	–	
Cat. 5 Waste generated in operations	tCO ₂ e	–	2.90	25 759.71	–	–	
Cat. 6 Business travel	tCO ₂ e	5 211.43	2 915.12	2 562.59	–	–	
Cat. 7 Employee commuting	tCO ₂ e	25 993.00	24 903.30	25 245.00	–	–	
Cat. 11 Use of sold products	tCO ₂ e	223 066.11	278 955.41	452 605.94	–	–	
Cat. 12 End-of-life treatment of sold products	tCO ₂ e	2 512.70	3 213.21	5 098.29	–	–	
Cat. 14 Franchises	tCO ₂ e	30 642.61	–	–	–	–	
Cat. 15 Investments	tCO ₂ e	27 675.72	5 221.81	13 877.84	–	–	
Water and waste*							
General waste generated	Tonnes	176 546.58					GRI/GMSA/JSE
E-waste generated	Tonnes	654.23	99.20	16.04	31	784	
Hazardous waste disposed	kg	520.00					
Total waste generated per 1GB data	Tonnes/GB	0.0000303	0.000000048				GMSA
Network waste per 1GB data†	Tonnes/GB	0.00000098	0,0000303				GMSA
Recycled: Paper and cardboard	Tonnes	38 527.40	928 000	30 084	18 353	2 477	
Recycled: Plastics	Tonnes	9.12	7	–	–	–	
Recycled: Glass	Tonnes	1.27	0.2	–	–	–	
Recycled: Metals	Tonnes	3.37	0.99	–	–	–	
Recycled: used oil	Tonnes	11.95	–	–	–	–	
Electricity savings: non-technical operations	kWh	–	1 392 253	139 000	49 492	1 059 129	
Water consumption	kl	471 453.80	–	–	–	–	
Potable water savings	kl	–	65	–	2 112	–	
Circular economy							
Capex avoided or saved through refurbishing, reusing and reselling network equipment	US\$	3 502 601.00	953 805.00	–	–	–	
Network waste diverted from landfills	kg	1 416 040	817 200	–	–	–	
Network waste reused	Tonnes	47.71	23.40	–	–	–	
Serialised e-waste recycled	Tonnes	606.20	293.60	–	–	–	
Bulk e-waste recycled	Tonnes	762.13	499.90	–	–	–	
Network equipment repaired or reused	Number	4 449	2 268.00	–	–	–	
Emissions avoided	tCO ₂ e	7 911.12	2 363.00	–	–	–	

† MTN SA only.

* Data represents select Opcos rather than the entire MTN footprint.

Data

 continued

Doing for planet	Unit	2023	2022	2021	2020	2019	Reference
Emissions intensity							
Subscribers	Number	295 000 000	289 100 000	272 000 000	–	–	
Revenue	Rm	216 341	207 003	181 646	–	–	
Data	GB	15 524 594 067	12 288 075 251	9 269 249 222	–	–	
Scope 1 and 2 emissions per subscriber	tCO ₂ e/subscriber	0.002	0.002	0.004	–	–	
Scope 1 and 2 emissions per revenue	tCO ₂ e/Rm	2.59	3.06	5.32	–	–	
Scope 3 emissions per 1 GB of data	tCO ₂ e/GB (x 1 000)	0.20	0.34	0.44	–	–	
Renewable energy projects: Buildings and data centres							
South Africa	Number	3	–	–	–	–	
Nigeria	Number	–	–	–	–	–	
Uganda	Number	–	–	–	–	–	
Ghana	Number	3	–	–	–	–	
Cameroon	Number	–	–	–	–	–	
Côte d'Ivoire	Number	–	–	–	–	–	
Renewable energy projects: Rural BTS sites							
South Africa	Number	151	–	–	–	–	
Nigeria	Number	2 863	–	–	–	–	
Uganda	Number	237	–	–	–	–	
Rwanda	Number	37	–	–	–	–	
Zambia	Number	209	–	–	–	–	
South Sudan	Number	43	–	–	–	–	
eSwatini	Number	–	–	–	–	–	
Ghana	Number	400	–	–	–	–	
Cameroon	Number	439	–	–	–	–	
Côte d'Ivoire	Number	218	–	–	–	–	
Benin	Number	178	–	–	–	–	
Guinea-Conakry	Number	226	–	–	–	–	
Congo-Brazzaville	Number	169	–	–	–	–	
Liberia	Number	361	–	–	–	–	
Guinea-Bissau	Number	100	–	–	–	–	
Sudan	Number	61	–	–	–	–	
Iran	Number	890	–	–	–	–	
Afghanistan	Number	–	–	–	–	–	
Renewable energy credits							
MTN Bayobab Dubai	MWh	252.4	–	–	–	–	
Vehicle fleet							
Electric vehicles (pure electric)	Number	8	–	–	–	–	
Hybrid electric vehicles	Number	16	–	–	–	–	
Conventional vehicles (diesel/petrol)	Number	2 049	–	–	–	–	
Total vehicles	Number	2 073	–	–	–	–	
CDP Score							
Climate change score	Rating	B	C	B-	C	C	
Supplier engagement	Rating	B-	A-	B	C-	B-	

Internal audit has been completed on 2023 data from January to September only for each Opco, excluding Sudan and Guinea Conakry.

MTN is revisiting the process for collecting waste data (Category 5) to ensure accuracy and completeness.

Emissions for employee commuting were estimated based on headcount; these estimates will be refined in the future with employee survey data.

MTN extrapolated franchise emissions based on a count of stores; this approach will be refined from 2024 onward.

Data continued

In efforts to continuously improve our reporting, we have explored the available data in greater depth, which has allowed us to uncover new data points that provide us with a clearer understanding, insight and perspectives on energy resource use that were previously unavailable.

	Total sites	Third-party owned and operated (fully outsourced)	Third-party owned/ operated by MTN	MTN-owned BTS sites	Total BTS sites	Data centres (include switch sites)	Total RT sites	MTN-owned RT sites	Buildings and stores
Number	46 402	41 293	2 283	2 286	45 862	88	2 988	682	452

Opco	Site breakdown	2023
South Africa	BTS sites: total	13 127
	BTS sites: MTN owned and operated	885
	BTS sites: third-party owned (MTN operated)	–
	BTS sites: fully outsourced	12 242
	Data centres and switch sites	28
	Buildings and stores	272
	Total sites	13 427
Nigeria	BTS sites: total	19 265
	BTS sites: MTN owned and operated	440
	BTS sites: third-party owned (MTN operated)	–
	BTS sites: fully outsourced	18 825
	Data centres and switch sites	30
	Buildings and stores	30
	Total sites	19 325
Uganda	BTS sites: total	3 414
	BTS sites: MTN owned and operated	83
	BTS sites: third-party owned (MTN operated)	–
	BTS sites: fully outsourced	3 331
	Data centres and switch sites	6
	Buildings and stores	42
	Total sites	3 462
Ghana	BTS sites: total	4 566
	BTS sites: MTN owned and operated	34

^ Inclusive of switching, data centres and enterprise access sites.

^^ Inclusive of offices, FCs, SCs and residences where emission input data is collected.

Opco	Site breakdown	2023
	BTS sites: third-party owned (MTN operated)	30
	BTS sites: fully outsourced	4 502
	Data centres and switch sites	8
	Buildings and stores	63
	Total sites	4 637
Cameroon	BTS sites: total	2 627
	BTS sites: MTN owned and operated	342
	BTS sites: third-party owned (MTN operated)	110
	BTS sites: fully outsourced	2 175
	Data centres and switch sites	6
	Buildings and stores	24
Côte d'Ivoire	Total sites	2 657
	BTS sites: total	2 863
	BTS sites: MTN owned and operated	502
	BTS sites: third-party owned (MTN operated)	2 143
	BTS sites: fully outsourced	218
	Data centres and switch sites	10
	Buildings and stores	21
	Total sites	2 894

^^ Including 49 IB, 157 rural and 20 TX sites.

Scope 3

Category	2023 Scope 3	% Difference (FY23 vs FY22)	Reason for change
1. Purchased goods and services	2 531 057	(29.5%)	Major decrease compared to 2022 owing to a significant decrease of emissions from outsourced Towerco's by MTN Nigeria
2. Capital goods	157 580	(3.6%)	Minor decrease compared to 2022 owing to a significantly lower capital expenditure by MTN Nigeria in 2023 compared to 2022
3. Fuel- and energy-related activities	133 390	(6.3%)	Minor decrease compared to 2022 owing to lower fuel and electricity consumption reported in Scope 1 and 2
4. Upstream transportation and distribution	15 918	46.6%	Major increase compared to 2022 owing to a significant increase of air freight by MTN Nigeria and MTN South Africa
5. Waste generation	–	(100.0%)	Data unavailable. Data collection process will be revised in 2024
6. Business travel	5 211	78.8%	Major increase compared to 2022 owing to a significant increase in air travel by MTN Dubai and ManCo, whereas all other Opcos decreased air travel or stayed consistent
7. Employee commuting	25 993	4.4%	No significant change
11. Use of sold products	223 066	(20.0%)	Moderate decrease compared to 2022, owing to a significant decrease of sold devices by all Opcos, except for MTN Congo-Brazzaville
12. End-of-life treatment of sold products	2 513	(21.8%)	Moderate decrease compared to 2022, owing to a significant decrease of sold devices by all Opcos, except for MTN Congo-Brazzaville
14. Franchises	30 643	n/a	Data on this category is only added this year as considered relevant. Emissions estimated based on available data on number of franchised stores and associated fuel and electricity consumption
15. Investments	27 676	430.0%	Major increase owing to a significant higher investment into Mascom and Simfy
Total	3 153 046	(25.4%)	

2023 data: internal audit has been completed from January to September only for each Opco, excluding Sudan and Guinea Conakry.

Doing for people

Broad social inclusivity lies at the heart of MTN's vision, reflecting our belief that everyone deserves the benefits of a modern, connected life. Those not digitally connected risk exclusion from life-enhancing online services, presenting a challenge that demands our attention. Sub-Saharan Africa, in particular, faces a dire situation where less than a quarter of households have internet access. Specific categories of people face the most significant challenges in adopting digital technologies, including women, individuals with disabilities, children, youth, older persons, those with low incomes and residents of remote areas.

