MTN | 30 Years

Doing for tomorrow, *today.*

MTN Group Limited

ESG Data Booklet for the year ended 31 December 2024

Leading digital solutions for Africa's progress

Welcome to our 2024 ESG Data Booklet

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

Inside this report

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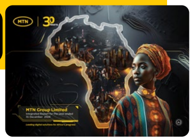
Our reporting suite

Our ESG Data Booklet provides a comprehensive overview of MTN's strategic achievements and initiatives, including our operational highlights, financial performance and environmental, social and governance (ESG) value creation. This information allows our investors and other stakeholders to understand the overall health and prospects of our company. This report is accompanied by supplementary reports which outline MTN's strategic goals and how the company plans to achieve them.

Integrated Report

Our primary communication to investors and other stakeholders is designed to enable them to make well-informed evaluations of our performance and prospects, strategic direction and the value we create, preserve or erode through our activities. It offers a forward looking view of MTN's financial and non-financial performance, covering strategy, risks and opportunities, targets and governance.

IR



Materiality lens: Financial and impact

Sustainability Reporting

The following suite of reports provides information on MTN's strategy and performance related to sustainability issues with the potential to impact our organisation, society and the environment. The reports detail MTN's performance data on a wide range of ESG metrics and targets informed by various standards (see alongside). The reports detail MTN's policies, governance strategies, risks and opportunities relating to sustainability considerations.

SR

Sustainability Report

CR

Climate Report

TR

Transparency Report

ESG

ESG Data Booklet

Materiality lens: Impact

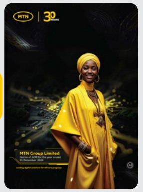
Regulatory and reporting frameworks used†:

- Sustainable Development Goals
- Equator Principles
- GRI
- IFRS
- SASB Standards
- Integrated Reporting
- King IV
- UN Global Compact
- GSMA
- JSE
- B-BBEE Act
- Companies Act
- ESG Matrix for Mobile
- Amended Financial Sector Code (IFSC)
- ISSB
- IFRS – S1 and S2
- UN Guiding Principles on Business and Human Rights
- IABS
- CDP

† For more details see page 147 of our IR.

Information for shareholders

AGM



Notice of AGM

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

KIV

King IV Assessment Report

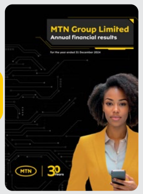
This provides a summary of the application of King IV™ principles by MTN Group Limited and Mobile Telephone Networks Holdings Limited.

Materiality lens: Financial

Financial Reporting

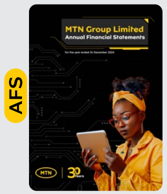
Our comprehensive financial reports provide detailed insights into our company's performance, which includes an analysis of the Group's financial results, a five-year review and our tax approach. These reports not only highlight our financial health and operational efficiency but also offer a clear view of our strategic direction and prospects.

AFR



Annual Financial Results

AFS

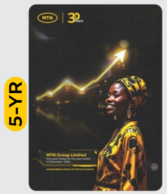


Annual Financial Statements

TTR

Tax Transparency Report

5-YR



Five-year Review

Materiality lens: Financial

Our ESG disclosure references

Welcome to the MTN Group's 2024 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)	GRI IR AFS
Global Reporting Initiative (GRI)	GRI IR SR
JSE Sustainability Disclosure Guidance	JSE IR SR
GSMA ESG Metrics for Mobile	GSMA SR TR
Sustainability Accounting Standards Board (SASB) Telecommunication Services industry standard	IR SR
United Nations Sustainable Development Goals (UN SDGs)	IR SR
United Nations Global Compact (UNGC)	SR TR
United Nations Guiding Principles on Business and Human Rights	SR TR
CDP	SR CDP
IFRS® S1 General Requirements for Disclosure of Sustainability-related Financial Information	CR ISSB IR SR
IFRS® S2 Climate-related Disclosures	CR ISSB SR CDP

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Evolution in sustainability reporting landscape

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. Last year, MTN pledged to adopt the ISSB standards. We have made great strides this year regarding our commitment and remain optimistic that a single set of standards for sustainability reporting will be beneficial for both companies and users of the information. Please refer to the SR for additional detail regarding our roadmap, demonstrating the progress we have made. We remain committed to the journey of full compliance with the ISSB standards, and we will keep close to developments as these standards continue to develop and evolve. Additionally, we plan to expand the standards to include topics that may be material to MTN.

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 data, voice, digital, fintech, wholesale, enterprise and infrastructure services to 290.9 million customers in 16 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 and listed entity whose shares are traded on the Johannesburg Stock Exchange (JSE). At the end of 2024, our market capitalisation was approximately R170.2 billion (US$9.0 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
- Portfolio optimisation

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 by living our **purpose** and progressing our **strategic intent**

Enabled internet access to **157.8m** (2023: 146.5m) active data users

Facilitated financial inclusion to **63.1m** (2023: 62.6m) active MoMo users

Improved female representation to **43%** (2023: 40%)

Added economic value of **~R155bn** across our markets

MTN achieved a **46.2%** reduction in Scope 1 and 2 emissions (tCO_2e), exceeding our 2024 reduction target of 12.5%

Connected **290.9m** (2023: 284.7m) subscribers

Provided broadband coverage to **93%** (2023: 89.2%) of the population

Empowered **14 461** MTNers

Women in leadership **32%** in 2024, against 2025 target of 30%

Achieved a reputation score of **78.5%**

Our ESG performance

Creating shared value

Doing for planet

Performance

Reduction in Scope 1 and 2 emissions: Aiming for Net Zero against our 2021 baseline measurement

46.2%
(2023: 42.1%)

Doing for people

Performance

Broadband coverage: Achieve 95% by 2025

92.9%
(2023: 89.2%)

200 million active data subscribers by 2025

157.8m
(2023: 149.7m)

Average cost of 1GB of data

R8.4
(2023: R9.4)

Doing it right

Performance

Ensure 80% of suppliers by spend commit to Science Based Targets initiative (SBTi) by 2026

40%
(2023: 20%)

Doing for growth

Performance

Maintaining Level 1 B-BBEE

Level 1
(2023: Level 1)

Added economic value

R155bn
(2023: R159bn)

ESG ratings

CDP	MSCI	S&P Global	FTSE Russell
B (2023: B)	AA (2023: AA)	49 (2023: 45)	3.8 (2023: 3.9)

Our strategy

As one of the leading telecommunications operators in Africa, MTN operates within a unique and dynamic environment shaped by a range of socioeconomic and environmental factors. Due to our geographic presence, we are challenged with specific regional ESG-related risks and opportunities, such as human rights violations, climate change impact and political instability. Our industry's diverse nature requires us to ensure our strategy remains resilient, robust and agile, enabling us to adapt to current and emerging ESG-related trends.

Our strategy is underpinned by four pillars: *doing for planet, doing for people, doing it right, and doing for growth.* This framework drives our business and fosters sustainable growth. These pillars are tailored to our operating context and business model to enable the opportunity to respond to current and emerging risks. Our strategic pillars steer our organisation through clear action plans and focus areas, engrained throughout our Group and Opcos. Our extensive experience in the ICT industry, coupled with our proactive stakeholder engagement, allows us to drive our strategy efficiently and effectively. Each sustainability pillar contains clearly defined focus areas informed by local and global ambitions.

Our sustainability efforts are supported by comprehensive policies and procedures that guide our markets with frequent benchmarking of international best practice to ensure we are aligned with evolving regulatory landscapes, geopolitical changes, and stakeholder expectations.

Strategic intent

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

Belief statement

Everybody deserves the benefits of a modern connected life

Our commitments | **Metrics and actions** | **SDGs**

Doing for planet

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

- **Project Zero:** Reduce GHG emissions.
- **Energy footprint:** Improve energy efficiency within our networks and deploy renewables.
- **Waste management:** Develop a circular economy and manage our waste.
- **Water management:** Reduce our impact through water conservation measures.

SDGs: 7, 12, 13, 17

Doing for people

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

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

SDGs: 4, 5, 8, 10, 17

Doing it right

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

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

SDGs: 16, 17

Doing for growth

We are committed to boosting inclusive economic growth on the continent

- **Tax contributions across markets.**
- **Network infrastructure investment.**
- **Empower local governments and enterprises.**

SDGs: 8, 9, 17

Reporting criteria methodology

Sustainability reporting standards and frameworks

We recognise the importance of defining and measuring our data to ensure it is useable and consistent information for our stakeholders and users of the information. In this regard, our aim is to align our definitions and reporting methodologies as close as possible with best practices. As we take into consideration the evolution of the sustainability reporting landscape, we remain abreast of developments and changes in best practices and industry guidance. This may result in changes and restatements from time to time, but we remain confident that these will provide better information for our users, and we will clearly indicate such changes. On our journey to full compliance with the ISSB, our aim is to use reporting methodologies and definitions as defined in those standards. Where silent, and as allowed by the ISSB, we will refer to industry best practices, such as the GSMA ESG Metrics for Mobile or other relevant sustainability reporting standards, including the GRI and other reporting standards and frameworks referenced on page 2. Additional information on methodologies can be found in the reporting methodology sections within this report.

Boundary for reporting

The data reported adopts the financial reporting entity model of control and significant influence, for the period 1 January to 31 December 2024.

The report gives commentary, performance and prospects for our material subsidiaries: MTN South Africa and MTN Nigeria, as well as for our three operating regions:

- SEA – Southern and East Africa.
- WECA – West and Central Africa.
- MENA – Middle East and North Africa.

The above scope results in the inclusion of information on our operating markets, namely Benin, Cameroon, Congo-Brazzaville, Côte d'Ivoire, Eswatini, Ghana, Liberia, Nigeria, Rwanda, South Africa, South Sudan, Uganda and Zambia. Guinea-Bissau and Guinea-Conakry have been excluded due to their exit in 2024.

In addition to the above, the following should be noted throughout the data reported:

- Owing to MTN's indirect minority ownership holding in Irancell, Iran is excluded from the reporting boundary.
- Some MTN Group head office services are undertaken in respect of these entities in the United Arab Emirates (Dubai) in leased offices and are incorporated into environmental reporting.
- Guinea-Conakry has been excluded from the asset count but has been included in the emission footprint and energy data.
- The 2021 baseline emissions and the 2024 achievement excludes Afghanistan, Guinea-Bissau, Sudan and Namibia.
- Data relating to human rights excludes Sudan. This is due to the ongoing conflict and instability within the country, which has made it difficult for us to obtain complete and accurate data from our staff. However, MTN continues to use its reasonable efforts to assess and monitor the situation as circumstances allow.

Judgements and estimates

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. The 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 evolving. There are also challenges related to accessing data in a timely manner and the lack of consistency and comparability between the 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.

Navigating uncertainty

Due 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, we may need to review our models and methodologies, or adjust our approach to ESG analysis. This may require amending, updating and recalculating our ESG disclosures, goals, commitments and targets, as well as evaluating our progress towards these objectives. Changes to ESG data might result in irreconcilability or incomparability year-on-year.

Combined assurance

Our combined assurance model integrates and aligns risk, audit and compliance functions with assurance activities. This enables an effective internal control environment across the Group, supporting the integrity of the information used in internal decision-making and reporting to external stakeholders.

As part of our drive and commitment to improving transparency and to increase the credibility of our data reported, we engaged Ernst & Young to perform a limited assurance review of our calls to whistle-blower hotline, carbon emissions – Scope 1 (tCO_2e) (MTN South African and Uganda) and carbon emissions – Scope 2 (tCO_2e) (MTN South Africa and Uganda), in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised): Assurance Engagements other than Audits and Reviews of Historical Financial Information, issued by the International Auditing and Assurance Standards Board. For details of the scope of work, procedures and outcome of the review of the limited assurance, please refer to the independent assurance report on selected sustainability information included within our 2024 Integrated Report.

Doing for planet overview

Despite Africa's abundant natural resources, environmental degradation is accelerating, creating a heightened sense of vulnerability to the adverse effects of climate change, including mismanagement, pollution, land degradation, water scarcity and deforestation. MTN is critical in accelerating digital inclusivity, although this presents environmental challenges and potential adverse risks. Through our diverse geographic footprint, we encounter various environmental challenges and priorities, which require collaborative efforts across sectors and borders, focusing on key areas such as reducing emissions, managing waste and conserving water resources.

Environmental responsibility is a fundamental principle for MTN, and we firmly believe the implementation of sustainable business practices is essential for a future that ensures the wellbeing of both people and the planet. We take ownership of the environmental impact of our operations, products and services and are committed to managing our environmental footprint across our markets and continuously improving our processes to safeguard Africa's natural environment.

Our approach to environmental management is tailored to the unique circumstances of each market where we operate, by considering local regulations and policies, while maintaining a broader vision of sustainable development across the continent. Our environmental strategy is guided by the MTN Sustainability Strategy Framework. In the execution of our environmental strategy, we employ a programmatic approach. Project Zero and Project Infinity are examples of our tailored projects, addressing decarbonisation and circularity, respectively.

Achieving our strategic objectives under our **Doing for planet** strategic pillar by:

Doing for planet

Focus area	Description	Target
1 Taking action for the atmosphere	• Reducing Scope 1 and Scope 2 emissions through Project Zero. This approach is underpinned by energy efficiency and the greening of our energy supply. • Addressing Scope 3 emissions by partnering to reduce emissions throughout the value chain.	Reduce absolute Scope 1 and 2 GHG emissions by **50%** by 2030, from a 2021 base year.
2 Protecting and restoring our land	• Developing a circular economy. • Managing our waste.	
3 Working towards water resource protection	• Optimising water consumption through improved monitoring and analysis of data.	

Policy or position statements

Policy or position statements	Description	Read more at the following links
Networks and the environment	MTN integrates environmental, health, and safety considerations across all stages of its network operations, from planning and installation to deployment and maintenance. We remain committed to conducting environmental impact assessments, enforcing policies, and implementing mitigation strategies to minimise ecological disruption. Key focus areas include responsible site construction, waste minimisation, pollution prevention, and conservation of natural resources such as land, water, and biodiversity. Our infrastructure development adheres to stringent approval processes involving local governments and regulatory bodies. MTN also ensures compliance with environmental impact assessment requirements for operating licences and financial investment applications, with several markets voluntarily adopting additional sustainability certifications.	https://www.mtn.com/wp-content/uploads/2023/09/MTN-Position-on-Networks-Environment.pdf
Environmental management	MTN maintains its commitment to responsible environmental management by aligning with global best practices, including the GRI, UNGC principles, IFRS S2, CDP, and SDGs. Compliance with environmental legislation and ISO 14001:2015 remains a priority. MTN focuses on: • Climate action: Strengthening efforts to reduce GHG emissions through energy-efficient technologies, renewable energy adoption, and operational efficiencies across the value chain. • Circular economy practices: Enhancing waste reduction, resource efficiency, and sustainable waste management strategies. • Water stewardship: Implementing initiatives to reduce water consumption, manage scarcity risks, and support community water programmes. • Biodiversity and ecosystem protection: Incorporating biodiversity considerations into infrastructure planning and operations to minimise ecological impact. • Sustainable supply chain practices: Strengthening supplier collaborations to promote environmental responsibility and ethical sourcing.	https://www.mtn.com/wp-content/uploads/2024/04/MTN-Position-on-Environment.pdf
Electromagnetic fields	MTN remains committed to ensuring that all network equipment, including masts and mobile devices, operate within globally recognised electromagnetic frequencies (EMF) safety limits. We follow guidelines set by the International Commission on Non-Ionising Radiation Protection (ICNIRP) and relevant national regulators within the countries in which we operate. Regular monitoring and compliance assessments are conducted to ensure MTN stays within approved safety standards.	https://www.mtn.com/wp-content/uploads/2024/04/MTN_Position-Statements-on-Electromagnetic-Fields-EMF.pdf
Net Zero philosophy	As part of its 2040 Net Zero commitment, MTN is intensifying its Project Zero initiatives to reduce carbon emissions across its operations. The strategy focuses on Scope 1 and 2 emissions through three key pillars: Reduce, Substitute, and Compensate. In 2024, MTN accelerated renewable energy adoption and implementing energy optimisation projects to drive absolute emission reductions. For Scope 3 emissions, MTN is strengthening supplier engagement, requiring key partners to commit to Net Zero targets by 2026, integrating internal carbon pricing in procurement decisions, and investing in carbon offset initiatives for 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 2024 Supplier Code of Conduct reinforces its expectations for ethical and sustainable business practices. The company requires suppliers to: • Obtain and maintain all necessary environmental permits, approvals and registrations. • Apply the precautionary principle in resource use, particularly for energy and water conservation. • Establish and implement environmental responsibility statements, formally endorsed by executive leadership, to ensure alignment with MTN's sustainability objectives.	https://group.mtn.com/wp-content/uploads/2020/07/Final-Supplier-Code-of-Conduct-March-2020_v2.pdf

Reporting methodology assumptions

Environmental performance metrics

MTN measures its environmental performance using a range of key metrics, categorised as follows:
- Energy use
- Emissions (Scope 1, 2, and 3)
- Renewable energy
- Water and waste
- Material use
- Vehicle fleet
- CDP score

To provide deeper insights into its operations, MTN also reports on key assets across major markets, including base transceiver station (BTS) sites, data centres, buildings, and retail stores. MTN's energy and climate-related disclosures are aligned with IFRS S2, where full compliance remains an ongoing journey and is guided by the GSMA ESG Metrics for Mobile (June 2022). The intent is to fully align with the IFRS S2 reporting standard in 2025.

Greenhouse Gas (GHG) Protocol

MTN's GHG emissions reporting is guided by the GHG Protocol. MTN applies the operational control approach to compile its carbon footprint. Under this approach, the company accounts for 100% of emissions from operations over which it or its subsidiaries have full authority to implement operational policies.

MTN's organisational boundary includes:
- All operating companies.
- All joint ventures and investments.

MTN's operational boundary covers both:
- Direct emissions (Scope 1) from sources owned or controlled by MTN.
- Indirect emissions (Scope 2 and 3) resulting from MTN's activities but occurring at external sources.

Scope 3 emissions categories reported:
1, 2, 3, 4, 5, 6, 7, 11, 12, 14 and 15.

GHG emissions reporting

Scope 1: Direct emissions
Scope 1 emissions result from MTN's direct operational activities, primarily:
- Electricity generation – Combustion of fossil fuels, e.g. in backup generators.
- Motor vehicle use – Combustion of petrol and diesel in company-owned or controlled vehicles.
- Fugitive emissions – Hydrofluorocarbon (HFC) emissions from refrigeration and air conditioning equipment.

MTN collects energy consumption data monthly from its Opcos through financial invoices and smart metering, where applicable. Data undergoes monthly quality control to identify anomalies, supplemented by an annual internal audit.

Scope 2: Indirect emissions (purchased energy)
Scope 2 emissions stem from the generation of purchased electricity, steam, heating, and cooling consumed by MTN.

For Scope 2 calculations, MTN relies on:
- Grid emission factors.
- Supplier-specific emission factors (for independent power producers).
- Market-based method – incorporating:
  - Indirect emissions from grid electricity purchases.
  - Emissions from electricity purchased through power purchase agreements.
  - Renewable energy credits (RECs).

To reduce Scope 2 emissions, MTN actively explores:
- Energy efficiency improvements.
- Investments in renewable energy.
- Power purchase agreements.

Like Scope 1, Scope 2 data is collected monthly and undergoes quality control and annual internal audits.

Scope 3: Value chain emissions
Scope 3 emissions are the most complex to quantify as they occur outside MTN's direct control.

These include emissions from:
- Purchased goods and services (e.g. upstream manufacturing and transport).
- Business travel and employee commuting.
- Waste disposal.
- Use of sold products.
- Transportation and distribution (upstream and downstream).
- Investments, leased assets, and franchises.

Scope 3 data is calculated annually for each Opco, using centralised databases and systems. MTN continues to enhance its Scope 3 emissions methodology, with a focus on increasing reliance on supplier-specific data.

Avoided emissions and Project Infinity:
MTN's circular economy programme, Project Infinity, aims to reduce emissions through responsible reuse and recycling of network infrastructure and end-user devices. The initiative facilitates avoided emissions, contributing to global decarbonisation efforts.

Key features of Project Infinity:
An online marketplace platform accessible to MTN's Opcos across Africa and the Middle East.

Real-time inventory tracking with high-resolution images and condition assessments.

Order placement, refurbishment, warranty, and test reports for reused equipment.

Carbon emissions avoidance tracking per reuse or recycling activity.

Emission avoidance calculation methodology of Project Infinity:
Based on material composition and lifecycle assessments and uses guidance from:
- World Business Council for Sustainable Development (WBCSD)/ Net Zero Initiative.
- ITU-T L.1410 methodology (environmental impact of ICT goods, networks, and services).
- Undergoing third-party verification.

MTN follows a five-step process to quantify avoided emissions:
- Define timeline and system boundaries.
- Assess the solution's direct and significant decarbonisation impact.
- Break down product into base materials.
- Apply scenario-specific emission factors to calculate avoided emissions.
- Report avoided emissions separately from Scope 1, 2 and 3.

Importantly, avoided emissions do not contribute to MTN's carbon neutrality claims. The methodology will continue to evolve as industry standards develop, potentially requiring updates to MTN's disclosures, targets, and ESG strategy.

Looking ahead

MTN remains committed to enhancing environmental performance tracking and emissions reporting through improved data collection, supplier engagement, and reporting methodologies. With ongoing refinement in Scope 3 data collection and the continued evolution of Project Infinity, MTN aims to further align with global best practices and contribute to a more sustainable digital future.

Data

Doing for planet	Unit	2024	2023	2022	2021	2020
Electricity use (in Joules)^						
Electricity consumption GRI GSMA	GJ	1 585 099.70	1 692 752.41	1 939 328.79	3 135 503.50	5 525 569.00
Diesel	GJ	2 148 906.56	3 526 869.12	3 434 615.93	3 659 279.23	3 283 398.00
Petrol	GJ	27 831.05	36 043.22	35 916.62	28 358.24	80 641.03
Natural gas	GJ	89 660.10	151 220.78	155 264.84	217 901.78	84 931.74
Liquefied petroleum gas	GJ	7.10	—	—	—	—
Total energy use	GJ	3 851 504.51	5 406 885.54	5 565 126.18	7 041 042.75	8 974 539.77
Energy use (in monitored units)^						
Electricity	kWh	440 305 472.55	470 209 003.30	538 702 442.17	870 973 194.87	1 534 880 370.05
Petrol	L	837 653.78	1 084 822.31	1 081 011.97	853 521.03	2 459 918.00
Diesel	L	59 141 504.30	97 065 339.77	94 526 377.47	100 709 487.64	89 833 048.37
Natural gas	GJ	89 660.10	151 220.78	155 264.84	217 901.78	84 931.74
GHG emissions (Scope 1, 2, and 3)^ ^^						
Scope 1 (direct emissions) GSMA	tCO_2e	184 074.11	292 505.72	290 379.32	308 810.47	272 695.00
Scope 2 – indirect (location based) GSMA	tCO_2e	267 187.19	267 827.92	343 291.89	658 344.86	953 361.00
Scope 3 – indirect MTN Group (Incl. Bayobab, ayoba and digital) GSMA	tCO_2e	1 293 152.39	3 153 045.96	4 223 858.00	4 053 915.20	912 471.00
Total – Scope 1 and 2	tCO_2e	451 261.30	560 333.63	633 671.20	967 155.33	1 226 056.00
Total – Scope 1, 2, and 3	tCO_2e	1 744 413.68	3 713 379.60	4 857 529.21	5 021 070.53	2 138 527.00
GHG emissions (Scope 3 breakdown)						
Category. 1 Purchased goods and services	tCO_2e	796 740.91	2 531 057.06	3 591 894.31	2 599 562.07	—
Category. 2 Capital goods	tCO_2e	40 160.50	157 579.62	163 475.94	703 518.10	—
Category. 3 Fuel- and energy-related activities	tCO_2e	72 438.47	133 389.63	142 420.73	215 205.56	—
Category. 4 Upstream transportation and distribution	tCO_2e	68 783.62	15 918.08	10 855.27	10 480.09	—
Category. 5 Waste generated in operations	tCO_2e	364.72	0.00	2.90	25 759.71	—
Category. 6 Business travel	tCO_2e	21 232.08	5 211.43	2 915.12	2 562.59	—
Category. 7 Employee commuting	tCO_2e	24 136.60	25 993.00	24 903.30	25 245.00	—
Category. 9 Downstream transportation and distribution	tCO_2e	454.24	—	—	—	—
Category. 11 Use of sold products	tCO_2e	183 968.51	223 066.11	278 955.41	452 605.94	—
Category. 12 End-of-life treatment of sold products	tCO_2e	2 149.06	2 512.70	3 213.21	5 098.29	—
Category. 14 Franchises	tCO_2e	25 834.12	30 642.61	—	—	—
Category. 15 Investments	tCO_2e	40 949.22	27 675.72	5 221.81	13 877.84	—

^ *Data relating to energy and emissions underwent an internal audit during the year.*
^^ *Emission factors were updated to reflect the latest emission factors per the International Energy Agency database.*