Our commitment to more sustainable societies stems from the understanding that everyone, regardless of background or location, should have access to the opportunities provided by digital connectivity. By driving digital and financial inclusion, upskilling our workforce with future-fit skills, fostering diversity and inclusion, and uplifting communities through CSI initiatives, MTN is actively contributing to positive social change in the markets we serve. We recognise that our growth is inseparable from the health and prosperity of the communities in which we operate.



We are doing for the society by

Accelerating digital inclusion

- Rural connectivity
- Affordable data and handsets
- Digital adoption

Driving financial inclusion

- Convenient, low-cost transacting
- Saving
- Micro-lending
- Insurance remittances

Fostering a skilled, diverse and inclusive society

- In our workplace
- In our communities
- In our retail outlets

Uplifting our communities

- Developing digital skills
- Women and youth empowerment
- Investing in national priority areas
- **y'ello** Care

Disclosures

Focus area	Description	Read more at the following links
Digital inclusion	MTN's approach to digital inclusion aims to foster economic growth and empower all segments of society, particularly women and youth, through affordable and accessible communications. Leveraging its customer base, local presence and insight, MTN has built a digital ecosystem, including ayoba, a super-app tailored for African users. Ayoba breaks down barriers to digital access by offering encrypted messaging, rich media services and locally relevant content. It promotes financial inclusion by integrating services for mobile financial transactions. As an open platform, ayoba encourages third-party innovation, enabling businesses and content providers to engage with customers and create tailored experiences for local communities, thereby driving digital inclusion and socioeconomic development.	–
Financial inclusion	Financial inclusion is a potent enabler of socioeconomic development that empowers the most vulnerable in society. MTN's mobile money (MoMo) services include instore payments, remittances, prepaid services, mobile wallets, micro-loans and microinsurance. Through MoMoPay, we offer small businesses a secure, convenient and efficient payment method that can be tailored to meet their unique needs. These services are available to individuals and several additional services are accessible to small and medium enterprises through MoMoBusiness.	https://www.mtn.com/wp-content/uploads/2023/03/MTN-Position-on-Financial-Inclusion.pdf
Diversity and inclusion	MTN's approach to diversity and inclusion is grounded in fostering an inclusive environment where all individuals, including women, youth and differently abled persons, have equal opportunities to thrive and contribute. Guided by global standards and principles, MTN embraces diversity across nationality, generations, ethnicities and abilities, recognising the richness it brings to the organisation. Leadership accountability, workforce practices and community engagement are pivotal in advancing diversity and inclusion. Key principles include promoting equality, eliminating discrimination and providing support for professional development and advancement. MTN upholds a zero-tolerance policy towards harassment and discrimination, ensuring a safe and inclusive workplace for all. The company's governance structure oversees the implementation of diversity and inclusion policies and initiatives, reinforcing MTN's commitment to creating a diverse and inclusive culture across its operations.	https://www.mtn.com/wp-content/uploads/2023/09/MTN-Position-on-Diversity-and-Inclusion.pdf
Labour practices	MTN is committed to responsible labour practices guided by internationally recognised standards and legal obligations across its diverse footprint. The Group upholds key principles focusing on non-discrimination, fair treatment and equal opportunities for all employees. MTN prohibits all forms of discrimination and harassment and ensures equal pay for work of equal value. We also prioritise fair wages, benefits and working hours, complying with local legislation and industry standards. Additionally, MTN respects freedom of association, expression, privacy and security, granting employees the right to freely communicate and associate without fear of reprisal. This commitment extends to protecting the rights of individuals using MTN services, aligning with applicable laws and regulations in each jurisdiction.	https://www.mtn.com/wp-content/uploads/2023/09/MTN-Position-on-Labour-Practices.pdf
Occupational health and safety	MTN is committed to achieving world-class Occupational Health and Safety (OHS) standards, prioritising the safety of employees, customers and stakeholders. Our approach is guided by internationally recognised standards and local legislation. Key principles include maintaining an integrated OHS management system, compliance with statutory requirements, proactive risk management, and incident reporting and analysis. MTN also focuses on communicable disease control, incident reporting and the control of health and safety records. The Group ensures ongoing communication and training on OHS guidelines, including safety measures for remote work and driving MTN's company vehicles.	https://www.mtn.com/wp-content/uploads/2024/04/MTN-Position-on-Occupational-Health-Safety.pdf
Corporate social investments	MTN's CSI strategy is guided by internationally recognised standards and aligned with the socioeconomic wellbeing of the communities and nation states we serve. Key principles include making meaningful contributions to improve lives; ensuring inclusivity and stakeholder involvement; alignment with business strategy; compliance with laws and regulations; and maintaining integrity and accountability in governance. Our focus areas include ICT skills, national priority areas and disaster relief, with a particular emphasis on digital inclusion for women and youth.	https://www.mtn.com/wp-content/uploads/2024/04/MTN-Position-on-CSI.pdf
Supplier Code of Conduct	MTN's Supplier Code of Conduct emphasises ethical and sustainable business practices, human rights, fair workplace practices and zero tolerance for bribery and corruption. Suppliers are expected to comply with labour and human rights laws, ensure freely chosen employment, prohibit child labour, ensure non-discrimination and fair treatment, provide fair wages and working hours, and support social upliftment in communities. Additionally, suppliers must respect freedom of association, expression, privacy and security, and provide a safe and healthy working environment in compliance with applicable standards and regulations.	https://www.mtn.com/wp-content/uploads/2023/03/Supplier-Code-of-Conduct-1.pdf

Data

Doing for people	Unit	2023	2022	2021	2020	2019
Total employees	Number	17 569	17 462	16 390	19 295	19 288
Contractors and temporary employees	% of total employees	12	15	15	16	16
Employees retrenched	Number	165	99	139	22	100
Female representation	%	40	40	39	38	37
• Females at Group Board level	Number	5	4	4	2	–
• Female representation at Board [^]	%	36				
• Females at Group Executive Committee level	%	25	25	27	28	–
• Female management level 3 and up	%	34	33	31	29	28
• Females in succession pool	%	33	29	28	24	21
• Female senior management level 3H and up	%	33	32	29	27	26
• Females in middle management	%	35	34	31	30	29
Gender pay gap overall						
Mean salary pay gap	%	20.7	23	25	29	–
Median salary pay gap	%	20.1	24	24	25	–
Mean bonus gap	%	33.9	41	28	36	–
Median bonus gap	%	23.5	17	13	21	–
Gender pay gap breakdown*						
Females at Group Executive Committee level						
Total mean pay gap	%	37.9	61.3	20	–	–
Total median pay gap	%	31.5	54	3	–	–
Female leadership segment						
Total mean pay gap	%	8.9	6.7	12	21	–
Total median pay gap	%	6.8	8.1	12	18	–
Female management segment						
Total mean pay gap	%	7.5	9	7	6	–
Total median pay gap	%	7.4	9	6	7	–
Female staff segment						
Total mean pay gap	%	11.5	12	10	12	–
Total median pay gap	%	10.7	10.3	8	10	–

[^]Indicator was not previously reported.

*Key notes to gender pay computations:

1. Our gender pay gap computations is based on the key principles derived from the UK Pay Gap Methodology.

2. The 2023 reported gender pay gap percentages independent reviewed by EY as part of the Agreed Upon Procedure guidance.

3. Gender pay is based on actual gross pay received by eligible employees (active on payroll as at December) during the period 1 January to 31 December of each year respectively.

4. Computations may be subject to a 1% to 2% minor margin of difference.

5. The 2023 Group consolidated pay gap comprises all eligible employees across 20 Markets/Business Groups and is computed using South African Rand (ZAR) as the common base currency.

6. Computations for the 2023 financial year excludes Irancell, Afghanistan, ISP operator - Botswana Business Solutions and ayoba.

7. 'Mean' and 'median' are two different calculations. To calculate the mean, the values (e.g. monthly pay or bonus pay) are added together and divided by the number of employees. The median is the number in the middle of all values, when arranged from lowest to highest.

Data continued

Doing for people	Unit	2023	2022	2021	2020	2019
Differently abled staff	%	0.8	0.7	0.5	0.6	0.4
Collective bargaining: Unionised employees						
• Employees unionised (South Africa)^	%	18	21	6	5	10
• Employees unionised (Group)	%	14	15	10	–	–
• Employees not unionised (Group)	%	58	75	40	–	–
• Employees with unknown status of union membership (Group)	%	28	10	44	–	–
• Incidents of discrimination	Number	20	24	9	1	–
Learning and development						
• Spend	Rm	307	280	190	136	282
• Time spent on employee development*	Total hours	1 832 189	1 363 200	1 202 825	898 300	571 445
• Hours per employee	Hours	69	78	73	45	30
Employee culture survey results (Global Culture Audit)	%	83	83	80	81	80
Permanent employees receiving performance review	%	91	91	89	97	99
All employees per region						
Total	Number	17 569	17 462	16 390	19 295	–
• Southern, Eastern Africa (SEA)	Number	7 212	6 547	5 889	6 624	6 782
• West and Central Africa (WECA)	Number	5 621	6 231	6 255	6 286	6 052
• Middle East and North Africa (MENA)	Number	3 092	3 137	3 076	4 928	5 040
Head office	Number	1 621	1 458	1 103	1 326	1 281
Business solutions	Number	23	89	67	131	135
Nationalities represented across workforce	Number	72				
Employee breakdown per age						
Centennials (1996 to present)	%	6	4	2	2	2
Millennials (1976 to 1995)	%	78	78	80	79	81
Generation X (1966 to 1975)	%	15	16	16	18	15
Baby boomers (before 1966)	%	1	1	2	2	2
New external hires breakdown by gender						
Total new employees	Number	2 242	1 313	1 023	524	1 229
Male	%	53	55	55.1	65.6	64.4
Female	%	47	45	44.9	34.4	35.6
Employee turnover breakdown						
Total	%	8.46	8.16	9.9	5.6	5.3
Voluntary	%	5.70	6.42	6.5	3.1	4.0
Involuntary	%	2.76	1.74	3.3	2.4	1.3

* The computation methodology for learning hours has been revised to allow for consistency with local labour prescribed reporting requirements. The definition of learning hours will additionally include experiential learnership and bursary learning. Accordingly, learning hours for the 2021, 2022 and 2023 financial years have been adjusted for computational parity and comparability.