Data continued

Doing for planet	Unit	2024	2023	2022	2021	2020
Water and waste GRI GSMA JSE						
General waste generated	Tonnes	201.90	176 546.58	—	—	—
E-waste generated	Tonnes	59.47	654.23	99.20	16.04	31.00
Recycled: Paper and cardboard	Tonnes	76.84	38 527.40	928 000.00	30 084.00	18 353.00
Recycled: Plastics	Tonnes	50.29	9.12	7.00	—	—
Recycled: Glass	Tonnes	9.89	1.27	0.20	—	—
Recycled: Metals	Tonnes	14.43	3.37	0.99	—	—
Water consumption	KL	860 355.59	471 453.80	—	—	—
Circular economy						
Capex avoided or saved through refurbishing, reusing and reselling network equipment	US$	2 451 172.00	3 502 601.00	953 805.00	—	—
Network waste diverted from landfills	kg	130 442 447.00	1 109 620.00	817 200.00	—	—
Network waste reused	Tonnes	235.79	47.71	23.40	—	—
Serialised e-waste recycled GSMA SASB	Tonnes	1 272.31	606.20	293.60	—	—
Bulk e-waste recycled	Tonnes	128 934.35	455.70	499.90	—	—
Network equipment repaired or reused GSMA SASB	Number	9 676	4 449	2 268	—	—
Emissions avoided	tCO_2e	7 310.45	7 911.00	2 363.00	—	—
Emissions intensity						
Subscribers	Million	291	295	289	272	—
Revenue	Rm	188 001	216 341	207 003	181 646	—
Data	PB	19 459	15 524	12 288	9 269	—
Scope 1 and 2 emissions per subscriber	tCO_2e/subscriber	0.0016	0.0019	0.0022	0.0036	—
Scope 1 and 2 emissions per revenue	tCO_2e/Rm	2.40	2.59	3.06	5.32	—
Scope 3 emissions per 1 GB of data	tCO_2e/GB (x1000)	0.07	0.20	0.34	0.44	—

Data continued

Doing for planet	Unit	2024	2023	2022	2021	2020
Renewable energy projects: Buildings and data centres						
Benin	Number	0	–	–	–	–
Cameroon	Number	2	–	–	–	–
Congo-Brazzaville	Number	0	–	–	–	–
Côte d'Ivoire	Number	0	–	–	–	–
Eswatini	Number	3	–	–	–	–
Ghana	Number	3	3	–	–	–
Liberia	Number	0	–	–	–	–
Nigeria	Number	0	–	–	–	–
Rwanda	Number	5	–	–	–	–
South Africa	Number	2	3	–	–	–
South Sudan	Number	0	–	–	–	–
Uganda	Number	0	–	–	–	–
Zambia	Number	4	–	–	–	–
Renewable energy projects: MTN-owned BTS sites (rural and non-rural)^						
Benin	Number	133	178	–	–	–
Cameroon	Number	315	439	–	–	–
Congo-Brazzaville	Number	41	169	–	–	–
Côte d'Ivoire	Number	40	218	–	–	–
Eswatini	Number	0	–	–	–	–
Ghana	Number	39	400	–	–	–
Liberia	Number	0	361	–	–	–
Nigeria	Number	571	2 863	–	–	–
Rwanda	Number	0	37	–	–	–
South Africa	Number	0	151	–	–	–
South Sudan	Number	271	43	–	–	–
Uganda	Number	3	237	–	–	–

^ *Please note that 2023 data includes MTN-owned sites, as well as third-party sites. 2024 data includes MTN-owned sites only. The change is as a result of data availability and integrity from third parties.*

Data continued

Doing for planet	Unit	2024	2023	2022	2021	2020
Renewable energy credits						
MTN Bayobab Dubai	MWh	380	252	–	–	–
Vehicle fleet						
Electric vehicles (pure electric)	Number	10	8	–	–	–
Hybrid electric vehicles	Number	17	16	–	–	–
Conventional vehicles (diesel/petrol)	Number	2 004	2 049	–	–	–
Total vehicles	Number	2 031	2 073	–	–	–
CDP score						
Climate change score	Rating	B	B	C	B-	C
Supplier engagement	Rating	–	B-	A-	B	C-

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.

Opco	Site breakdown	2024	2023
South Africa	BTS sites: total	**13 127**	13 127
	BTS sites: MTN owned and operated	**885**	885
	BTS sites: third-party owned (MTN operated)	**0**	—
	BTS sites: fully outsourced	**12 242**	12 242
	Data centres and switch sites	**29**	28
	Buildings and stores	**117**	272
	Total sites	**13 273**	13 427
Nigeria	BTS sites: total	**22 705**	19 265
	BTS sites: MTN owned and operated	**1 032**	440
	BTS sites: third-party owned (MTN operated)	**21 673**	—
	BTS sites: fully outsourced	**0**	18 825
	Data centres and switch sites	**17**	30
	Buildings and stores	**31**	30
	Total sites	**22 705**	19 325
Uganda	BTS sites: total	**3 596**	3 414
	BTS sites: MTN owned and operated	**75**	83
	BTS sites: third-party owned (MTN operated)	**0**	—
	BTS sites: fully outsourced	**3 521**	3 331
	Data centres and switch sites	**6**	6
	Buildings and stores	**45**	42
	Total sites	**3 647**	3 462
Ghana	BTS sites: total	**4 596**	4 566
	BTS sites: MTN owned and operated	**64**	34
	BTS sites: third-party owned (MTN operated)	**30**	30
	BTS sites: fully outsourced	**4 502**	4 502
	Data centres and switch sites	**5**	8
	Buildings and stores	**63**	63
	Total sites	**4 664**	4 637
Cameroon	BTS sites: total	**3 144**	2 627
	BTS sites: MTN owned and operated	**580**	342
	BTS sites: third-party owned (MTN operated)	**2 303**	110
	BTS sites: fully outsourced	**261**	2 175
	Data centres and switch sites	**6**	6
	Buildings and stores	**24**	24
	Total sites	**3 174**	2 657
Côte d'Ivoire	BTS sites: total	**3 027**	2 863
	BTS sites: MTN owned and operated	**590**	502
	BTS sites: third-party owned (MTN operated)	**2 137**	2 143
	BTS sites: fully outsourced	**300**	218
	Data centres and switch sites	**4**	10
	Buildings and stores	**21**	21
	Total sites	**3 052**	2 894
Benin	BTS sites: total	**1 106**	—
	BTS sites: MTN owned and operated	**1 106**	—
	BTS sites: third-party owned (MTN operated)	**0**	—
	BTS sites: fully outsourced	**0**	—
	Data centres and switch sites	**3**	—
	Buildings and stores	**15**	—
	Total sites	**1 124**	—

Data continued

Opco	Site breakdown	2024	2023
Congo-Brazzaville	BTS sites: total	753	–
	BTS sites: MTN owned and operated	423	–
	BTS sites: third-party owned (MTN operated)	42	–
	BTS sites: fully outsourced	288	–
	Data centres and switch sites	2	–
	Buildings and stores	19	–
	Total sites	774	–
Eswatini	BTS sites: total	446	–
	BTS sites: MTN owned and operated	409	–
	BTS sites: third-party owned (MTN operated)	37	–
	BTS sites: fully outsourced	0	–
	Data centres and switch sites	3	–
	Buildings and stores	5	–
	Total sites	454	–
Liberia	BTS sites: total	668	–
	BTS sites: MTN owned and operated	295	–
	BTS sites: third-party owned (MTN operated)	8	–
	BTS sites: fully outsourced	365	–
	Data centres and switch sites	3	–
	Buildings and stores	18	–
	Total sites	689	–
Rwanda	BTS sites: total	1 528	–
	BTS sites: MTN owned and operated	32	–
	BTS sites: third-party owned (MTN operated)	0	–
	BTS sites: fully outsourced	1 496	–
	Data centres and switch sites	6	–
	Buildings and stores	28	–
	Total sites	1 562	–
South Sudan	BTS sites: total	611	–
	BTS sites: MTN owned and operated	492	–
	BTS sites: third-party owned (MTN operated)	69	–
	BTS sites: fully outsourced	50	–
	Data centres and switch sites	2	–
	Buildings and stores	2	–
	Total sites	615	–
Zambia	BTS sites: total	1 793	–
	BTS sites: MTN owned and operated	0	–
	BTS sites: third-party owned (MTN operated)	7	–
	BTS sites: fully outsourced	1 786	–
	Data centres and switch sites	3	–
	Buildings and stores	1	–
	Total sites	1 797	–
Bayobab	BTS sites: total	0	–
	BTS sites: MTN owned and operated	0	–
	BTS sites: third-party owned (MTN operated)	0	–
	BTS sites: fully outsourced	0	–
	Data centres and switch sites	0	–
	Buildings and stores	2	–
	Total sites	2	–

Data continued

To ensure the accuracy and credibility of our reporting, we are enhancing the granularity of our emissions data across relevant categories. This data-driven approach aligns with the highest reporting standards, promotes transparency and mitigates the risk of greenwashing. In 2024, we strengthened our data framework by integrating additional entities and implementing a pilot bottom-up data approach, while also transitioning from the 2002 Environmentally Extended Input-Output (EEIO) model to the more recent 2018 EEIO, a change that significantly impacts the capital goods, investments, and, most notably, the purchased goods and services categories.

Category	2024 (tCO_2e)	% Change from 2023 to 2024	Reason for change from 2023 to 2024
Purchased goods and services	796 740.91	(69)	Decrease in emissions due to change from 2002 EEIO emission factor to 2018 EEIO emission factor
Capital goods	40 160.50	(75)	Decrease in emissions due to change from 2002 EEIO emission factor to 2018 EEIO emission factor
Fuel and energy-related activities	72 438.47	(46)	Decrease in emissions due to divestments (Afghanistan and Guinea-Bissau) and partial exclusion of Sudan
Upstream transportation and distribution	68 783.62	332	Significant increase in emissions due to an increase in upstream transportation and distribution
Waste generated in operations	364.72	100	Increase in emissions due to more detailed and accurate reporting
Business travel	21 232.08	307	Significant increase in emissions as calculations were based on spend in 2024, due to a change in travel agent and limited data. This contrasts with the previous distance-based method used in 2023
Employee commuting	24 136.60	(7)	Slight decrease in emissions due to divestments as stated above
Downstream transportation and distribution	4 540.24	100	Increase in emissions due to the bottom-up approach being applied for Nigeria and thus information was available at the Opco level
Use of sold products	183 968.51	(18)	Decrease in emissions due to decrease in amount of sold devices
End-of-life treatment of sold products	2 149.06	(14)	Decrease in emissions due to decrease in amount of sold devices
Franchises	25 834.12	(16)	Decrease in emissions due to divestments (Afghanistan and Guinea-Bissau)
Investments	40 949.22	48	Increase in emissions due to higher investments
Total	**1 281 298**	**(59)**	

Doing for people overview

Sub-Saharan African countries are characterised by poor connectivity rates, with less than 25% of households having access to the internet. Vulnerable populations – such as women, people with disabilities, children, youth, the elderly, low-income individuals and those in remote areas – are disproportionately affected by the digital divide. This poses a significant challenge, as these individuals do not have access to invaluable technology to provide life-enhancing services. Enhancing social inclusivity therefore lies at the centre of our "doing for people" strategic pillar, with the focus on ensuring enhanced digital connectivity.

Our commitment to fostering a more sustainable society focuses on ensuring everyone has access to digital connectivity and can benefit from technology from both economic and social perspectives. Through our strategic focus on driving digital and financial inclusion, training and developing our employees, promoting diversity and inclusion, and uplifting communities through our CSI, MTN is actively contributing to positive change in the markets we serve.

Achieving our strategic objectives under our **Doing for people** strategic pillar by:

Doing for people

Focus area	Description	Target
1 Accelerating digital inclusion	• Rural connectivity. • Affordable data and handsets. • Digital adoption.	**95%** broadband coverage by 2025. **1GB** of mobile broadband data should cost 2% or less of a country's gross national income per capita. **200 million** active data subscribers by 2025.
2 Driving financial inclusion	• Convenient, low-cost transacting. • Saving. • Micro-lending. • Insurance remittances.	Reach **100 million** active consumer wallets and support five million businesses by 2025.
3 Fostering a skilled, diverse and inclusive society	• In our workplace. • In our communities. • In our retail outlets.	Ensure **50%** female workforce representation by 2030.
4 Uplifting our communities	• Developing digital skills. • Women and youth empowerment. • Investing in national priority areas. • ***Y'ello*** Care.	CSI initiatives with **75%** directed to ICT-related activities and **25%** to national priority areas.