^ Limited to South Africa.

Data

 continued

Doing for people	Unit	2023	2022	2021	2020	2019
Male	%	62	57	54.7	60	56.3
Female	%	38	43		40	43.7
Digital inclusion: Ayoba						
Active monthly users	Millions	35.8	21.7	11.6	5.5	2
Live markets	Number	17	18	17	16	12
Languages supported	Number	23	23	23	22	16
Average active channel users per month	Number	1 364 916	960 738	549 639	–	–
Average active monthly micro-app users per month	Number	303 124	220 000	19 209	–	–
Average monthly active gaming users per month	Number	469 805	605 000	64 519	–	–
Number of channels	Number	374	287	219	–	–
Number of micro-apps	Number	556	297	32	–	–
Total beneficiaries completing the Solution Space E:track programme	Number	103	251	285	–	–
Total ventures supported through the Solution Space E:track programme	Number	55	15	152	–	–
Number of E:track ventures progressing to Phase 2	Number	15	15	15	–	–
Total youth participating in the Philippi Village developer programme	Number	30	30	30	–	–
Financial inclusion: MoMo						
Mobile financial services (MoMo)						
Registered MoMo accounts	Millions	158.5	116.1	101.0	–	–
MoMo monthly active users	Millions	72.5	69.1	56.9	–	–
Total volume of transactions	Millions	17.6	13.4	9.9	–	–
Total value of transactions	US\$bn	272.1	221.3	191.2	–	–
Total active agents	Millions	1.3	1.3	1.0	–	–
Average value of transactions facilitated per month	US\$bn	22.7	18.4	15.9	–	–
Total markets offering fintech services	Millions	16	16*	16	–	–
MoMoPay						
Total MoMoPay merchants	Millions	2.1	1.5	0.78	–	–
Total MoMoPay unique users	Millions	9.5	10.4	6.4	–	–
MoMoBusiness						
Total countries offering MoMoBusiness	Number	12	11	6	–	–
MoMoKash						
Value of disbursements per month	US\$m	158.3	117	100	–	–
Value of disbursements per year	US\$bn	1.9	1.1	1.2	–	–
Markets served	Number	9	7	7	–	–
Average loan amount	US\$	27.01	26.47	20.49	–	–
Total daily loans	'000	89.8	75.3	72.9	–	–
Remittances						
Total value of remittances facilitated	US\$bn	3.3	2.2	2.0	–	–
Total number countries offering MoMo remittance transfers	Number	13	11	11	–	–
MoMo remittance corridors enabled	Number	616	544	109	–	–

* The previous year's 2022 figures have been restated to correct a capturing error in the calculation of Total Markets offering fintech services data. The corrected figures have been included in the current report to ensure accuracy and transparency.

Data

 continued

Doing for people	Unit	2023	2022	2021	2020	2019
Insurance						
Total number of aYo customers enrolled	Millions	23.5	20.5	16.1	–	–
Total active aYo customers	Millions	4.1	4.3	6.3	–	–
Total number of MTN InsurTech customers	Millions	23.9	20.9	16.4	–	–
Total countries offering MTN InsurTech	Number	7	5	4	–	–
MoMo Application Programming Interface (API)						
Total API calls facilitated	Billions	2.7	1.6	0.68	–	–
Total API partners	Number	2 346	1 697	1 065	–	–
Total countries with live MoMo Open API	Number	14	12	11	–	–
Network and coverage						
Capex invested on fixed and mobile network	Rbn	63.6*	38.2	32.7	–	–
Total rural broadband coverage	%	89.18	87.79	83	–	–
Additional rural sites rolled out	Number	1 434	1 669	912	–	–
Total number of people with rural coverage	Millions	35.8	30.8	23	–	–
Total FTTH customers	Number	23 030			–	–
2G sites rolled out	Number	4 455	2 974	3 195	–	–
3G sites rolled out	Number	3 317	3 498	3 566	–	–
4G sites rolled out	Number	5 326	7 993	9 158	–	–
5G sites rolled out	Number	2 251	1 570	849	–	–
Data traffic carried monthly	PB	~1 583.80	~1 136.91	–	–	–
Data traffic carried by 4G	%	88	85	–	–	–
5G population coverage in South Africa	%	35.50	21.49	–	–	–
5G population coverage in Nigeria	%	11.25	3.17	–	–	–
5G population coverage (entire footprint)	%	8.86	3.20	–	–	–
4G population coverage (entire footprint)	%	79.39	73.98	68.3	–	–
3G population coverage (entire footprint)	%	87.95	86.30	82.8	–	–
2G population coverage (entire footprint)	%	92.66	91.86	89.6	–	–
New 4G customers (entire footprint)	Millions	32.25	45	–	–	–
(R3) Additional remote sites	Number	1 434	1 669	912	–	–
OpenRAN commercial	Number of base stations	1 130	1 130	712	–	–
Additional rural rollout partners this year	Number	–	7	–	–	–
Total rural rollout partners	Number	9	12	–	–	–

* Including IFRS 16 leases (R41.1 billion ex-leases).

Data

 continued

Doing for people	Unit	2023	2022	2021	2020	2019
Total proprietary-owned fibre	km	114 000	105 000	100 000	–	–
Number of submarine cables	Number	16	15	15	–	–
New cross-border links across Africa	Number	25	16	15	–	–
Terrestrial fibre laid down	km	7 000	5 000	15 000	–	–
Number of customer success centres	Number	2	n/a	n/a	–	–
Affordability and data connectivity: chase						
Average cost of 1GB data	Rand	9.4	11.4	13.58	–	–
Reduction in the average cost of data	%	17.5	16.79	15.3	–	–
Total markets within the affordability range advised by the United Nations	Number	16	16	16	–	–
Opcos with data retention models implemented	Number	10	6	2	–	–
Integrated bundles penetration across our base at a Group level	%	20.2	17.9	16.5	–	–
Voice subscriber base growth	%	1.98	6.14	1.08	–	–
Number of active data subscribers	Millions	149.67	136.99	121.98	–	–
Total active member: Youth Pulse	Millions	79.9	2	–	–	–
Number of smartphones (3G and 4G) distributed	Millions	2.9	2.57	3.1	–	–
Total smartphones registered on the MTN network	Millions	183.24	165.05	145.54	–	–
Total number of people trained on digital literacy	Millions	15.7	20	24	–	–
Number of Nigerians trained on digital literacy	Millions	4.9	15	18	–	–
Corporate social responsibility (CSI)						
Total contribution to society	Rbn	159	149	115	–	–
Total MTN Foundation and CSI investment	ZAR	220 350 341	228 856 006	163 000 000	–*	–
Total CSI beneficiaries	Millions	3.5	5.4	9.9	–	–
Total youth CSI beneficiaries	Millions	2.9	4.8	7.5	–**	–
Total youth scholarships across all markets	Number	2 605	1 846	1 629	–	–
Total women and young girl CSI beneficiaries	Millions	0.13	2.5	3.2	–**	–
Number of differently abled persons supported	Number	6 255	10 621	11 665	–**	–
Number of projects implemented	Number	164	164	157	–	–
Number of beneficiaries upskilled and trained	Number	39 865	144 850	130 674	–	–
Number of beneficiaries placed in employment opportunities	Number	677	10 497	2 446	–	–
Total digital learning/computer laboratories established	Number	70	86	21	–	–

* Changes in values of CSI from 2022 related to process improvements in reporting.

** Due to online data privacy and POPIA act, we are unable to disaggregate online beneficiaries by age, gender or other categories unless directly provided by beneficiaries.

Data

 continued

Doing for people	Unit	2023	2022	2021	2020	2019
Total MTN Skills Academy participants	Number	19 076	–	–	–	–
Y'ello Care overall beneficiaries (direct only):	Number	13 313	14 536	–	–	–
Total participants in data analytics training with SAS	Number	201	100	–	–	–
Total operating companies participating in data analytics training	Number	12	–	–	–	–
Total employee volunteers	Number	4 192	4 057	587	–	–
Health and safety						
MTN staff COVID-19 infections	Number	0	191	1 404	–	–
MTN staff COVID-19-related deaths	Number	0	0	10	–	–
Workplace-related deaths	Number	0	0	0	–	–
Workplace-related serious injuries	Number	3	1	1	4	23
Lost time incident rate	Number	0	1.2	0.0019	–	–
Total recordable work-related injuries	Number	5	0	0	–	–
Total recordable injury rate	Number	28.5	0.23	0.2	–	–
First aid training	Number	46	–	–	–	–
Firefighting training	Number	46	–	–	–	–
Responsible supply chain						
Total vendors in supply chain	Number	19 156	19 000	–	–	–
Total local spend in Nigeria	US\$m	1 774	1 530	1 109	–	–
Total local spend in South Africa	US\$m	946	994	1 025	–	–
Number of new suppliers acknowledging MTN's Code of Conduct	Number	1 178	1 102	1 185	–	–
Total virtual supplier training session participants	Number	1 010	465+	670	–	–
Corrective action plans raised from JAC audits in 2023						
a) Health and safety	%	45				
b) Working hours	%	18				
c) Environment	%	11				
d) Wages and compensation	%	10				
Suppliers prequalified following due diligence (total suppliers assessed)	Number	1 178	1 132	1 185	–	–
Total number of audits and surveys carried out, including:	Number	150	–	1 237		
a) Joint Audit Co-operation (JAC) audits	Number	123	–	–	–	–
b) VAP audits	Number	14	–	–	–	–
c) Mobile workers surveys (MWS)	Number	13	–	–	–	–
Total number of workers in facilities where MWS were carried out	Number	10 342	–	–	–	–
Number of different countries in which audits were carried out	Number	22	–	–	–	–
Suppliers approved for sourcing activities	Number	1 206	1 093	1 175	–	–
Suppliers not approved* for sourcing activities	Number	30	50	62	–	–

* Due to compliance and financial risks.