Policy or position statements

Policy or position statement	Description	Read more at the following links
Digital inclusion	MTN focuses on driving digital inclusion by expanding access to affordable and reliable connectivity, particularly for underserved communities, women, and youth. Through its growing digital ecosystem, including ayoba, MTN enhances digital access by providing encrypted messaging, rich media services, and locally relevant content; ayoba also supports financial inclusion by integrating mobile financial services and enabling small businesses to connect with customers. As an open platform, ayoba fosters innovation by allowing third-party developers to create services tailored to African users. By investing in digital skills and infrastructure, MTN is working to bridge the digital divide and unlock new opportunities for economic participation.	https://www.mtn.com/wp-content/uploads/2023/03/MTN-Position-on-Digital-Inclusion.pdf
Financial inclusion	MTN's financial inclusion efforts in 2024 focused on expanding its Mobile Money (MoMo) services to reach more individuals and small businesses. MoMo now offers an enhanced suite of services, including instore payments, remittances, prepaid services, mobile wallets, micro-loans and microinsurance. MoMoPay provides secure and efficient payment solutions for merchants, while MoMoBusiness supports small and medium enterprises (SMEs) with tailored financial tools to meet their unique needs. By leveraging digital finance, MTN empowers entrepreneurs and individuals with greater financial access, fostering economic resilience and growth.	https://www.mtn.com/wp-content/uploads/2023/03/MTN-Position-on-Financial-Inclusion.pdf
Diversity and inclusion	MTN is committed to diversity and inclusion by embedding inclusive policies across its operations. The company fosters an equitable environment where individuals of all backgrounds—including women, youth, and persons with disabilities—have opportunities to thrive. MTN's strategy aligns with global best practices, ensuring leadership accountability, equitable workforce practices, and meaningful community engagement. The company continues to champion gender equality, eliminate discrimination, and invest in leadership development programmes. With a zero-tolerance approach to harassment and discrimination, MTN remains dedicated to creating a safe, diverse, and inclusive workplace culture. Our 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/2023/03/MTN-Position-on-Diversity-Inclusion_.pdf
Labour practices	MTN is dedicated to responsible labour practices, adhering to internationally recognised standards and legal requirements across its operations. The Group upholds principles of fairness, non-discrimination, and equal opportunity for all employees. MTN strictly prohibits discrimination and harassment while ensuring equal pay for equal work. Fair wages, benefits, and working hours are prioritised in compliance with local laws and industry standards. Additionally, MTN respects employees' rights to freedom of association, expression, privacy, and security, allowing open communication without fear of retaliation. This commitment also extends to safeguarding the rights of individuals using MTN services, ensuring compliance with relevant laws and regulations in each market.	https://www.mtn.com/wp-content/uploads/2023/09/MTN-Position-on-Labour-Practices.pdf
Occupational health and safety	MTN is dedicated to upholding world-class occupational health and safety standards, ensuring the wellbeing of employees, customers, and stakeholders. Our approach aligns with internationally recognised standards and local regulations, emphasising a robust occupational health and safety management system, compliance with legal requirements, proactive risk management, and thorough incident reporting and analysis. MTN also prioritises communicable disease control, maintaining accurate health and safety records, and enforcing strict safety protocols. Continuous training and communication on occupational health and safety guidelines are integral to our approach, covering workplace safety, remote work precautions, and the responsible operation of 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 prioritises sustainable community development through targeted investments in digital literacy, education, and national priority programmes. We remain committed to bridging the digital divide, with a focus on empowering women and youth through technology and skills training. MTN also continues to support disaster relief efforts and community-driven initiatives, ensuring its social impact aligns with national development goals. Transparency, governance, and stakeholder collaboration remain central to MTN's approach to CSI.	https://www.mtn.com/wp-content/uploads/2024/04/MTN-Position-on-CSI.pdf
Supplier Code of Conduct	MTN's Supplier Code of Conduct ensures ethical, sustainable, and responsible business practices across its supply chain. Suppliers are required to comply with labour laws, uphold human rights, and adhere to fair workplace standards. MTN maintains a zero-tolerance policy for bribery, corruption, and exploitative labour practices. Additionally, we mandate environmental responsibility, ensuring suppliers align with sustainable sourcing and climate-conscious business practices. Through strengthened oversight and compliance measures, MTN continues to drive positive change across its supplier network.	https://mtn.com/wp-content/uploads/2023/03/Supplier-Code-of-Conduct-1.pdf

Data

Doing for people	Unit	2024	2023	2022	2021	2020
Total employees^^	Number	14 461	17 569	17 462	16 390	19 295
Contractors and temporary employees	% of total employees	11	12	15	15	16
Employees retrenched	Number	401	165	99	139	22
Female representation						
Female representation at Board	%	36	36	–	–	–
Females at Group Executive Committee level	%	25	25	25	27	28
Female management level 3 and up	%	37	34	33	31	29
Females in succession pool	%	33	33	29	28	24
Female senior management level 3H and up	%	36	33	32	29	27
Females in middle management	%	37	35	34	31	30
Gender pay gap overall^						
Mean salary pay gap	%	21	21	23	25	29
Median salary pay gap	%	21	20	24	24	25
Mean bonus gap	%	41	34	41	28	36
Median bonus gap	%	21	24	17	13	21
Gender pay gap breakdown^						
Executive Committee level – Total mean pay gap	%	24	38	61	20	–
Executive Committee level – Total median pay gap	%	23	32	54	3	–
Leadership segment – Total mean pay gap	%	20	9	7	12	21
Leadership segment – Total median pay gap	%	16	7	8	12	18
Management segment – Total mean pay gap	%	5	8	9	7	6
Management segment – Total median pay gap	%	1	7	9	6	7
Staff segment – Total mean pay gap	%	11	12	12	10	12
Staff segment – Total median pay gap	%	8	11	10	8	10
Diversity and inclusion						
Differently abled staff	%	1.0	0.8	0.7	0.5	0.6

^ Note to computations:
1. *Our gender pay gap computations are based on the key principles derived from the UK Pay Gap Methodology*
2. *The 2024 reported gender pay gap percentages independently 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 2024 Group consolidated pay gap comprises all eligible employees across 17 Markets/Business Groups and is computed using South African Rand (ZAR) as the common base currency.*
6. *Computations for FY 2024 exclude Irancell, Sudan, Guinea-Bissau, Guinea-Conakry, Afghanistan, ISP operator – Botswana Business Solutions and ayoba. It is to be noted that Sudan, Guinea-Conakry, and Guinea-Bissau were historically included in past Gender Pay Computations.*
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.*

^^ Please note that the 2024 number excludes:
- *Guinea-Bissau and Guinea-Conakry due to their exit;*
- *Iran due to minority holding in Irancell; and*
- *Sudan due to the ongoing conflict and instability within the country.*

Data continued

Doing for people	Unit	2024	2023	2022	2021	2020
Collective bargaining: Unionised employees						
Employees unionised (South Africa)	%	17	18	21	6	5
Employees unionised (Group)	%	18	14	15	10	0
Employees not unionised (Group)	%	74	58	75	40	0
Employees with unknown status of union membership (Group)	%	9	28	10	44	0
Incidents of discrimination	Number	20	20	24	9	1
Learning and development						
Spend	Rm	272	307	280	190	136
Time spent on employee development	Total hours	2 004 478	1 832 189	1 363 200	1 202 825	898 300
Hours per employee	Hours	79	69	78	73	45
Employee culture survey results (Global Culture Audit)	%	86	83	83	80	81
Permanent employees receiving performance review	%	89	91	91	89	97
All employees per region^						
Total employees	Number	14 461	17 569	17 462	16 390	19 295
Southern and East Africa (SEA)	Number	7 078	7 212	6 547	5 889	6 624
West and Central Africa (WECA)	Number	5 120	5 621	6 231	6 255	6 286
Middle East and North Africa (MENA)	Number	367	3 092	3 137	3 076	4 928
Head office	Number	1 896	1 621	1 458	1 103	1 326
Business solutions	Number	0	23	89	67	131
Nationalities represented across workforce	Number	73	72	—	—	—
Employee breakdown per age						
Centennials (1996 to present)	%	9	6	4	2	2
Millennials (1976 to 1995)	%	75	78	78	80	79
Generation X (1966 to 1975)	%	15	15	16	16	18
Baby boomers (before 1966)	%	1	1	1	2	2
New external hires breakdown by gender						
Total new hires	Number	1 539	2 242	1 313	1 023	524
Male	%	46	53	55	55	66
Female	%	54	47	45	45	3 440
Employee turnover breakdown						
Total	%	9.9	8.5	8.2	9.9	5.6
Voluntary	%	5.5	5.7	6.4	6.5	3.1
Involuntary	%	4.5	2.8	1.7	3.3	2.4
Male	%	60.0	62.0	57.0	54.7	60.0
Female	%	40.0	38.0	43.0	45.3	40.0

^ *Please note that the 2024 number excludes:*
- *Guinea-Bissau and Guinea-Conakry due to their exit;*
- *Iran due to minority holding in Irancell; and*
- *Sudan due to the ongoing conflict and instability within the country.*

Data continued

Doing for people	Unit	2024	2023	2022	2021	2020
Digital inclusion: ayoba						
Active monthly users	Million	40.3	35.8	21.7	11.6	5.5
Live markets	Number	17	17	18	17	16
Languages supported	Number	23	23	23	23	22
Average active channel users per month	Million	1.2	1.4	1.0	0.5	—
Average active monthly micro–app users per month	Million	0.4	0.3	0.2	0.0	—
Average monthly active gaming users per month	Million	0.4	0.5	0.6	0.1	—
Number of channels	Number	197	197	287	219	—
Number of micro–apps	Number	632	556	297	32	—
Total beneficiaries completing the Solution Space E-Track programme	Number	67	103	251	285	—
Total ventures supported through the Solution Space E-Track programme	Number	15	55	15	152	—
Number of E:track ventures progressing to Phase 2	Number	15	15	15	15	—
Total youth participating in the Philippi Village developer programme	Number	30	30	30	30	—
Financial inclusion: MoMo						
Mobile Money (MoMo) services						
Registered MoMo accounts	Million	170.1	158.5	116.1	101.0	—
MoMo monthly active users	Million	63.1	62.6^	69.1	56.9	—
Total volume of transactions	Million	20.3	17.5^	13.4	9.9	—
Total value of transactions	US$bn	321.3	271.3^	221.3	191.2	—
Total active agents	Million	1.2	1.3	1.3	1.0	—
Average value of transactions facilitated per month	US$bn	27	23	18	16	—
Total markets offering fintech services	Number	14	16	16	16	—
MoMoPay						
Total MoMoPay merchants	Million	1.8	2.1	1.5	0.8	—
Total MoMoPay unique users	Million	11.3	9.5	10.4	6.4	—
MoMoBusiness						
Total countries offering MoMoBusiness	Number	12	12	11	6	—
MoMoKash						
Value of disbursements per month	US$m	145	100	117	100	—
Value of disbursements per year	US$bn	1.7	1.2	1.1	1.2	—
Markets served	Number	11	9	7	7	—
Average loan amount	US$	19	27	30	20	—
Total daily loans	Number	183 288	89 837	75 117	72 900	—

^ *Amounts have been restated to exclude market exits for comparability purposes.*

Data continued

Doing for people	Unit	2024	2023	2022	2021	2020
Remittances						
Total value of remittances facilitated	US$bn	4.4	3.3	2.2	2.0	—
Total number countries offering MoMo remittance transfers	Number	14	13	11	11	—
MoMo remittance corridors enabled	Number	832	616	544	109	—
Insurance						
Total number of aYo customers enrolled	Million	24.4	23.5	20.5	16.1	—
Total active aYo customers	Million	1.4	4.1	4.3	6.3	—
Total number of MTN insuretech customers	Million	24	23.9	20.9	16.4	—
Total countries offering MTN insuretech	Number	5	7	5	4	—
MoMo Application Programming Interface (API)						
Total API calls facilitated	Billion	4.5	2.7	1.6	0.7	—
Total API partners	Number	2 638	2 346	1 697	1 065	—
Total countries with live MoMo Open API	Number	14	14	12	11	—
Network and coverage GSMA						
Capex invested on fixed and mobile network	Rbn	29.90	41.1	38.2	32.7	—
Total rural broadband coverage	%	92.87	89.18	87.79	83.00	—
Total number of people with rural coverage	Million	39.80	35.8	30.8	23	—
Total FTTH customers	Number	38 566	23 030	—	—	—
2G sites rolled out	Number	1 727	4 455	2 974	3 195	—
3G sites rolled out	Number	1 528	3 317	3 498	3 566	—
4G sites rolled out	Number	2 034	5 326	7 993	9 158	—
5G sites rolled out	Number	910	2 251	1 570	849	—
Data traffic carried monthly	PB	1 197.30	1 583.80	1 583.80	—	—
Data traffic carried by 4G	%	8 400	88	85	—	—
5G population coverage in South Africa	%	44	36	21	—	—
5G population coverage in Nigeria	%	13	11	3	—	—
5G population coverage (entire footprint)	%	14	9	3	—	—
4G population coverage (entire footprint)	%	80	79	74	68	—
3G population coverage (entire footprint)	%	88	88	86	83	—
2G population coverage (entire footprint)	%	93	93	92	90	—
New 4G customers (entire footprint)	Million	9.6	32	45	—	—
(R3) Additional remote sites	Number	723	1 434	1 669	912	—
OpenRAN commercial	Number of base stations	1 130	1 130	1 130	712	—
Additional rural rollout partners this year	Number	0	0	7	—	—
Total rural rollout partners	Number	9	9	12	—	—
Total proprietary-owned fibre	km	121 137	114 000	105 000	100 000	—