Doing it right

Our focus on 'Doing it right' underscores the critical importance of good corporate governance in guiding our actions and decisions. Not only is robust governance integral to MTN's identity as a responsible corporate entity, but it also serves as a cornerstone for the wellbeing and satisfaction of the diverse spectrum of individuals and communities we serve.

We are doing it right by

Safeguarding our people and customers

- Enhancing information and cybersecurity
- Respecting digital human rights
- Treating customers fairly
- Promoting health, safety and wellbeing
- Ensuring electromagnetic frequencies (EMF) and 5G safety

Embedding ethical and responsible business practices

- Promoting ethical conduct
- Entrenching fair competitive practices
- Managing and reducing risks
- Committing to compliance

Partnering for an ethical supply chain

- Responsible and inclusive procurement
- Embedding sustainability across our supply chain

Ethics forms the bedrock of MTN's governance principles, shaping a culture where every action aligns with the highest standards of integrity. Compliance with laws and regulations is not merely a legal obligation for MTN; it is a pledge to ensure we operate ethically, transparently and in harmony with the societal norms of the regions we serve.

As a digital service provider, we acknowledge our responsibility to keep society safe through data privacy measures and cybersecurity practices. We also champion child safety online while preserving a free and fair internet that respects digital human rights. Moreover, embedding sustainable practices across our supply chain acknowledges that corporate responsibility transcends operational boundaries, resonating with MTN's commitment to positively impacting the environment and society.

In essence, ethical conduct, legal adherence and risk management are the foundation of our reputation as a responsible corporate citizen and a trusted telecoms partner.



Disclosures

Focus area	Description	Read more at the following links
Code of ethics and conduct	MTN's Code of Ethics and Conduct underscores honesty, integrity, diligence and professionalism in all business affairs. It emphasises ethical conduct, compliance with laws and regulations, and a zero-tolerance approach towards non-compliance. Key principles include transparency, ethical relationships with stakeholders, continuous learning on ethical behaviour, and encouraging reporting of unethical behaviour. MTN maintains various policies governing ethics and conduct and encourages employees to report violations through designated channels.	https://www.mtn.com/wp-content/uploads/2024/04/MTN-Position-on-Code-of-Ethics-Conduct.pdf
Digital human rights	MTN's digital human rights principles centre on respect for fundamental principles and adherence to global standards. The Group is aligned with key frameworks including the UNGC and the UN Guiding Principles on Human Rights. We respect the digital rights of all individuals, regardless of race, gender, or affiliation, to freedom of expression and privacy. MTN employs a due diligence framework, guided by the UN Guiding Principles, to assess and respond to digital human rights incidents, ensuring fair remedies and engagement with stakeholders. In addition, we strive to comply with local laws while providing platforms for stakeholders to address concerns.	https://www.mtn.com/wp-content/uploads/2024/04/MTN-Position-on-DHR.pdf
Responsible marketing	MTN's responsible marketing practices revolve around respect, accuracy, and inclusivity. We ensure that all marketing efforts are legal, honest and respectful to consumers and stakeholders. Our marketing activities avoid violence, discrimination and harmful stereotypes, aiming to depict people as empowered individuals. Key principles include a zero-tolerance policy towards racism and discrimination, avoidance of marketing content that exploits children, and truthful representation of products and services. MTN also ensures compliance with advertising regulations, respects privacy rights and promotes responsible data usage in targeted marketing efforts.	https://www.mtn.com/wp-content/uploads/2024/04/MTN-Position-on-Responsible-Marketing.pdf
Treating customers fairly	MTN's approach to treating customers fairly focuses on transparency, control and responsiveness to customer needs. Key principles include ensuring pricing information is clear, providing customers with options to authenticate and manage their access to services, offering "do not disturb" features to control promotional messages, and giving customers control over subscriptions after free trial periods. MTN also limits the timing of certain messages to avoid disturbing customers during late hours.	https://www.mtn.com/wp-content/uploads/2024/04/MTN-Position-on-Treating-Customers-Fairly.pdf
Communications and editorial guidelines	MTN's communications and editorial guidelines emphasise transparency, accuracy and respect for stakeholders. Key principles include prompt disclosure of material information, providing clear and reliable communication to the public, adhering to governance approval processes, and compliance with national and international communication standards and laws. MTN promotes freedom of expression, pluralism and diversity while upholding human rights and intellectual property laws. Additionally, we are committed to protecting minors from harmful content and ensuring that communications with customers are complete, understandable, and respectful. MTN also upholds media ethics, including safeguarding privacy, respecting intellectual property laws, and promoting healthy, informed and democratic values in content development.	https://www.mtn.com/wp-content/uploads/2024/04/MTN-Position-on-Communications-Editorial-guidelines.pdf
Information security	MTN's information security practices are designed to protect information assets from various threats to ensure business continuity and resilience. The key principles of our information security strategy include confidentiality, integrity, and availability of information. The Group adheres to globally defined standards such as the NIST Cyber Security Framework and ISO/IEC 27001:2013. MTN's policies cover governance, asset management, human resources security, physical security, operations security, communications security, access control, information system acquisition, development, and maintenance, incident management, business continuity, resilience management, and compliance with local laws and regulations. These policies and standards aim to align with business objectives, best practices, and user awareness requirements.	https://www.mtn.com/wp-content/uploads/2024/04/MTN-Position-on-Information-Security.pdf

Disclosures continued

Focus area	Description	Read more at the following links
Data protection and privacy	MTN protects the privacy rights of data subjects and ensures compliance with applicable regulatory and legislative requirements. The Group follows globally defined standards such as ISO/IEC 27001:2013, NIST cybersecurity framework, GDPR, POPIA and the King IV Code on Corporate Governance. The Group collects and processes personal information lawfully, striving to limit collection to what is relevant and necessary. Key principles include accountability, lawful processing, consent, protection of personal information by third parties, restriction on cross-border data transfer, compliance with direct marketing regulations and ongoing risk assessments. Customers have rights to access, correct, object to use, opt-out of marketing messages and request erasure of their personal information. We have implemented security practices and procedures to protect personal information from unauthorised access, disclosure, loss or damage.	https://www.mtn.com/wp-content/uploads/2024/04/MTN-Position-on-Data-Privacy-and-Protection_.pdf
Privacy notice	MTN's Privacy Notice describes how the Group processes personal data, explains individual's rights in relation to the personal data the Group processes, and states our commitment to process personal data in a compliant, ethical and secure manner. Our Privacy Notice enumerates rights such as access, correction, objection, consent withdrawal, automated processing, disposal, complaints and civil proceedings and provides information about the right to lodge complaints with the Information Regulator (South Africa).	https://www.mtn.com/wp-content/uploads/2023/06/MTN-Group-Public-Privacy-Notice.pdf
Fraud	MTN adheres to high ethical, moral and legal standards, fostering a zero-tolerance fraud culture. The Group prohibits various forms of fraud, corruption, theft, cybercrime and other dishonest activities. Employees are expected to prevent, detect and report fraud, with support from internal controls and mechanisms. Employees are furthermore encouraged to report suspected fraud or misconduct promptly, with protections against retaliation. We provide a secure platform for anonymous reporting, governed by global standards and MTN's Whistle-blowing Policy.	https://www.mtn.com/wp-content/uploads/2024/04/MTN-Position-on-Fraud.pdf
Conflicts of interest	MTN defines conflicts of interest as situations where personal interests may influence official duties and implements processes to identify, disclose, assess and manage such conflicts. Employees are required to declare their interests annually, with non-compliance subject to internal disciplinary processes. Key principles include acting in the best interests of the Group, exercising sound judgement, utilising company resources for the Group's benefit, avoiding conflicts between personal financial interests and professional duties, and recusing oneself from decision-making processes where personal interests are involved. Additionally, MTN strictly prohibits political involvement on behalf of the company or using the MTN brand for personal political gain.	https://www.mtn.com/wp-content/uploads/2024/04/MTN-Position-on-Conflicts-of-Interests.pdf
Gifts, hospitality and entertainment	MTN maintains an objective relationship with customers and third parties to comply with laws and protect our reputation with regard to gifts, hospitality and entertainment. While recognising their role in improving relations, MTN implements strict controls to prevent misuse. The Group's no-gift policy mandates declaration of all gifts, entertainment and hospitality in a register. Acceptable instances include strengthening business relationships, accepting occasional gifts per policy, discounts available to all employees and legitimate entertainment associated with fostering business relationships. Unacceptable gifts include cash or equivalents, gifts with expectations and adult entertainment. Transparency is ensured in dealings with government officials and third-party sponsorships are subject to approval to avoid reciprocal expectations.	https://www.mtn.com/wp-content/uploads/2024/04/MTN-Position-on-Gifts-Hospitality.pdf
Anti-bribery and corruption	MTN maintains a zero-tolerance policy towards bribery and corruption, considering violations of anti-corruption laws serious offences. Key principles include refraining from offering or accepting bribes, gifts or entertainment to influence decisions, working ethically with government officials and avoiding facilitating payments to expedite actions. Due diligence is conducted before engaging third parties and employees involved in procurement processes must disclose any conflicts of interest. Strict record-keeping is maintained and non-compliance can result in disciplinary action or legal consequences.	https://www.mtn.com/wp-content/uploads/2024/04/MTN-Position-Anti-Bribery-Corruption.pdf
Political contributions	MTN's approach to political contributions centres on supporting democracy through non-cash donations, avoiding cash contributions to political parties. Contributions are in-kind, aligned with local laws and proportional to political representation. MTN prioritises transparency, ethics and non-partisanship, ensuring donations do not compromise its values or reputation. Employees' personal political activities are respected but clear separation from MTN is mandated.	https://www.mtn.com/wp-content/uploads/2024/04/MTN-Position-on-Political-Contributions.pdf
Whistle-blowing	MTN's whistle-blowing approach prioritises ethical conduct and transparency, encouraging employees and partners to report concerns promptly and in good faith. Confidential and anonymous reporting channels are provided to ensure protection against retaliation. MTN adheres to relevant legislation, protecting whistle-blowers from reprisals. Key principles include protecting whistle-blowers, maintaining confidentiality, providing personal protection, if needed, and prohibiting retaliation. Reporting can be done anonymously through various channels to ensure proactive risk mitigation.	https://www.mtn.com/wp-content/uploads/2024/04/MTN-Position-on-Whistle-blowing.pdf

Disclosures continued

Our ESG rankings

With ESG at the core of Ambition 2025, we take sustainability seriously and are committed to continuous improvement. We respond to a variety of environmental, social and governance (ESG) rating agencies, each with its own unique approach to evaluating companies' ESG performance. While this helps us to benchmark and track our progress, it can also be a challenge to ensure our disclosures align with the different methodologies and timeframes required by each agency. Nevertheless, we are committed to transparency and reporting on our progress in a way that is meaningful and relevant to our stakeholders.