Data continued

Doing for people	Unit	2024	2023	2022	2021	2020
Number of submarine cables	Number	25	16	15	15	—
New cross–border links across Africa	Number	25	25	16	15	—
Terrestrial fibre laid down	km	7 137	7 000	5 000	15 000	—
Number of customer success centres	Number	2	2	2	2	—
Adaptive mobile blocking activities						
Number of URLs inspected^	Number	129	656	145	174	—
Number of URLs blocked^	Million	0.87	1.00	0.70	0.30	—
Blocking rate^	%	67	17	46	15	—
Number of URLs blocked per day^	Number	9 600	3 000	1 800	700	—
Affordability and data connectivity: chase GSMA						
Average cost of 1GB data	Rand	8.40	9.40	11.40	13.58	—
Reduction in the average cost of data	%	11.0	17.5	16.8	15.3	—
Total markets within the affordability range advised by the United Nations	Number	14	16	16	16	—
Opcos with data retention models implemented	Number	10	10	6	2	—
Integrated bundles penetration across our base at a Group level	%	21.0	20.2	17.9	16.5	—
Voice subscriber base growth	%	2.2	1.3	6.2	1.1	—
Number of active data subscribers	Million	158	149	137	122	—
Total active member: Youth Pulse	Million	64	80	2	—	—
Number of smartphones distributed	Million	2.65	2.90	2.57	3.10	—
Total smartphones registered on the MTN network	Million	141.21	183.24	165.05	145.54	—
Total number of people trained on digital literacy	Million	29.7	15.7	20.0	24.0	—
CSI						
Total contribution to society	Rbn	188	159	149	115	—
Total MTN Foundation and CSI investment	Rand	208 610 750	220 350 341	228 856 006	163 000 000	163 000 000
Total CSI beneficiaries	Million	2.6	3.5	5.4	9.9	—
Total youth CSI beneficiaries	Million	1.9	2.9	4.8	7.5	7.5

^ *Please note that the 2024 data is only Q1 as a result in change of systems and improvement in reporting. Please refer to the Transparency Report for more information.*

Data continued

Doing for people	Unit	2024	2023	2022	2021	2020
Non-ICT spend – % breakdown						
Health	%	41	26	—	—	—
Education	%	23	22	—	—	—
Environment	%	3	18	—	—	—
Economic Empowerment	%	3	10	—	—	—
Other (CSI spend)	%	19	24	—	—	—
Total youth scholarships across all markets	Number	1 511	2 605	1 846	1 629	—
Total women and young girl CSI beneficiaries	Million	1.0	0.1	2.5	3.2	3.2
Number of differently abled persons supported	Number	38 214	6 255	10 621	11 665	11 665
Number of projects implemented	Number	147	164	164	157	—
Number of beneficiaries upskilled and trained	Number	200 972	39 865	144 850	130 674	—
Number of beneficiaries placed in employment opportunities	Number	553	677	10 497	2 446	—
Total digital learning/computer laboratories established	Number	126	70	86	21	—
Total MTN Skills Academy participants	Number	51 098	19 076	—	—	—
Y'ello Care overall beneficiaries (direct only)	Number	53 720	13 313	14 536	—	—
Total participants in data analytics training with SAS	Number	146	201	100	—	—
Total operating companies participating in data analytics training	Number	12	12	—	—	—
Total employee volunteers	Number	6 599	5 089	4 057	587	—
Health and safety						
Workplace-related deaths	Number	0	0	0	0	—
Workplace-related serious injuries	Number	13	3	1	1	4
Lost time incident rate	Rate	0.09	0	1.2	0.0019	—
Total recordable work-related injuries	Number	13	5	0	0	—
Total recordable injury rate	Rate	0.32	28.5	0.23	0.2	—
First aid training	Number	81	46	—	—	—
Firefighting training	Number	70	46	—	—	—
Adaptive mobile blocking activities						
Number of submarine cables	Number	25.00	16	15	15	—
New cross-border links across Africa	Number	25.00	25	16	15	—
Terrestrial fibre laid down	km	7 137	7 000	5 000	15 000	—
Number of customer success centres	Number	2.00	2	2	2	—
Number of URLs inspected	Number	129	656	145	174	—
Total virtual supplier training session participants	Number	689	1 010	465	670	—

Doing it right overview

Our commitment to *doing it right* emphasises the importance of strong corporate governance in guiding our actions and decision making. Robust governance is integral to our identity as a responsible corporate entity and essential for the wellbeing and satisfaction of the diverse stakeholders we serve.

Ethics forms the cornerstone of our governance principles, fostering a culture of integrity where every action aligns with the highest ethical standards. Compliance with laws and regulations is not merely a legal obligation, but a pledge to operate ethically, transparently and in harmony with the social norms of the regions we serve. As a digital service provider, we recognise our responsibility to safeguard society through robust data privacy measures and cybersecurity practices. We are also committed to protecting children online while preserving a free and fair internet that respects digital human rights. By integrating sustainable practices throughout our supply chain, we demonstrate our commitment to corporate responsibility beyond our operational boundaries, positively impacting the environment and society. Ethical conduct, legal compliance and robust risk management are the cornerstones of our reputation as a responsible corporate citizen and a trusted telecommunications partner.

Achieving our strategic objectives under our **Doing it right** strategic pillar by:

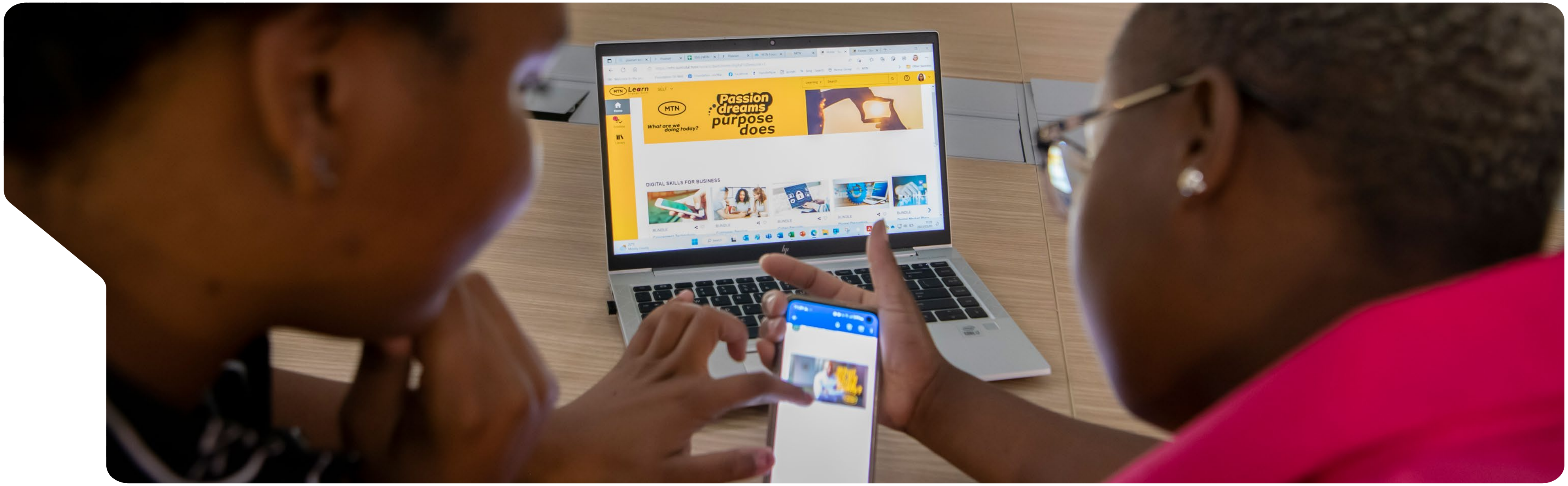
Focus area	Description	Target
1 Safeguarding our people and customers	• Enhancing information and cybersecurity. • Respecting digital human rights. • Treating customers fairly. • Promoting health, safety and wellbeing. • Ensuring electromagnetic frequencies (EMF) and 5G safety.	Ensure **80%** of suppliers (by spend) commit to SBTi by 2026.
2 Embedding ethical and responsible business practices	• Promoting ethical conduct. • Entrenching fair competitive practices. • Managing and reducing risks. • Commitment to compliance.	
3 Partnering for an ethical supply chain	• Responsible and inclusive procurement. • Embedding sustainability across our supply chain.	

Policy or position statements

Policy or position statement	Description	Read more at the following links
Code of ethics and conduct	MTN's Code of Ethics and Conduct promotes honesty, integrity, and professionalism in all business activities. It emphasises ethical behaviour, adherence to laws and regulations, and a zero-tolerance stance on non-compliance. Key principles include transparency, ethical stakeholder relationships, continuous learning on ethical behaviour, and encouraging the reporting of misconduct through established channels.	https://www.mtn.com/wp-content/uploads/2024/04/MTN-Position-on-Code-of-Ethics-Conduct.pdf
Digital human rights	MTN upholds digital human rights by aligning with global frameworks such as the UNGC and Guiding Principles on Business and Human Rights. MTN respects individuals' rights to privacy and freedom of expression, regardless of race, gender, or affiliation, to freedom of expression and privacy. A due diligence framework is in place to assess and respond to digital human rights concerns while ensuring compliance with local laws and providing platforms for stakeholder engagement.	https://www.mtn.com/wp-content/uploads/2024/04/MTN-Position-on-DHR.pdf
Responsible marketing	MTN's marketing practices are built on respect, accuracy, and inclusivity. We ensure our marketing is lawful, truthful, and considerate of all audiences. Advertising avoids harmful stereotypes, discrimination, and exploitation, particularly of children. MTN upholds privacy rights, follows advertising regulations, and ensures 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 prioritises transparency and customer control in its services. It ensures clear pricing information, authentication options, and management tools for service access. Customers can opt out of promotional messages and retain control over subscriptions after free trials. The company also limits communication at late hours to respect customer preferences.	https://www.mtn.com/wp-content/uploads/2024/04/MTN_Position-on-Treating-Customers-Fairly.pdf
Communications and editorial guidelines	MTN values transparency, accuracy, and stakeholder respect in all communications. It follows governance processes, national and international standards, and media ethics. The company promotes freedom of expression while protecting minors from harmful content and ensuring compliance with intellectual property laws.	https://www.mtn.com/wp-content/uploads/2024/04/MTN-Position-on-Communications-Editorial-guidelines.pdf
Information security	MTN's information security strategy focuses on confidentiality, integrity, and availability. Adhering to global standards such as the National Institute of Standards and Technology Cybersecurity Framework and ISO/IEC 27001:2013, the company implements policies covering governance, asset management, security, business continuity, and compliance with local regulations to protect information assets.	https://www.mtn.com/wp-content/uploads/2024/04/MTN-Position-on-Information-Security.pdf
Data protection and privacy	MTN safeguards personal data by adhering to global and local regulatory frameworks such as GDPR and Protection of Personal Information Act (POPIA). The company limits data collection to what is necessary, ensures lawful processing, and upholds customer rights, including access, correction, and opting out of marketing messages. Security measures prevent unauthorised access, loss, or misuse of personal data.	https://www.mtn.com/wp-content/uploads/2024/04/MTN-Position-on-Data-Privacy-and-Protection_.pdf
Privacy notice	MTN's Privacy Notice outlines how the company processes personal data and informs individuals of their rights regarding data use. It emphasises ethical, secure, and compliant data processing while providing mechanisms for individuals to access, correct, or raise concerns about their data.	https://www.mtn.com/wp-content/uploads/2023/06/MTN-Group-Public-Privacy-Notice.pdf
Fraud	MTN enforces a zero-tolerance approach to fraud, corruption, theft, and cybercrime. Employees are expected to prevent, detect, and report fraudulent activities. The company provides secure, anonymous reporting channels and ensures protection against retaliation for whistle-blowers.	https://www.mtn.com/wp-content/uploads/2024/04/MTN-Position-on-Fraud.pdf
Conflicts of interest	MTN requires employees to disclose potential conflicts of interest and act in the best interests of the company. Employees must declare external interests annually, avoid financial conflicts, and recuse themselves from decision making where personal interests may interfere. The company also prohibits political involvement using the MTN brand.	https://www.mtn.com/wp-content/uploads/2024/04/MTN-Position-on-Conflicts-of-Interests.pdf
Gifts, hospitality and entertainment	MTN maintains strict policies on gifts and hospitality to prevent conflicts of interest. Employees must declare gifts in a register, and only business-related, reasonable gifts are permitted. The company prohibits cash gifts, gifts with expectations, and inappropriate entertainment while ensuring transparency in dealings with third parties.	https://www.mtn.com/wp-content/uploads/2024/04/MTN-Position-on-Gifts-Hospitality.pdf

Policy or position statements

Policy or position statement	Description	Read more at the following links
Responsible AI	MTN's use of AI and algorithms is guided by our Responsible AI Policy. This ensures the necessary guardrails are in place and that the use and application of these technologies are responsible and ethical. Through our policy we are guided to ensure that we have positive impacts on our customers and users and that their digital human rights are protected.	https://www.mtn.com/wp-content/uploads/2025/04/MTN-position-statement-on-Responsible-Artifical-Intelligence.pdf
Anti-bribery and corruption	MTN enforces a zero-tolerance policy on bribery and corruption, prohibiting any attempts to influence business decisions through gifts, favours, or payments. The company conducts due diligence on third parties, requires transparency in procurement processes, and ensures compliance with anti-corruption laws, with violations subject to disciplinary or legal action.	https://www.mtn.com/wp-content/uploads/2024/04/MTN-Position-Anti-Bribery-Corruption.pdf
Political contributions	MTN supports democracy through non-cash, in-kind contributions that comply with local laws. The company maintains transparency, avoids direct cash donations to political parties, and ensures that contributions do not compromise its values or reputation. Employees' personal political activities must remain separate from MTN's business operations.	https://www.mtn.com/wp-content/uploads/2024/04/MTN-Position-on-Political-Contributions.pdf
Whistle-blowing	MTN encourages employees and stakeholders to report ethical concerns through secure, anonymous channels. The company ensures whistle-blower protection, maintains confidentiality, and prohibits retaliation against those who report misconduct. Compliance with whistle-blower protection laws is strictly upheld.	https://www.mtn.com/wp-content/uploads/2024/04/MTN-Position-on-Whistle-blowing.pdf
Responsible advertising	MTN's Responsible Advertising Sales Policy has been tailored to ensure protection of MTN users and customers while protecting the MTN brand reputation. This is achieved by preventing unsolicited targeted advertising that offends minorities, is defamatory or obscene, and aligns with local customs and cultural relevance. We further ensure that our platform for targeted advertising is in compliance with local and international laws and regulations, including how we access and use first-party customer data.	https://www.mtn.com/wp-content/uploads/2025/04/MTN-Position-Statement-on-Responsible-Mobile-Advertising-and-Sales.pdf



Our ESG rankings

With ESG at the centre of *Ambition 2025*, sustainability remains a core priority, driving our commitment to continuous improvement. We engage with various ESG rating agencies, each with distinct evaluation criteria and methodologies. While these assessments help us benchmark our performance and track progress, aligning our disclosures with differing requirements and timelines can be challenging. Despite this, we remain dedicated to transparency and ensuring our reporting is meaningful, relevant, and valuable to our stakeholders.

Ratings agency	Changes on prior year
S&P Global ESG rating	MTN's S&P Global ESG score has improved from 45 in 2023 to 49 in 2024, reflecting progress in the company's sustainability and governance initiatives. This increase aligns with S&P's revised methodology, which now incorporates company disclosures, media analysis, and stakeholder engagement for a more comprehensive assessment. To maintain a competitive edge, enhancing talent attraction and retention remains a key focus. While MTN has made significant strides in aligning with international ESG best practices, further strategic improvements will strengthen its sustainability framework and long-term resilience.
Morgan Stanley Capital International (MSCI)	MTN's MSCI rating remains unchanged at 'AA' for 2024, reflecting its strong corporate governance and competitive standing among global peers. The company maintains robust labour management practices, including annual job satisfaction surveys and alignment with international labour conventions, reinforcing its commitment to employee rights. MTN's board structure remains a key strength, with a majority independent board and fully independent key committees overseeing risk, nominations, pay, and audit – safeguarding investor interests. Additionally, the company has a performance-based clawback provision to recover incentives tied to potentially misstated accounts, further enhancing governance integrity.
FTSE Russell	MTN's FTSE4Good rating has slightly declined from 3.9 in 2023 to 3.8 in 2024, signalling a marginal shift in its ESG performance. Despite this, MTN continues to uphold strong corporate governance practices, including a majority independent board and fully independent key committees, reinforcing investor confidence. The company's labour management policies remain well-aligned with international standards, ensuring commitment to employee rights and satisfaction. As part of its ongoing ESG strategy, MTN remains focused on addressing areas of improvement to enhance its sustainability performance.

ESG rating scores	Unit	2024	2023	2022	2021	2020
S&P Global	Rating	49	45	47	–	–
MSCI	Rating	AA	AA	AA	–	–
FTSE Russell	Rating	3.8	3.9	–	–	–

Data

Doing it right	Unit	2024	2023	2022	2021	2020
Ethics-related queries and concerns GRI JSE	Number	400	254	53	116	188
Suppliers trained on ethics and fraud management	Number	1 582	1 010	670	—	—
Ethics e-learning course completed by staff GRI JSE	Number	3 617	6 246	5 669	7 105	10 284
Calls to tip-offs anonymous whistle-blowing hotline^	Number	162	119	123	137	—
Incidents reported internally	Number	136	—	—	—	—
Incidents reported by external parties	Number	163	—	—	—	—
Reported incidents of ethical culture issues: Racism	Number	6	—	—	—	—
Reported incidents of ethical culture issues: Sexual harassment	Number	5	—	—	—	—
Reported incidents of ethical culture issues: Bullying, intimidation and discrimination	Number	9	—	—	—	—
Conflict of interest declarations	% of employees	91	53	58	83	69
Additional certified ethics officers	Number	10	1	6	5	—
Ethics: Disciplinary sanctions outcomes total GRI JSE	Number of individuals	322	124	347	369	355
Ethics – Not guilty	Number of individuals	10	12	28	28	14
Ethics – Counselling	Number of individuals	6	15	4	3	4
Verbal warning	Number of individuals	47	25	32	38	39
Written warning	Number of individuals	85	67	116	93	96
Final written warning	Number of individuals	43	27	68	33	47
Ethics – Suspension	Number of individuals	13	18	21	14	14
Ethics – Dismissal	Number of individuals	75	70	72	70	75
Ethics – Pending	Number of individuals	18	16	4	89	66
Forensic investigations – Disciplinary sanctions outcomes total GRI JSE	Number of charges	161	211	221	284	—
Forensic investigations – Not guilty	Number of charges	35	17	31	48	—
Forensic investigations – Counselling	Number of charges	1	3	9	11	—
Verbal warnings	Number of charges	7	12	9	6	—
Written warnings	Number of charges	28	8	29	16	—
Final written warnings	Number of charges	22	10	36	27	—

^ *This figure excludes incidents reported via walk-ins, e-mail, management concerns and internal audits. Current year excludes one call reported to a disposed market (MTN Guinea-Conakry).*

Data continued

Doing it right	Unit	2024	2023	2022	2021	2020
Forensic investigations – Suspension	Number of charges	0	1	0	0	–
Forensic investigations – Dismissal	Number of charges	51	130	95	133	–
Forensic investigations – Pending	Number of charges	11	20	12	41	–
Employees resigned	Number of charges	2	9	–	2	–
Data privacy						
Number of privacy risk assessment conducted	Number	493	24	–	–	–
Notification of data subjects in case of data sharing under legal requirements	Number	0	–	–	–	–
Responsible supply chain						
Total vendors in supply chain	Number	22 658	19 156	19 000	–	–
Total local spend in South Africa	US$m	2 381	946	994	1 025	–
Total local spend in Nigeria	US$m	1 645	1 774	1 530	1 109	–
Number of new suppliers acknowledging MTN's Code of Conduct	Number	1 132	1 178	1 102	1 185	–
Total virtual supplier training session participants	Number	689	1 010	465	670	–
Corrective action plans raised from Joint Audit Co-operation (JAC) audits in 2024 GSMA						
a) Health and safety	%	44	45	–	–	–
b) Working hours	%	19	18	–	–	–
c) Environment	%	11	11	–	–	–
d) Wages and compensation	%	11	10	–	–	–
Suppliers prequalified following due diligence (total suppliers assessed)	Number	1 338	1 178	1 132	1 185	–
Total number of audits and surveys carried out, including:	Number	150	150	–	1 237	–
a) JAC audits	Number	115	123	–	–	–
b) Validated Assessment Programme audits	Number	24	14	–	–	–
c) Mobile workers surveys (MWS)	Number	11	13	–	–	–
Total number of workers in facilities where MWS were carried out	Number	20 427	10 342	–	–	–
Number of different markets in which audits were carried out	Number	31	22	–	–	–
Suppliers not approved* for sourcing activities	Number	1 118	1 206	1 093	1 175	–

** Due to compliance and financial risks.*

Data continued

Doing it right	Unit	2024	2023	2022	2021	2020
Requests received GSMA						
Requests from non-governmental entities: personal and private use	Number	2 072	1 953	763	3 012	2 893
Requests from non-governmental entities: civil litigation	Number	1 152	881	455	2 610	2 050
Criminal investigation	Number	125 971	74 134	81 262	110 140	53 203
Governmental and regulatory oversight	Number	743	295	1 507	1 245	24
Location disclosure	Number	40 371	90 816	36 635	47 534	23 400
Lawful interception	Number	242	1 476	267	217	234
MSISDNs and subscriber identification	Number	61 145	130 480	88 575	55 275	48 724
Service restriction order and internet shutdowns	Number	97	196	27	19	2
Benin						
Criminal investigations	Number	16 252	10 682	13 579	21 967	0
Service restriction orders and internet shutdowns	Number	0	188	0	1	0
Personal and private use	Number	0	0	0	1	0
Cameroon						
Criminal investigations	Number	329	1 675	274	588	1 230
Location disclosure	Number	2 644	9 353	12 374	10 139	17 305
Government and regulatory oversight	Number	2	2	2	2	11
MSISDNs and SIM cards	Number	0	9 353	5 100	4 472	4 605
Civil litigations	Number	21	86	151	91	39
Congo-Brazzaville						
Criminal investigations	Number	20 177	14 180	11 614	9 564	3 540
Location disclosure	Number	16 300	29 774	18 720	0	0
MSISDNs and SIM cards	Number	37 989	37 700	24 082	0	0
Service restriction orders and internet shutdowns	Number	0	0	0	1	0
Personal and private use	Number	1 454	86	151	91	39
Côte d'Ivoire						
Criminal investigations	Number	2 296	2 929	22 949	25 751	19 177
Location disclosure	Number	2 296	2 929	847	893	588
Government and regulatory oversight	Number	0	3	22 949	25 751	19 177
MSISDNs and SIM cards	Number	0	2 929	0	0	0
Civil litigations	Number	25	0	12	0	0
Personal and private use	Number	0	2	0	0	0
Eswatini						
Criminal investigations	Number	2 774	3 201	3 117	1 211	1 987
Government and regulatory oversight	Number	34	0	0	1 211	1 987
Service restriction orders and internet shutdowns	Number	0	0	0	3	0
MSISDNs and subscriber IDs	Number	2 642	3 201	0	0	0
Civil litigations	Number	3	0	2	0	0

Data continued

Doing it right	2024	2023	2022	2021	2020
Uganda					
Criminal investigations	4 643	4 957	1 342	1 243	12
Governmental and regulatory oversight	0	0	0	12	0
MSISDN and subscriber ID	4 643	4 957	24	0	0
Service restriction order and internet shutdowns	0	0	0	1	0
Civil litigations	0	14	0	7	0
Zambia					
Criminal investigations	941	1 083	3 914	3 640	4 340
Location disclosure	3	1 270	0	0	0
Lawful interception	0	1 277	0	0	0
Governmental and regulatory oversight	20	147	125	0	0
MSISDNs and SIM cards	753	1 270	916	0	0
Service restriction orders and internet shutdowns	0	0	0	0	0
Civil litigations	1	147	277	1	0

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	7	65	Male	9/9^ | 7/7◊
Dr Khotso Mokhele	Lead independent non-executive director	2018	7	71	Male	9/9^ | 5/7◊
Noluthando Gosa	Independent non-executive director	2021	4	62	Female	9/9^ | 7/7◊
Nicky Newton-King	Independent non-executive director	2023	2	59	Female	9/9^ | 7/7◊
Sindi Mabaso-Koyana	Independent non-executive director	2020	5	56	Female	9/9^ | 7/7◊
Nosipho Molope	Independent non-executive director	2021	4	61	Female	9/9^ | 7/7◊
Shaygan Kheradpir	Independent non-executive director	2015	10	65	Male	9/9^ | 6/7◊
Stan Miller	Independent non-executive director	2016	9	67	Male	9/9^ | 7/7◊
Nkululeko Sowazi	Independent non-executive director	2016	9	62	Male	9/9^ | 7/7◊
Lamido Sanusi	Independent non-executive director	2019	6	64	Male	8/9^ | 6/7◊
Tim Pennington	Independent non-executive director	2022	3	65	Male	9/9^ | 7/7◊
Vincent Rague	Independent non-executive director	2019	6	67	Male	9/9^ | 6/7◊
Ralph Mupita	Executive director	2017	8	53	Male	9/9^ | 7/7◊
Tsholofelo Molefe	Executive director	2021	4	57	Female	9/9^ | 7/7◊

Board skills matrix	Tele-communications 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	√	√				√				√		

^ *Scheduled Board meetings.*
◊ *Special Board meetings.*

Doing for growth overview

MTN recognises the opportunity to drive economic growth in the countries that we operate in particularly due to our extensive footprint. While expanding our business model yields financial benefits and shareholder value, we also recognise investing in a robust network and IT supports economic development through improved digital connectivity.

We recognise that the expansion of our business model has a direct impact on local economies, as our ICT services improve operational efficiency, provide training to upskill local entrepreneurs, drive job creation and foster economic resilience in our markets. Moreover, our contribution to local taxes provides financial support to local governments, which in turn benefits local economies and job creation.