Rating agencies	Changes from the previous year
Sustainalytics	Improved ESG rating from '26.24' to '22.2' 'Medium risk' band a 4.5-point improvement. Our target for the year to move towards the lower end of Medium with a target of 25.1 has been achieved and exceeded. • This is a result of an improvement across six out of eight key areas, with the greatest improvement in the areas of business ethics. • Carbon (own operations) and data privacy and security are the two areas with no change from the previous year's score. • Regulatory scrutiny for product governance, including network quality and marketing practices are areas requiring more attention, as failure to comply with regulators may result in significant monetary penalties and could adversely affect customers' confidence in our services. • Heightened exposure to data privacy and security risks owing to the high volume of customer data it processes. • MTN's focus on emerging markets exposes it to elevated business ethics risks. As it was flagged as operating in countries with high levels of corruption, e.g. Nigeria. • Although the company has planned exit in the Middle East, it is still exposed to elevated business ethics risks through its ongoing operations in high-conflict countries.
S&P Global ESG rating	MTN's score decreased by two points to a score of 45 in 2023, compared to 47 in 2022. We would like to note that S&P has changed its methodology to include a new Global ESG score, which is a combination of company disclosures, media analysis and stakeholder engagement. This change has resulted in a new set of recommendations for improvement areas, which we are committed to addressing. Specifically, we will focus on enhancing our environmental reporting on water and waste, and place greater emphasis on biodiversity and deforestation. We will also focus on improving our talent attraction and retention strategy to remain competitive within the industry.
Morgan Stanley Capital International (MSCI)	MTN's rating is unchanged at 'AA' MTN leads most global peers in corporate governance practices. Led by a fully independent Chair, the Board is majority independent and backed by fully independent audit, pay and nomination committees. Such practices may enhance oversight of management. Further, MTN's labour management initiatives are relatively strong compared to those of industry peers. However, business ethics and tax-related allegations (as of August 2023), weigh on the company's assessment.

Data

Doing it right	Unit	2023	2022	2021	2020	2019	Reference
Ethics-related queries and concerns	Number	254	53	116	188	132	GRI JSE
Suppliers trained on ethics and fraud management	Number	1 010	670	–	–	–	
Ethics e-learning course completion by staff	Number	6 246	5 669	7 105	10 284	–	GRI JSE
Calls to tip-offs anonymous whistle-blowing hotline: Fraud	Number	119	123	137	–	–	
Conflict of interest declarations	% of employees	526	58.4 [†]	83.2	69	55	
Additional certified ethics officers	Number	1	6	5	–	7	
Ethics: Disciplinary sanctions outcomes total	Number of individuals	124	347	369	355	232	GRI JSE
Not guilty	Number of individuals	12	28	28	14	7	
Counselling	Number of individuals	15	4	3	4	8	
Verbal warning	Number of individuals	25	32	38	39	63	
Written warning	Number of individuals	67	116	93	96	44	
Final written warning	Number of individuals	27	68	33	47	38	
Suspension	Number of individuals	18	21	14	14	17	
Dismissal	Number of individuals	70	72	70	75	41	
Pending	Number of individuals	16	4	89	66	14	
Instances of employees acknowledging colleague ethics/integrity (recognition system introduced in 2017)	Number	567	66 496	14 959	113 010	121 480	
Fraud: Disciplinary sanctions outcomes total	Number of charges	211	221	284	–	–	GRI JSE
Not guilty	Number of charges	17	31	48	–	–	
Counselling	Number of charges	3	9	11	–	–	
Verbal warnings	Number of charges	12	9	6	–	–	
Written warnings	Number of charges	8	29	16	–	–	
Final written warnings	Number of charges	10	36	27	–	–	
Suspension	Number of charges	1	0	–	–	–	
Dismissal	Number of charges	130	95	133	–	–	
Pending	Number of charges	20	12	41	–	–	
Employee resigned	Number of charges	9	–	2	–	–	
Data privacy							
Total substantiated complaints concerning breach of customer privacy and loss of customer data	Number	4	24	–	–	–	
Total markets with privacy regulations	Number	14	11	11	–	–	
Number of employees trained on data privacy management [^]	Number	8 108	–	–	–	–	
Number of privacy audits/risk assessments conducted [^]	Number	37	–	–	–	–	
Number of privacy audits conducted [^]	Number	13	–	–	–	–	
Number of privacy risk assessment conducted [^]	Number	24	–	–	–	–	
Notification of data subjects in case of data sharing under legal requirements	Number	–	–	–	–	–	

[^] Through the implementation of new data privacy activities, we have extracted valuable new data points that have improved our understanding of this area.

Data continued

Our Board of Directors

The company acknowledges that an effective board must have the expertise and competence to promptly and appropriately address current and emerging issues to ensure the delivery of strategy.

For detailed profiles of our Board of Directors, please refer to our MTN Group website.

Board members	Role	Appointed	Tenure	Age	Gender	Attendance (all meetings)
Mcebisi Jonas	Chairman Independent non-executive director	2018	6	64	Male	9/9 [^] 4/4 [°]
Dr Khorso Mokhele	Lead independent non-executive director	2018	6	70	Male	9/9 [^] 4/4 [°]
Noluthando Gosa	Independent non-executive director	2021	3	61	Female	9/9 [^] 4/4 [°]
Nicky Newton-King	Independent non-executive director	2023	1	58	Female	9/9 [^] 4/4 [°]
Sindi Mabaso-Koyana	Independent non-executive director	2020	4	55	Female	9/9 [^] 4/4 [°]
Nosipho Molohe	Independent non-executive director	2021	3	60	Female	9/9 [^] 1/4 [°]
Shaygan Kheradpir	Independent non-executive director	2015	9	64	Male	9/9 [^] 3/4 [°]
Stan Miller	Independent non-executive director	2016	8	66	Male	9/9 [^] 4/4 [°]
Nkululeko Sowazi	Independent non-executive director	2016	8	61	Male	9/9 [^] 3/4 [°]
Lamido Sanusi	Independent non-executive director	2019	5	63	Male	9/9 [^] 3/4 [°]
Tim Pennington	Independent non-executive director	2022	2	64	Male	9/9 [^] 4/4 [°]
Vincent Rague	Independent non-executive director	2019	5	66	Male	9/9 [^] 3/4 [°]
Ralph Mupita	Executive director	2017	7	52	Male	9/9 [^] 4/4 [°]
Tsholofelo Molefe	Executive director	2021	3	56	Female	9/9 [^] 4/4 [°]

[^] Scheduled Board meetings

[°] Special Board meetings

Data

 continued

Board members	Director affairs and governance	Group finance and investment	Human Capital and Remuneration	Social Ethics and Sustainability	Risk management and compliance	Audit Committee	Other directorships
Mcebisi Jonas	✓		✓				Ntiso Investment Holdings Khwela Capital Northam Platinum BKB Ram Hand-to-Hand Couriers Nimble Groups Apex Fund Services HoldCo SA
Dr Khotso Mokhele	✓		Chairman	✓			Chairman of AECI Hans Merensky Holdings (Pty) Limited Kenosi Investment Holdings Delta Zero Corporations (Pty) Limited (non-operating) Industrial Marketing Corporation of South Africa (not operating) Seasoned Capital and Westfalia Fruit International Limited
Noluthando Gosa				✓	✓	✓	CEO of Akhona Group ArcelorMittal SA Sasfin Wealth (Pty) Ltd Safcor Freight (Pty) Ltd
Nicky Newton-King				✓	✓		Investec plc and Investec Ltd
Sindi Mabaso-Koyana		✓				Chairman	Chairperson of the African Women Chartered Accountants Investments Holdings MTN Zakhele Futhi Ltd BMW South Africa (Pty) Ltd SIBI Capital Bidvest Group Limited Sun International Limited Zenex Foundation Side Way Trading Phembani Group Chairperson of Advanced Group
Nosipho Molohe		✓			✓	✓	Engen Limited EOH Holdings Limited Alexander Forbes Group Holdings Limited Investor Investec Property Fund Limited University of Johannesburg
Shaygan Kheradpir					Chairman		
Stan Miller				✓	✓		Athena Investment Holdings SPF SA
Nkululeko Sowazi	✓	✓	✓	Chairman			Executive Chairman of Tiso Investment Holdings Chairman of Bud Chemicals and Minerals Botswana Soda Ash (Botash) Bayport Financial Services South Africa Lead independent director: Grindrod Ltd Tiso Blackstar Group Sanlam Private Equity
Lamido Sanusi	✓	✓		✓			Chairman: Black Rhino Management Services (Pty) Ltd
Tim Pennington		Chairman			✓	✓	
Vincent Rague	✓		✓			✓	Independent Chairman: Old Mutual Holdings Ltd Independent Chairman: Jambojet Limited
Ralph Mupita							
Tsholofelo Molefe							

Data

 continued

Board skills matrix	Telecommunications and mobile telephony	Finance	CEO leadership	Marketing/ commercial/ consumer	M&A corporate finance	Banking, insurance, financial services	External affairs and legal	Investments	Digital, science and technology	Strategy and risk management	Government/ Africa responsibility	Sustainability/ ESG
Mcebisi Jonas		✓	✓	✓				✓			✓	
Dr Khotso Mokhele			✓						✓		✓	
Noluthando Gosa	✓		✓			✓						
Nicky Newton-King			✓	✓		✓	✓					✓
Sindi Mabaso-Koyana		✓						✓		✓		
Nosipho Molope	✓			✓		✓						
Shaygan Kheradpir	✓					✓			✓	✓		
Stan Miller	✓		✓					✓		✓		✓
Nkululeko Sowazi		✓				✓		✓				✓
Lamido Sanusi		✓				✓						
Tim Pennington	✓	✓			✓	✓		✓				
Vincent Rague		✓			✓	✓		✓				
Ralph Mupita												
Tsholofelo Molefe	✓	✓				✓				✓		

Board gender diversity	%
Female	36
Male	64
Total	100

Data continued

Our Executive Committee

The Executive Committee (Exco) facilitates the effective control of the Group's operational activities in terms of its delegated authority approved by the Board. It is responsible for recommendations to the Board on the Group's policies and strategy, and for monitoring strategy implementation in line with the Board's mandate. It meets at least monthly and more often as required. For detailed profiles of our Exco members, please refer to the MTN Group website.