Achieving our strategic objectives under our **Doing for growth** strategic pillar by:

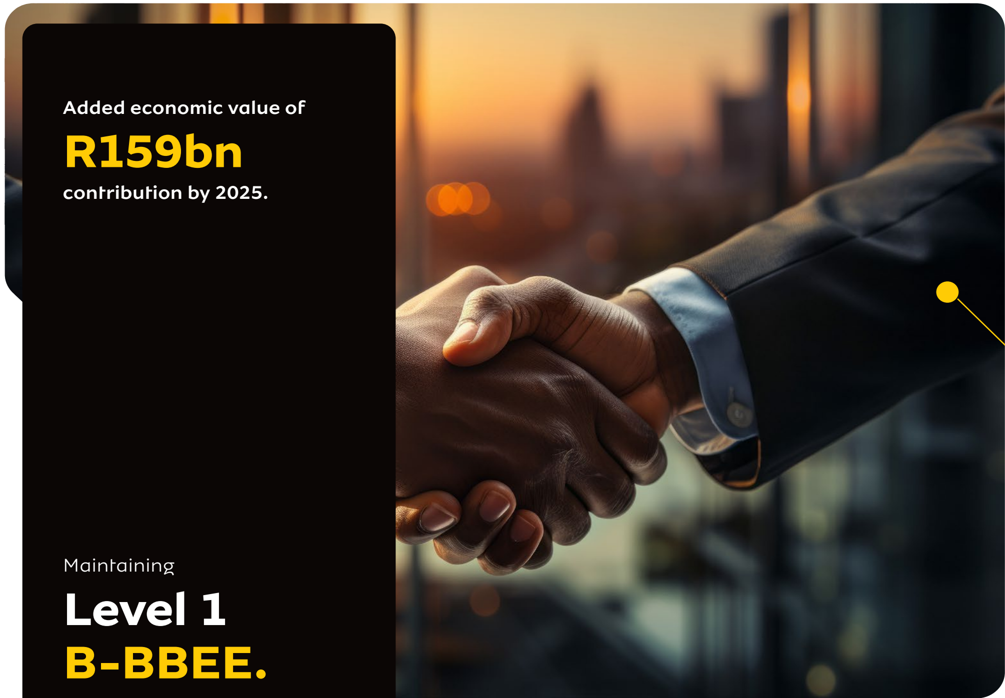
Doing for growth

Focus area	Description
1 **Enabling local economies**	• Investing in network and IT systems. • Contributing to economies through tax. • Innovating to benefit local governments (e-gov).
2 **Empowering local enterprises**	• Enterprise and supplier development. • Enabling local supply chains. • Developing IoT solutions and an application programming interface (API) marketplace for developers.
3 **Unlocking local ownership**	• Driving localisation. • Contributing toward job creation.

Target

Added economic value of
R159bn
contribution by 2025.

Maintaining
Level 1 B-BBEE.



Policy or position statements

Policy or position statement	Description	Read more at the following links
Enterprise development	MTN actively supports SMEs by providing capacity-building opportunities, facilitating market access, and integrating them into its supply chain. Through various youth development initiatives, MTN equips young entrepreneurs with digital and technical skills to help them grow and sustain competitive businesses. These efforts contribute to economic development, job creation, and long-term sustainability within MTN's markets.	https://www.mtn.com/wp-content/uploads/2023/03/MTN-Position-on-Enterprise-Development.pdf
Local content	MTN's Local Content Policy is designed to drive inclusive economic growth by fostering local empowerment and sustainable development. The policy focuses on building local capacity through skills development, strengthening local supply chains, supporting SME growth, encouraging broad-based local ownership, and promoting economic advancement in the regions where MTN operates.	https://www.mtn.com/wp-content/uploads/2025/04/MTN-Position-statement-on-Local-content.pdf
Supplier Code of Conduct	MTN requires all suppliers to adhere to its Supplier Code of Conduct, ensuring ethical business practices and social responsibility. Suppliers commit to fostering inclusive economic participation, particularly for marginalised groups, including youth and women. The code mandates fair wages, legal benefits, and responsible work conditions, including safeguards against excessive working hours, even where legally permitted.	https://group.mtn.com/wp-content/uploads/2020/07/Final-Supplier-Code-of-Conduct-March-2020_v2.pdf
Tax policy	MTN upholds a responsible tax policy, ensuring compliance with national regulations while contributing to economic development through tax revenues. These contributions support public infrastructure, healthcare, education, and essential services. The Group continuously strengthens tax management through transparent policies, systematic risk management, and constructive engagement with tax authorities. MTN's approach prioritises responsible tax practices, legal tax planning, and ethical business conduct.	https://www.mtn.com/wp-content/uploads/2025/04/MTN-Position-Statement-on-Tax_.pdf

Data

Doing for growth	Unit	2024	2023	2022	2021	2020
Total participants in vendor awareness sessions	Number	689	1 010	465	–	–
Enterprise development						
Total SMEs gaining digital skills through enterprise development initiatives	Number	6 537	1 630	1 250	—	—
Total SMEs onboarded to the Fusion partner programme	Number	75	7	70	10	50
Total operating countries participating in the Fusion partner programme	Number	2	6	5	5	12
Total capacity-building online masterclasses for SMEs	Number	30	4	—	—	—
Total work-from-home propositions for SMEs developed	Number	28	12	14	14	14
Total operating countries offering work-from-home propositions for SMEs	Number	3	12	—	—	—
Increase in enterprise services revenue	%	28	23	—	13	—
Number of farmers who received agri-technology skills training	Number	2 980	200	150	—	—
B-BBEE results for MTN Group						
B-BBEE results for MTN Group – Ownership	Rating	24.21	24.96	25	25	24.06
B-BBEE results for MTN Group – Management control	Rating	21.32	19.82	19.1	18.8	14.26
B-BBEE results for MTN Group – Skills development	Rating	21.26	19.76	17.6	18.4	19.11
B-BBEE results for MTN Group – Enterprise and supplier development	Rating	46.47	46.07	46.5	46.1	49.15
B-BBEE results for MTN Group – Socioeconomic development	Rating	12	12	12	12	12
B-BBEE results for MTN Group – Total	Rating	125.26	122.61	120.2	120.3	118.58
Priority elements achieved	Rating	No	No	Yes	Yes	Yes
Empowering supplier status	Rating	No	No	Yes	Yes	Yes
Final B-BBEE status level	Rating	Level 1	Level 1	Level 1	Level 1	Level 2
MTN Group procurement statistics preferential procurement spend criteria						
MTN Group Level 1 B-BBEE contributor status	Level	Level 1	Level 1	Level 1	—	—
MTN Group procurement statistics preferential procurement spend criteria Unit-Black-owned vendors >51% Rbn	Rbn	9.3	9.3	9.7	—	—
MTN Group procurement statistics preferential procurement spend criteria Unit-Black women-owned vendors >30% Rbn	Rbn	18.9	18.5	17.5	—	—
Exempted micro-enterprises Rbn	Rbn	1.4	1.1	2.6	—	—
Qualifying small enterprises Rbn	Rbn	2.6	2.7	3.2	—	—

Data continued

Doing for growth	Unit	2024	2023	2022	2021	2020
MTN Group procurement statistics preferential procurement spend criteria Unit-Designated groups	Rbn	1.1	1.4	1	—	—
B-BBEE results for MTN SA						
B-BBEE results for MTN Group – Ownership	Rating	24.21	24.96	25.00	25.00	24.06
B-BBEE results for MTN SA – Management control	Rating	19.28	19.45	18.57	17.55	17.97
B-BBEE results for MTN SA – Skills development	Rating	22.17	21.58	21.05	20.22	20.22
B-BBEE results for MTN SA – Enterprise and supplier development	Rating	46.42	45.82	46.54	46.78	48.17
B-BBEE results for MTN SA – Socioeconomic development	Rating	12.00	12.00	12.00	12.00	12.00
Total	Rating	124.08	123.81	123.16	121.84	122.42
Yes4youth 1 level uplift	Rating	No	No	No	No	No
Overall ranking	Rating	Level 1	Level 1	Level 1	Level 1	Level 1
MTN SA procurement statistics preferential procurement spend criteria						
MTN SA procurement statistics preferential procurement spend criteria – Black-owned vendors >51%	Rbn	8.5	8.6	9.4	8.2	8.4
MTN SA procurement statistics preferential procurement spend criteria – Black women-owned vendors >30%	Rbn	18.4	18.1	17.1	15.0	17.5
Exempted micro enterprises <R10m	Rbn	1.3	1.0	2.5	2.0	1.0
Qualifying small enterprises <R50m	Rbn	2.4	2.4	2.5	2.1	2.9
MTN SA procurement statistics preferential procurement spend criteria – Designated Groups	Rbn	1.1	1.4	1.0	0.4	1.6

GRI disclosure index

GRI disclosure index 2024

MTN Group Limited has reported the information cited in this GRI content index for the period 1 January to 31 December 2024 with reference to the GRI Standards.

This document serves as MTN's 2024 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	2024 IR Front cover and Administration 2024 IR Where we operate and how we performed	01 and 105 08
	2-2	Entities included in the organisation's sustainability reporting	2024 SR About this report	03
	2-3	Reporting period, frequency and contact point	2024 IR About this report 2024 IR Administration	04 105
	2-4	Restatements of information	2024 AFS Principal accounting policies 2024 SR Major shifts impacting our emissions profile	25 63
8 DECENT WORK AND ECONOMIC GROWTH, 10 REDUCED INEQUALITIES	2-5	External assurance	2024 IR Independent assurance practitioner's limited assurance report	05
	GRI 2: General Disclosures 2021 (Activities and workers)			
10 REDUCED INEQUALITIES	2-6	Activities, value chain and other business relationships	2024 IR About this report 2024 IR Where we operate and how we performed 2024 IR Our *Ambition 2025* strategy 2024 IR Creating and preserving value through our business model 2024 SR Partnering for an ethical supply chain	08 08 75 to 76 30 44, 49 and 70
8 DECENT WORK AND ECONOMIC GROWTH, 10 REDUCED INEQUALITIES	2-7	Employees	2024 ESG Doing for people data 2024 IR Creating and preserving value through our business model	44, 45, 48, 49 and 50 30 to 34
8 DECENT WORK AND ECONOMIC GROWTH, 10 REDUCED INEQUALITIES	2-8	Workers who are not employees	2024 ESG Doing for people data	17 to 24
	GRI 2: General Disclosures 2021 (Governance)			
16 PEACE, JUSTICE AND STRONG INSTITUTIONS	2-9	Governance structure and composition	2024 IR Our Board of Directors 2024 IR Our governance structure 2024 IR Group Exco and its subcommittees 2024 ESG Board of Directors	95 to 96 94 102 to 103 33
5 GENDER EQUALITY, 16 PEACE, JUSTICE AND STRONG INSTITUTIONS	2-10	Nomination and selection of the highest governance body	2024 KIV King IV Assessment Report	05
16 PEACE, JUSTICE AND STRONG INSTITUTIONS	2-11	Chair of the highest governance body	2024 IR Our Board of Directors	95 to 96
16 PEACE, JUSTICE AND STRONG INSTITUTIONS	2-12	Role of the highest governance body in overseeing the management of impacts	2024 IR Governance in support of value creation 2024 SR Our sustainability governance	92 to 93 17 to 20

GRI disclosure index continued

SDG linkage	Indicator disclosure		Reference and information	Page(s)
	GRI 2: General Disclosures 2021 (Governance) continued			
16	2-13	Delegation of responsibility for managing impacts	2024 IR Governance in support of value creation 2024 SR Our sustainability governance	99 17 to 20
16	2-14	Role of the highest governance body in sustainability reporting	2024 KIV King IV Assessment Report 2024 SR Our sustainability governance	05 17 to 20
16	2-15	Conflicts of interest	2024 IR Governance in support of value creation	101
16	2-16	Communication of critical concerns	2024 SR Governance in support of value creation	17 to 20
16	2-17	Collective knowledge of the highest governance body	2024 IR Governance in support of value creation	93
16	2-18	Evaluation of the performance of the highest governance body	2024 IR The MTN Group Board evaluation	99
8	2-19	Remuneration policies	2024 IR Remuneration Report	101
8	2-20	Process to determine remuneration	2024 IR Remuneration Report	101
	GRI 2: General Disclosures 2021 (Strategy, policies and practices)			
16	2-22	Statement on sustainable development strategy	2024 IR The view of our Chairman 2024 SR Message from our Group President and CEO	09 08
16	2-23	Policy commitments	MTN Website: MTN Position Statements	https://www.mtn.com/our-positions-certifications/?tablink=sustainable
16	2-24	Embedding policy commitments	MTN Website: MTN Position Statements 2024 IR Q&A with the President and CEO 2024 SR Our ESG performance	https://www.mtn.com/our-positions-certifications/?tablink=sustainable 11 62 to 71
16	2-25	Processes to remediate negative impacts	2024 SR Promoting ethical conduct 2024 SR Ethics training and awareness	10, 44, 48 and 49 45 and 48
16	2-26	Mechanisms for seeking advice and raising concerns	2024 SR Promoting ethical conduct 2024 SR Combating fraud, corruption and bribery	10, 44, 48 and 49 47, 48, 49 and 53
13	2-27	Compliance with laws and regulations	2024 SR Committing to compliance	07, 10, 19, 44, 45, 48, 52 and 55