Executive Committee	Role	Appointed	Tenure	Age	Gender	Hire
Ralph Mupita	Group President and CEO	2020	4	52	Male	Internal
Tsholofelo Molefe	Group Chief Financial Officer	2021	3	56	Female	External
Jens Schulte-Bockum	Group Chief Operating Officer	2017	7	58	Male	External
Ebenezer Asante	Senior Vice President: Markets	2022	2	56	Male	Internal
Yolanda Cuba	Vice President: SEA	2021	3	47	Female	Internal
Ismail Jaroudi	Vice President: MENA	2015	9	54	Male	Internal
Charles Molapisi	Chief Executive Officer: MTN SA	2022	2	49	Male	Internal
Karl Toriola	Chief Executive Officer: MTN Nigeria	2021	3	52	Male	Internal
Serigne Dioum	Group Chief Fintech Officer	2023	1	50	Male	Internal
Chika Ekeji	Group Chief Strategy and Transformation Officer	2022	2	43	Male	Internal
Lele Modise	Group Chief Legal and Regulatory Officer	2022	2	46	Female	Internal
Ferdi Moolman	Group Chief Risk Officer	2021	3	61	Male	Internal
Nompilo Morafo	Group Chief Sustainability and Corporate Affairs Officer	2022	2	45	Female	Internal
Mazen Mroue	Group Chief Technology and Information Officer	2022	2	53	Male	Internal
Paul Norman	Group Chief Human Resource Officer	2017	7	59	Male	Internal
Kholekile Ndamase	Group Chief M&A and Business Development Officer	2021	3	44	Male	Internal

Executive Committee gender diversity	%
Female	25
Male	75
Total	100

Doing for growth

As a significant player in the telecommunications sector, MTN recognises our pivotal role in fostering economic growth, not just as a corporate entity, but as a catalyst for positive change in the nations where we operate. Investing in a robust network and IT infrastructure is not merely a strategic move for business expansion, but a commitment to providing reliable and inclusive digital connectivity that serves as a backbone for economic development.

We are doing for growth

We recognise that our success is intertwined with the success of local businesses. By offering ICT services that enhance operational efficiency, training to upskill local entrepreneurs and engaging in responsible procurement practices, we are actively contributing to the growth of local enterprises, driving job creation and fostering economic resilience in our markets. Furthermore, our commitment to responsible tax payments and localisation initiatives adds a tangible layer of economic value to the regions we operate in.

Supporting local businesses, fostering innovation and ensuring the benefits of our operations are reinvested in the communities we serve are strategic imperatives that fortify our position as a valuable partner to governments, nations, enterprises and customers.



Enabling local economies

- Contributing to economies through tax
- Investing in network and IT infrastructure to unlock growth
- Innovation to benefit local governments (e-gov)

Empowering local enterprises

- Enterprise and supplier development
- Enabling local supply chains
- Developing IoT solutions and API marketplace for developers

Unlocking local ownership

- Driving localisation
- Contributing towards job creation

Disclosures

Focus area	Description	Read more at the following links
Enterprise development	MTN is dedicated to supporting small and medium enterprises (SME) as vital drivers of economic growth across our host nations. This support includes capacity building, access to markets and finance and integration into MTN's supply chain. MTN also promotes digital innovation by offering a range of youth development initiatives aimed at equipping young entrepreneurs with technical skills to keep their small businesses relevant and competitive. Through these initiatives, MTN aims to foster sustainable growth, economic contribution, and job creation within our operational markets.	https://www.mtn.com/wp-content/uploads/2023/03/MTN-Position-on-Enterprise-Development.pdf
Local content	MTN's Local Content Policy reflects our commitment to shaping the local character in our jurisdictions. Focusing on inclusive economic growth and development, the policy serves as a guiding framework to actualise our commitment to local empowerment, economic development and sustainable growth across its diverse markets. Our Local Content Policy aims to: • Build local capacity through skills development. • Enable local supply chains and procurement. • Foster SME growth and development. • Facilitate broad-based local ownership. • Drive economic growth and development in the operating countries.	–
Supplier Code of Conduct	Acknowledgement of, and agreement to, MTN's Supplier Code of Conduct is a prerequisite for any supplier intending to work or do business with MTN. By signing the code, our suppliers commit to the sustainable upliftment and creation of shared value with the communities in which they operate. MTN emphasises the inclusion of the marginalised and disadvantaged, with specific focus on youth and women, and we expect our suppliers will undertake the same commitment. With regard to local job creation, our suppliers shall ensure employees and personnel receive at least the minimum compensation or living wage, benefits and overtime payments required by law. Even where overtime is allowed by law, the supplier will ensure employees and personnel do not work excessive overtime.	https://group.mtn.com/wp-content/uploads/2020/07/Final-Supplier-Code-of-Conduct-March-2020_v2.pdf
Tax policy	MTN's approach to boosting economies through responsible tax payments is rooted in significant contributions to government revenues, thereby enabling national investment in infrastructure, healthcare, education and public services. The Group adheres to rigorous tax policies to ensure compliance, protect our reputation and contribute fairly to the economic growth of host nations. Continually strengthening tax management involves adopting updated tax policies and managing tax obligations and risks systematically across the organisation. Key principles include managing tax affairs responsibly, undertaking legitimate tax planning within applicable laws and fostering transparent and constructive relationships with revenue authorities.	–

Data

Doing for growth	Unit	2023	2022	2021	2020	2019
Total participants in vendor awareness sessions	Number	1 010	465+	–		
Enterprise development						
Total SMEs gaining digital skills through enterprise development initiatives	Number	1 630	1 250	–	–	–
Total SMEs onboarded to the Fusion partner programme	Number	7	70	10	50	–
Total operating countries participating in the Fusion partner programme	Number	6	5	5	12	–
Total capacity-building online masterclasses for SMEs	Number	4	–	–	–	–
Total work-from-home propositions for SMEs developed	Number	12	14	14	14	–
Total operating countries offering work-from-home propositions for SMEs	Number	12	–	–	–	–
Increase in enterprise services revenue	%	22.50	–	13.4	–	–
Number of farmers who received agri-technology skills training	Number	200	150	–	–	–

B-BBEE results for MTN Group	Target points	Achieved points 2023	Achieved points 2022	Achieved points 2021	Achieved points 2020	Achieved points 2019
Ownership	25.0	24.96	25.0	25.0	24.06	25.00
Management control	23.0	19.82	19.1	18.8	14.26	13.68
Skills development	20.0	19.76	17.6	18.4	19.11	17.12
Enterprise and supplier development	50.0	46.07	46.5	46.1	49.15	42.98
Socioeconomic development	12.0	12.00	12.0	12.0	12.00	12.00
Total	130.0	122.61	120.2	120.3	118.58	110.78
Priority elements achieved		No	Yes	Yes	Yes	Yes
Empowering supplier status		No	Yes	Yes	Yes	Yes
Final B-BBEE status level		Level 1	Level 1	Level 1	Level 2	Level 3

MTN Group procurement statistics preferential procurement spend criteria	Unit	2023	2022	2021	2020	2019
MTN Group Level 1 B-BBEE contributor status	Level	Level 1	Level 1	Level 1	Level 1	–
Black-owned vendors >51%	Rbn	9.3	9.7	8.1	8.7	–
Black women-owned vendors >30%	Rbn	18.5	17.5	14.7	17.7	–
Exempted micro-enterprises	Rbn	1.1	2.6	1.8	1.1	–
Qualifying small enterprises	Rbn	2.7	3.2	2.1	3.2	–
Designated groups	Rbn	1.4	1.0	0.4	1.6	–

Data continued

B-BBEE results for MTN SA	Target points	Achieved points 2023	Achieved points 2022	Achieved points 2021	Achieved points 2020	Achieved points 2019
Ownership	25.00	24.96	25.00	25.00	24.06	25.00
Management control	23.00	19.45	18.57	17.55	17.97	16.63
Skills development	20.00	21.58	21.05	20.22	20.22	18.71
Enterprise and supplier development	50.00	45.82	46.54	46.78	48.17	42.89
Socioeconomic development	12.00	12.00	12.00	12.00	12.00	12.00
Total		123.81	123.16	121.84	122.42	115.23
Yes4youth 1 level uplift		No	No	No	No	Yes
Overall ranking		Level 1	Level 1	Level 1	Level 1	Level 1

MTN achieved an enterprise development score of **18 points, which includes three bonus points**. The bonus points are made up of the following:

- **One bonus point** for graduation from enterprise development to supplier development beneficiary.
- **Two bonus points** for creating new jobs for 11% or more of the workforce directly as a result of supplier and enterprise development initiatives.

MTN SA procurement statistics preferential procurement spend criteria		2023	2022	2021	2020	2019
Black-owned vendors >51%	Rbn	8.6	9.4	8.2	8.4	7.1
Black women-owned vendors >30%	Rbn	18.1	17.1	15.0	17.5	10.5
Exempted micro-enterprises <R10m	Rbn	1.0	2.5	2.0	1.0	0.9
Qualifying small enterprises <R50m	Rbn	2.4	2.5	2.1	2.9	2.9
Designated groups	Rbn	1.4	0.974	1.1	1.5	1.0

Glossary of terms

Term	Definition
3G	A cellular technology based on wide band code division multiple access delivering voice and faster data services.
4G	Also known as long-term evolution (LTE) technology offers even faster data transfer speeds than 3G/HSPA.
5G	Fifth-generation wireless broadband technology, which provides better speeds and coverage than the current 4G.
Access	The ability of individuals to connect to the internet and use services such as mobile banking and health applications.
Access gap	The difference between those who have access to digital technologies and services and those who do not.
AGM	Annual General Meeting.
Ayoba	A super-app made in Africa for the world that allows users to chat, call, follow localised content channels and micro-apps as well as play games and listen to music. Users can send and receive encrypted messages, share photos, videos, files, voice notes and even their location. Localised content is available through channels and micro-apps aiming to entertain, educate and empower communities.
Capacity building	The process of providing training and support to enable individuals and communities to achieve greater independence and self-reliance.
Carbon footprint	The total amount of greenhouse gas emissions generated by an individual, organisation or activity.
Carbon offsetting	A process of balancing out carbon emissions by investing in projects that reduce emissions elsewhere.
Connectivity	The process of providing individuals with access to digital technologies and services.
Emissions reduction	A reduction in the amount of greenhouse gas emissions produced.
Energy efficiency	The ability to reduce the amount of energy required to provide digital services.
Digital inclusion	The process of ensuring all individuals, regardless of socioeconomic status or other factors, have access to digital technologies and the skills to use them.
Digital literacy	The ability to effectively use digital technologies and services.
Financial inclusion	The process of ensuring all individuals, regardless of socioeconomic status or other factors, have access to financial services, such as banking and loans.
ICT	Information and communications technology, which includes the internet and mobile phones.
Impact	The positive or negative measurable effects of MTN's activities, products, services (including our operations, footprint) and digital technologies on individuals, communities and the environment.
Inclusivity	The process of ensuring all individuals, regardless of gender, age, ability or other factors, have access to digital services and technologies.
Literacy	The ability to understand and use digital technologies and services.
Low-carbon economy	An economy that is designed to reduce greenhouse gas emissions, such as by increasing energy efficiency and using renewable energy sources.
Mobile Money (MoMo)	MTN MoMo is a fintech platform providing consumers and businesses with a host of innovative digital financial services. Among other things, it enables users to access payments, e-commerce, insurance, lending and remittance services.
Opco	Group companies in countries where we had operational control during the year ending 31 December 2023.

Glossary of terms continued

Term	Definition
Open access	The ability of individuals to access digital technologies and services without restrictions, such as price barriers or lack of physical access.
Open data	Data that is freely available for anyone to access, use and share without restrictions.
Project Zero programme	A programme that enables MTN to realise its Net Zero targets by leveraging the latest technologies and service partners so as to enable business sustainability via greater energy efficiencies, low-carbon emissions, risk reduction and cost control. The programme prioritises renewable solutions, efficient emerging technologies and energy storage.
Renewable energy	Energy that is generated from sources that can be replenished, such as solar, wind or hydropower.
Renewable energy certificate (REC)	RECs are a market-based instrument that certifies the bearer owns one megawatt-hour (MWh) of electricity generated from a renewable energy resource.
Science-based Targets initiative (SBTi)	The Science-based Targets initiative (SBTi) is a collaboration between the CDP, the United Nations Global Compact (UNGC), WRI and the Worldwide Fund for Nature (WWF). It defines and promotes best practices in emissions reductions and Net Zero targets in line with climate science.
Scope 1	Scope 1 covers direct emissions from owned or operationally controlled sources.
Scope 2	Scope 2 covers indirect emissions from the purchase and use of electricity, steam, heating and cooling in our owned or operationally controlled activities.
Scope 3	Scope 3 includes all other indirect emissions that occur in the upstream and downstream activities.
Task Force on Climate-related Financial Disclosures (TCFD)	TCFD is a global framework for companies and other organisations to develop more effective climate-related financial disclosures through their existing reporting processes.
Universal access	The goal of providing all individuals with affordable, reliable and high-quality digital services and technologies.
Universal design	The process of designing digital technologies and services to be accessible to all individuals, regardless of ability or other factors.
Upstream activities	Upstream activities include all emission-producing activities required to produce MTN's products and services. These include the purchase of goods from manufacturers and transportation costs.
Water intensity	Water intensity is the amount of water a company withdraws per a specific product unit or financial output.
Zero-rating	The practice of providing certain digital services, such as health or education applications, without data charges.
Zero waste	The goal of minimising the amount of waste generated by digital technologies and services.

Standards and associations

As part of our commitment and approach to broad and inclusive external engagement, MTN supports a variety of charters and pledges, which promote sustainability and allow us to support holistic solutions to systemic challenges that we cannot overcome alone.

Among the multistakeholder principles and initiatives we have endorsed, some include:

Universal Declaration of Human Rights	The Universal Declaration of Human Rights is an international document adopted by the United Nations General Assembly that enshrines the rights and freedoms of all human beings.
United Nations Global Compact (UNGC)	The UNGC is a non-binding United Nations pact to get businesses and firms worldwide to adopt sustainable and socially responsible policies, and to report on their implementation. It is the world's largest corporate sustainability and corporate social responsibility initiative, with 13 000 corporate participants and other stakeholders over 170 countries. https://unglobalcompact.org/what-is-gc/participants/18203-MTN-Group-Limited
United Nations Guiding Principles on Business and Human Rights (UNGPs)	UNGPs comprise an instrument consisting of 31 principles implementing the United Nations' 'Protect, Respect and Remedy' framework on the issue of human rights for transnational corporations and other business enterprises.
United Nations Sustainable Development Goals (UNSDG)	UNSDGs are a blueprint to achieve a better and more sustainable future for all. They address the global challenges we face, including those related to poverty, inequality, climate change, environmental degradation, peace and justice. The 17 goals are all interconnected and in order to leave no one behind and it is important we achieve them all by 2030.
UN Women's Empowerment Principles (WEP)	WEPs are a set of principles for businesses to advance gender equality and women's empowerment in the workplace, marketplace and community.
Science-based Targets initiative (SBTi)	SBTi is a collaboration of WRI, CDP, WWF, the UNGC and We Mean Business, which defines and promotes best practices in setting science-based emission reduction targets for companies. SBTi provides target-setting methods, guidance, validation and a Net Zero standard to help companies drive emission reductions.

Other significant memberships and associations include:

Global System for Mobile Communications (GSMA)	MTN is a long-standing member of the GSMA, a global trade organisation representing the interests of mobile network operators worldwide. The GSMA provides a platform for collaboration among mobile operators, device manufacturers, software companies and other industry stakeholders. It focuses on addressing common challenges, setting standards and advocating for policies that promote the growth and development of the mobile industry. The GSMA represents its members via industry programmes, working groups and industry advocacy initiatives.
Internet Watch Foundation (IWF)	In its continued effort to fight against the exploitation of children on the internet, MTN Group signed a partnership with the IWF in 2019. The foundation aims to help victims of child sexual abuse worldwide, by identifying and removing the online record of their abuse. MTN was the first Africa-wide telecommunications company to partner with the IWF.
Global Network Initiative (GNI)	MTN joined the GNI in 2022, signalling our commitment to strengthen and innovate our digital human rights efforts. The GNI is a multistakeholder organisation; its mission is to protect and advance freedom of expression, privacy and other key digital human rights by setting a global standard for responsible decision making for companies across the information and telecommunications sector.
Joint Audit Co-operation (JAC)	The JAC is a globally recognised industry body committed to promoting technologies and practices that foster environmental, social and governance sustainability. MTN joined the JAC in 2021 to share resources and best practices with many of the world's largest telecoms operators to develop long-term corporate social responsibility implementation in the different tiers of the ICT supply chain globally. Collaboration between the largest operators promotes sustainable sourcing globally.

GRI disclosure index

GRI disclosure index 2023

MTN Group Limited has reported the information cited in this GRI content index for the period 1 January 2023 to 31 December 2023 with reference to the GRI Standards.

This document serves as MTN's 2023 GRI Content Index and includes references to where information for each applicable GRI disclosure can be found across MTN's suite of reporting.

SDG linkage	Indicator disclosure		Reference and information		Page(s)
GRI 2: General Disclosures 2021 (The organisation and its reporting practices)					
 	2-1	Organisational details	2023  Front cover and Administration		152
			2023  Where we operate and how we performed		09
	2-2	Entities included in the organisation's sustainability reporting	2023  About this report		03
	2-3	Reporting period, frequency and contact point	2023  About this report		04
			2023  Administration		152
 	2-4	Restatements of information	2023  : Principal accounting policies		24
			2023  SR: Major shifts impacting our emissions profile		22
	2-5	External assurance	2023  Independent assurance practitioner's limited assurance report		146
GRI 2: General Disclosures 2021 (Activities and workers)					
	2-6	Activities, value chain and other business relationships	2023  About this report		04
			2023  Where we operate and how we performed		09
			2023  Our Ambition 2025 strategy		70 to 71
			2023  Creating and preserving value through our business model		19
			2023  Partnering for an ethical supply chain		75
 	2-7	Employees	2023  Doing for people data		14
			2023  Creating and preserving value through our business model		19
 	2-8	Workers who are not employees	2023  Doing for people data		18
GRI 2: General Disclosures 2021 (Governance)					
	2-9	Governance structure and composition	2023  Our Board of Directors		92 to 93
			2023  Our governance structure		91
			2023  Group Exco and its subcommittees		91
			2023  Board of Directors		26
 	2-10	Nomination and selection of the highest governance body	2023  King IV™ Assessment Report		04
	2-11	Chair of the highest governance body	2023  Our Board of Directors		92
	2-12	Role of the highest governance body in overseeing the management of impacts	2023  Governance in support of value creation		94 and 97
			2023  Our sustainability governance		04