GRI disclosure index continued

SDG linkage	Indicator disclosure		Reference and information	Page(s)
	GRI 2: General Disclosures 2021 (Strategy, policies and practices) continued			
	2-28	Membership associations	2024 SR Respecting human rights 2024 SR Partnering for an ethical supply chain 2024 SR Developing a circular economy 2024 SR Ensuring EMF and 5G safety 2024 SR ESG data book: Standards and associations 2024 CR Partnering to expand our impact 2024 TR Child online protection	06, 10, 22, 44, 45, 47, 48 and 49 22, 44, 45, 48, 49 22, 23 and 28 44, 45 and 47 1, 2 and 45 14, 18, 29, 35, 36, 37 and 38 06, 08, 24, 28 and 37
	GRI 2: General Disclosures 2021 (Stakeholder engagement)			
	2-29	Approach to stakeholder engagement	2024 IR Stakeholders on whom we rely to create value 2024 SR Responding to our stakeholders	55 11 to 12
	2-30	Collective bargaining agreements	2024 ESG Doing for people data	17 to 24
	GRI 3: Material Topics 2021			
	3-1	Process to determine material topics	2024 IR About this report 2024 IR Material matters impacting value creation 2024 SR Material matters 2024	02 35 to 46 9
	3-2	List of material topics	2024 SR Material matters 2024 2024 IR Material matters impacting value creation	10 35
	3-3	Management of material topics	2024 IR Material matters impacting value creation	44
	GRI 201: Economic Performance 2016			
	201-1	Direct economic value generated and distributed	2024 IR Creating value for all 2024 IR Creating and preserving value through our business model	06 30
	201-2	Financial implications and other risks and opportunities due to climate change	2024 CR Physical risks of climate change	39 to 45
	201-3	Defined benefit plan obligations and other retirement plans	2024 IR Total remuneration framework	22

GRI disclosure index continued

SDG linkage	Indicator	Disclosure	Reference and information	Page(s)
	GRI 203: Indirect Economic Impacts 2016			
9, 11	203-1	Infrastructure investments and services supported	2024 IR Investment case 2024 SR Investing in network and IT infrastructure to unlock growth	29 32, 51, 52 and 71
1, 8	203-2	Significant indirect economic impacts	2024 SR Enabling local economies 2024 SR Empowering local enterprises 2024 SR Unlocking local ownership 2024 ESG Doing for growth data	10, 49, 51, 52 and 71 51 and 55 51 and 56 34 to 37
	GRI 204: Procurement Practices 2016			
8, 9	204-1	Proportion of spending on local suppliers	2024 ESG Doing for growth data	34 to 37
	GRI 205: Anti-corruption 2016			
16	205-1	Operations assessed for risks related to corruption	2024 SR Partnering for an ethical supply chain 2024 ESG Responsible supply chain	44, 49 and 70 30
16	205-2	Communication and training about anti-corruption policies and procedures	2024 ESG Doing it right data	25 to 33
	GRI 207: Tax 2019			
1, 10, 17	207-1	Approach to tax	2024 TAX MTN's approach to tax	8 to 11
1, 10, 17	207-2	Tax governance, control and risk management	2024 TAX Tax governance 2024 SR Contributing to economies through tax	8 to 11 10, 15, 22, 51, 52 and 53
1, 10, 17	207-3	Stakeholder engagement and management of concerns related to tax	2024 TAX MTN's approach to tax	8 to 11
	GRI 302: Energy 2016			
7, 8, 12, 13	302-1	Energy consumption within the organisation	2024 ESG Doing for planet data 2024 CR Our targets and performance	07 to 16 46 to 50
7, 12, 13	302-2	Energy consumption outside of the organisation	2024 ESG Doing for planet data	07 to 16

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	2024 SR Working towards water resource protection	22, 23, 27, 54 and 63
	GRI 305: Emissions 2016			
	305-1	Direct (Scope 1) GHG emissions	2024 ESG Doing for planet data	07 to 16
	305-2	Energy indirect (Scope 2) GHG emissions	2024 ESG Doing for planet data	07 to 16
	305-3	Other indirect (Scope 3) GHG emissions	2024 ESG Doing for planet data	07 to 16
	305-4	GHG emissions intensity	2024 ESG Doing for planet data	07 to 16
	305-5	Reduction of GHG emissions	2024 SR Taking action for the atmosphere	22, 23, 24, 25, 28 and 63
	GRI 306: Waste 2020			
	306-1	Waste generation and significant waste-related impacts	2024 SR Responsible waste management 2024 SR Developing a circular economy	22, 23, 27, 28, 29, 30 and 63 22, 23, 28 and 63
	306-2	Management of significant waste-related impacts	2024 SR Developing a circular economy	22, 23, 28 and 63
	306-3	Waste generated	2024 ESG Doing for planet data	07 to 16
	306-4	Waste diverted from disposal	2024 SR Developing a circular economy	22, 23, 28 and 63
	GRI 401: Employment 2016			
	401-1	New employee hires and employee turnover	2024 ESG Doing for people data	17 to 24

GRI disclosure index continued

SDG linkage	Indicator disclosure		Reference and information	Page(s)
	GRI 403: Occupational Health and Safety 2018			
3, 8	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
3, 8	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
3, 8	403-3	Occupational health services	2024 SR Promoting health, safety and wellbeing	40 and 45
3, 8	403-5	Worker training on occupational health and safety	2024 SR Promoting health, safety and wellbeing	40 and 45
3, 8	403-6	Promotion of worker health	2024 SR Promoting health, safety and wellbeing	40 and 45
8	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
3, 16	403-9	Work-related injuries	2024 ESG Doing for people data	17 to 24
3, 8, 16	403-10	Work-related poor health	2024 ESG Doing for people data	17 to 24
	GRI 404: Training and Education 2016			
4, 5, 8, 10	404-1	Average hours of training per year per employee	2024 ESG Doing for people data	17 to 24
4, 8	404-2	Programmes for upgrading employee skills and transition assistance programmes	2024 SR Fostering a more diverse and inclusive society: Grow with purpose	31, 34, 38, 39, 45 and 48
4, 5, 8, 10	404-3	Percentage of employees receiving regular performance and career development reviews	2024 SR Fostering a more diverse and inclusive society: Grow with purpose	31, 34, 38, 39, 45 and 48

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SDG linkage	Indicator disclosure		Reference and information	Page(s)
	GRI 405: Diversity and Equal Opportunity 2016			
5, 8	405-1	Diversity of governance bodies and employees	2024 IR Our Board composition 2024 ESG Doing for people data	98 17 to 24
5, 8	405-2	Ratio of basic salary and remuneration of women to men	2024 SR Fostering a more diverse and inclusive society: Gender pay parity	34, 39 and 67
	GRI 406: Non-discrimination 2016			
5, 8	406-1	Incidents of discrimination and corrective actions taken	2024 SR Fostering a more diverse and inclusive society: Eradicating harassment and discrimination 2024 ESG Doing for people data	40 and 47 17 to 24
	GRI 407: Freedom of Association and Collective Bargaining 2016			
8	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	2024 SR Partnering for an ethical supply chain	44, 49 and 70
	GRI 413: Local Communities 2016			
1, 3, 4, 5, 8, 10	413-1	Operations with local community engagement, impact assessments and development programmes	2024 SR Driving digital inclusion in our communities	06, 16, 31, 32, 33, 34, 52, 54 and 65
	GRI 416: Customer Health and Safety 2016			
3	416-1	Assessment of the health and safety impacts of product and service categories	2024 SR Ensuring safe electromagnetic frequencies	44, 45 and 47
16	418-1	Substantiated complaints concerning breach of customer privacy and loss of customer data	2024 SR Protecting customer privacy and data security 2024 ESG Doing for people data	10 and 45 17 to 24

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:

The United Nations "Protect, Respect and Remedy" Framework and Guiding Principles	The United Nations "Protect, Respect and Remedy" Framework, implemented through the Guiding Principles on Business and Human Rights, establishes a global standard for preventing and addressing adverse human rights impacts linked to business activities, emphasising the state's duty to protect, businesses' responsibility to respect, and access to remedies for victims.
United Nations Sustainable Development Goals (SDGs)	The SDGs 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, it is important we achieve them all by 2030.
UN Women's Empowerment Principles (WEPs)	WEPs are principles for businesses to advance gender equality and women's empowerment in the workplace, marketplace and community.
African Union Convention on Cybersecurity and Personal Data Protection	A treaty that criminalises a broad range of cyber activities, including hacking, cyber fraud, and identity theft. It also recognises the right to privacy and provides a framework for protecting personal data.
ECOWAS Supplementary Act on Personal Data Protection (2010)	The Economic Community of West African States (ECOWAS) requests member states to establish national legal frameworks for the protection of privacy of data relating to the collection, processing, transmission, storage, and use of personal data.
SADC Model Law on Data Protection	Regulatory harmonisation on data protection, e-transactions and cybercrime in the Southern African Development Community (SADC).
Science-Based Targets initiative (SBTi)	SBTi is a collaboration of WRI (World Resources Institute), CDP, Worldwide Fund for Nature (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.
United Nations Global Compact (UNGC)	The UNGC is a non-binding United Nations pact that encourages businesses and organisations 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 across 170 countries. https://unglobalcompact.org/what-is-gc/participants/18203-MTN-Group-Limited
United Nations Guiding Principles on Business and Human Rights (UNGP)	The UNGP consists 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.
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.
Other significant memberships and associations include:	
Global System for Mobile Communications Association (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.

Glossary

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, offering 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.
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.
B-BBEE	Broad-based black economic empowerment
BTS	Base transceiver station
Carbon footprint	The total amount of GHG 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.
CDP	Carbon Disclosure Project
Digital literacy	The ability to effectively use digital technologies and services.
Downstream activities	Those emissions that occur after MTN's products or services have been sold, including emissions from product usage, disposal, and end-of-life treatment.
EMF	Electromagnetic frequencies
Emissions reduction	A reduction in the amount of GHG emissions produced.
Energy efficiency	The ability to reduce the amount of energy required to provide digital services.
ESG	Environmental, social and governance
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.
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.
GB	Gigabyte
GHG	Greenhouse gas emissions
GRI	Global Reporting Initiative
ICT	Information and communication technology, which includes the internet and mobile phones.
Impact	The positive or negative measurable effects of MTN's activities, products, services (including our operations and 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.
ISSB	The Sustainability Disclosure Standards as issued by the International Sustainability Standards Board.
IFRS	International Financial Reporting Standards
IFRS S1	IFRS Sustainability Disclosure Standard: General Requirements for Disclosure of Sustainability-related Financial Information
IFRS S2	IFRS Sustainability Disclosure Standard: Climate-related Disclosures
Literacy	The ability to understand and use digital technologies and services.
Low-carbon economy	An economy that is designed to reduce GHG emissions by increasing energy efficiency and using renewable energy sources.
Mobile Money (MoMo) services	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.
MSISDNs	Mobile Station International Subscriber Directory Numbers
Opcos	Operating companies in countries where we had operational control during the year ending 31 December 2024.
Open data	Data that is freely available for anyone to access, use and share without restrictions.
PB	Petabyte
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)	A renewable energy certificate is a market-based instrument that certifies the bearer owns one megawatt-hour (MWh) of electricity generated from a renewable energy resource.
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.
SMEs	Small and medium enterprises
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.
Zero waste	The goal of minimising the amount of waste generated by digital technologies and services.

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 Mupita[1]
TBL Molefe[1]
NP Gosa
S Gwala (appointed 1 January 2025)
S Kheradpir[2] (retired 31 March 2025)
SN Mabaso-Koyana
SP Miller[3]
CWN Molope
N Newton-King
T Pennington[4]
VM Rague[6]
SLA Sanusi[5]
NL Sowazi

[1] *Executive*
[2] *American*
[3] *Belgian*
[4] *British*
[5] *Nigerian*
[6] *Kenyan*

Group Company Secretary

PT Sishuba-Bonoyi
Private Bag X9955, Cresta, 2118

Registered office

216 – 14th Avenue
Fairland
Gauteng, 2195

American depository receipt (ADR) programme

A sponsored ADR facility is in place
Cusip No. 62474M108
ADR to ordinary share 1:1

Depository:

The Bank of New York Mellon
101 Barclay Street, New York NY, 10286, USA

MTN Group sharecare line

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Forward looking information

Any forward looking financial information disclosed in this report has not been reviewed or audited or otherwise reported on by our external auditor. 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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Our reporting suite reports 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 GRI	IR SR
JSE Sustainability Disclosure Guidance	IR SR
Global System for Mobile Communications Association (GSMA) ESG Metrics	SR TR
Sustainability Accounting Standards Board (SASB) Telecommunication Services industry	IR SR
SDGs	IR SR
UN Global Compact (UNGC)	SR TR
UN Guiding Principles on Business and Human Rights	SR TR
CDP	SR CDP
IFRS® Sustainability Disclosure Standards	IR SR
IFRS® Climate-related Disclosures	SR CDP CR

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