GRI disclosure index continued

SDG linkage	Indicator disclosure		Reference and information	Page(s)
	2-13	Delegation of responsibility for managing impacts	2023 IR Governance in support of value creation 2023 SR Our sustainability governance	97 04
	2-14	Role of the highest governance body in sustainability reporting	2023 KIV : King IV™ Assessment Report 2023 SR Our Sustainability governance	03 04
	2-15	Conflicts of interest	2023 IR Governance in support of value creation	99
	2-16	Communication of critical concerns	2023 SR Governance in support of value creation	98
	2-17	Collective knowledge of the highest governance body	2023 IR Governance in support of value creation	95
	2-18	Evaluation of the performance of the highest governance body	2023 IR The MTN Group Board evaluation	96
	2-19	Remuneration policies	2023 IR Remuneration Report	112
	2-20	Process to determine remuneration	2023 IR Remuneration Report	113
GRI 2: General Disclosures 2021 (Strategy, policies and practices)				
	2-22	Statement on sustainable development strategy	2023 IR The view of our Chairman 2023 SR Message from our Group President and CEO	10 and 11 09 and 10
	2-23	Policy commitments	MTN Website: MTN Position Statements	https://group.mtn.com/sustainability/our-positions/
	2-24	Embedding policy commitments	MTN Website: MTN Position Statements 2023 IR Q&A with the President and CEO 2023 SR Our ESG performance	https://group.mtn.com/sustainability/our-positions/ 14 13
	2-25	Processes to remediate negative impacts	2023 SR Promoting ethical conduct 2023 SR Ethics training and awareness	69 70
	2-26	Mechanisms for seeking advice and raising concerns	2023 SR Promoting ethical conduct 2023 SR Combating fraud, corruption and bribery	69 70
	2-27	Compliance with laws and regulations	2023 SR Committing to compliance	74

GRI disclosure index continued

SDG linkage	Indicator disclosure		Reference and information		Page(s)
	2-28	Membership associations	2023 SR Respecting human rights		62
			2023 SR Partnering for an ethical supply chain		75
			2023 SR Developing a circular economy		26
			2023 SR Ensuring EMF and 5G safety		64
			2023 SR ESG data book: Standards and associations		35
			2023 CR Partnering to expand our impact		36
			2023 TR : Child online protection		26
GRI 2: General Disclosures 2021 (Stakeholder engagement)					
	2-29	Approach to stakeholder engagement	2023 IR Stakeholders on whom we rely to create value		35 to 45
			2023 SR Responding to our stakeholders		16
	2-30	Collective bargaining agreements	2023 ESG Doing for people data		16
GRI 3: Material Topics 2021					
	3-1	Process to determine material topics	2023 IR About this report		04
			2023 IR Material matters impacting value creation		22
			2023 SR Material matters 2023		05
	3-2	List of material topics	2023 SR Material matters 2023		05
			2023 IR Material matters impacting value creation		23-33
   	3-3	Management of material topics	2023 IR Material matters impacting value creation		23-33
  					
GRI 201: Economic Performance 2016					
   	201-1	Direct economic value generated and distributed	2023 IR Creating value for all		08
			2023 IR Creating and preserving value through our business model		19 to 20
	201-2	Financial implications and other risks and opportunities due to climate change	2023 CR Physical risks of climate change		18 to 19
	201-3	Defined benefit plan obligations and other retirement plans	2023 IR Total remuneration framework		113
GRI 203: Indirect Economic Impacts 2016					
 	203-1	Infrastructure investments and services supported	2023 IR Investment case		18
			2023 SR Investing in network and IT infrastructure to unlock growth		78

GRI disclosure index continued

SDG linkage	Indicator disclosure		Reference and information		Page(s)
 	203-2	Significant indirect economic impacts	2023	 Enabling local economies	78 to 84
			2023	 Empowering local enterprises	86 to 88
			2023	 Unlocking local ownership	89
			2023	 Doing for growth data	31 to 32
GRI 204: Procurement Practices 2016					
 	204-1	Proportion of spending on local suppliers	2023	 Doing for growth data	31 to 32
GRI 205: Anti-corruption 2016					
	205-1	Operations assessed for risks related to corruption	2023	 Partnering for an ethical supply chain	76
			2023	 Responsible supply chain	19
	205-2	Communication and training about anti-corruption policies and procedures	2023	 Doing it right data	24
GRI 207: Tax 2019					
  	207-1	Approach to tax	2023	 MTN's approach to tax	12
  	207-2	Tax governance, control and risk management	2023	 Tax governance	14 to 15
			2023	 Contributing to economies through tax	83
  	207-3	Stakeholder engagement and management of concerns related to tax	2023		15
GRI 302: Energy 2016					
   	302-1	Energy consumption within the organisation	2023	 Doing for planet data	09
			2023	 Our targets and performance	43
  	302-2	Energy consumption outside of the organisation	2023	 Doing for planet data	09

GRI disclosure index continued

SDG linkage	Indicator disclosure	Reference and information	Page(s)
GRI 303: Water and Effluents 2018			
	303-1 Interactions with water as a shared resource	2023 SR Working towards water resource protection	29
GRI 305: Emissions 2016			
   	305-1 Direct (Scope 1) GHG emissions	2023 ESG Doing for planet data	09
   	305-2 Energy indirect (Scope 2) GHG emissions	2023 ESG Doing for planet data	09
   	305-3 Other indirect (Scope 3) GHG emissions	2023 ESG Doing for planet data	09
   	305-4 GHG emissions intensity	2023 ESG Doing for planet data	09
   	305-5 Reduction of GHG emissions	2023 SR Taking action for the atmosphere	18 to 22
GRI 306: Waste 2020			
 	306-1 Waste generation and significant waste-related impacts	2023 SR Responsible waste management 2023 SR Developing a circular economy	28 25 to 26
 	306-2 Management of significant waste-related impacts	2023 SR Developing a circular economy	25 to 26
 	306-3 Waste generated	2023 ESG Doing for planet data	09 to 11
 	306-4 Waste diverted from disposal	2023 SR Developing a circular economy	26
GRI 401: Employment 2016			
  	401-1 New employee hires and employee turnover	2023 ESG Doing for people data	16

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SDG linkage	Indicator disclosure		Reference and information	Page(s)
GRI 403: Occupational Health and Safety 2018				
 	403-1	Occupational health and safety management system	MTN Website: MTN Position Statement on health and safety	https://www.mtn.com/wp-content/uploads/2024/04/MTN-Position-on-Occupational-Health-Safety.pdf
 	403-2	Hazard identification, risk assessment and incident investigation	MTN Website: MTN Position Statement on health and safety	https://www.mtn.com/wp-content/uploads/2024/04/MTN-Position-on-Occupational-Health-Safety.pdf
 	403-3	Occupational health services	2023  Promoting health, safety and wellbeing	66
 	403-5	Worker training on occupational health and safety	2023  Promoting health, safety and wellbeing	66
 	403-6	Promotion of worker health	2023  : Promoting health, safety and wellbeing	66
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	MTN Website: MTN Position Statement on health and safety	https://www.mtn.com/wp-content/uploads/2024/04/MTN-Position-on-Occupational-Health-Safety.pdf
 	403-9	Work-related injuries	2023  Doing for people data	19
  	403-10	Work-related poor health	2023  Doing for people data	19
GRI 404: Training and Education 2016				
   	404-1	Average hours of training per year per employee	2023  Doing for people data	15
 	404-2	Programmes for upgrading employee skills and transition assistance programmes	2023  Fostering a more diverse and inclusive society: Grow with purpose	45
   	404-3	Percentage of employees receiving regular performance and career development reviews	2023  Doing for people data	15

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SDG linkage	Indicator disclosure	Reference and information	Page(s)
GRI 405: Diversity and Equal Opportunity 2016			
 	405-1 Diversity of governance bodies and employees	2023 IR Our Board composition 2023 ESG Doing for people data	96 14 to 15
 	405-2 Ratio of basic salary and remuneration of women to men	2023 SR Fostering a more diverse and inclusive society: Gender pay parity	48
GRI 406: Non-discrimination 2016			
 	406-1 Incidents of discrimination and corrective actions taken	2023 SR Fostering a more diverse and inclusive society: Eradicating harassment and discrimination 2023 ESG Doing for people data	48 18
GRI 407: Freedom of Association and Collective Bargaining 2016			
	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	2023 SR Partnering for an ethical supply chain	76
GRI 413: Local Communities 2016			
     	413-1 Operations with local community engagement, impact assessments and development programmes	2023 SR Driving digital inclusion in our communities	51 to 58
GRI 416: Customer Health and Safety 2016			
	416-1 Assessment of the health and safety impacts of product and service categories	2023 SR Ensuring safe electromagnetic frequencies	66
	418-1 Substantiated complaints concerning breach of customer privacy and loss of customer data	2023 SR Protecting customer privacy and data security 2023 ESG Doing for people data	60 to 61 24

Administration

MTN GROUP LIMITED

Incorporated in the Republic of South Africa

Company registration number

1994/009584/06

ISIN: ZAE000042164

Share code: MTN

Board of directors

MH Jonas[^]

KDK Mokhele[^]

RT Mupita¹

TBL Molefe¹

NP Gosa[^]

PB Hanratty^{2^}

S Kheradpir^{3^}

SN Mabaso-Koyana[^]

SP Miller^{4^}

CWN Molope[^]

N Newton-King[^]

T Pennington^{5^}

NL Sowazi[^]

SLA Sanusi^{6^}

VM Rague^{7^}

¹ Executive

² Irish

³ American

⁴ Belgian

⁵ British

⁶ Nigerian

⁷ Kenyan

[^] Independent non-executive director

[#] Non-executive director

Group Company Secretary

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American depository receipt (ADR) programme

Cusip No. 62474M108

ADR to ordinary share 1:1

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if phoning from outside South Africa

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Date of release: 29 April 2023

Forward looking information

Opinions and forward looking statements expressed in this report represent those of the company at the time. Undue reliance should not be placed on such statements and opinions because by nature, they are subjective to known and unknown risk and uncertainties and can be affected by other factors that could cause actual results and company plans and objectives to differ materially from those expressed or implied in the forward looking statements.

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Mapping our SDG impact

In 2023, MTN Group implemented a SDG reprioritisation tool to determine the SDGs and SDG Ambition Benchmarks on which we could deliver the biggest impact, while creating business value. As part of our sustainability strategy, we have identified primary and secondary UNSDGs where we have the greatest contribution, aligning these with our four sustainability pillars. Guided by the best practice proposed in the SDG Compass and the SDG Impact Standards we have conducted a comprehensive analysis of impact along MTN's value chain to help identify which SDGs MTN is best positioned to make a difference on. As we further engage with business and look to consciously embed SDGs in our organisation there could be slight adjustments to MTN's priority areas.





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