UN Global Reporting Initiative (GRI) 4 report for 2014

In previous years, our reports were based on the Global Reporting Initiative (GRI) 3 Guidelines. This year, our report contains Disclosures and Core Indicators material to our business from GRI's G4 guidelines.

In reviewing this report, the following sources (document or web link) must be referenced in order to comprehensively assess our response:

- MTN Group integrated report 2014 (IR) [I R]
- MTN Group sustainability report 2014 (SR) [S R]
- MTN Group Carbon Disclosure Project report 2014 (CDP) [CDP]
- MTN Group Global Compact Communication of Progress report 2014 (UNGC) [G C]
- MTN Group website (www.mtn.com) 🌐

Index	Description	Information (document or web link)	Page(s)
STRATEGY AND ANALYSIS			
G4-1	CEO statement	■ IR: Interview with Group president and CEO ■ SR: MTN's Group president and CEO's message on sustainability	■ 22 – 23 ■ 3 – 4
G4-2	Impacts, risks and opportunities on stakeholders and financial performance	■ IR: Our top risks and what we are doing about them ■ SR: Energy and climate risks, mitigation and opportunities	■ 16 – 17 ■ 21
ORGANISATIONAL PROFILE			
G4-3	Name of reporting organisation	■ MTN Group Limited	
G4-4	Primary brands, products and services	■ https://www.mtn.com/MTNGROUP/ProductsandServices/Pages/ ■ IR: What we offer	■ Unnumbered page prior to page 1
G4-5	Location of headquarters operating structure	■ 216 – 14th Avenue, Fairland, 2195, South Africa	
G4-6	Geographic scope/map of operations	■ IR: Where we operate	■ Unnumbered page prior to page 1
G4-7	Nature of ownership and legal form	■ IR: MTN Group profile; footprint ■ https://www.mtn.com/Investors/FinancialReporting/Documents/INTEGRATEDREPORTS/2014/ar_Annual_Financials_Statement_2014.pdf	■ 2
G4-8	Markets served, sectors served and profile of customers/beneficiaries, profile of customer base	■ IR: Where we operate	■ Unnumbered page prior to page 1
G4-9	Scale of the reporting organisation including number of employees and operations	■ IR: MTN's value creation ■ SR: Scope, boundaries and integration ■ SR: Sustainability value added statement	■ 4 – 5 ■ 53 ■ 34
G4-10	Number of employees by employment contract and gender	■ SR: Sustainability value added statement	■ 34
G4-11	Percentage of employees covered by collective bargaining agreements	■ Not available	
G4-12	Describe the organisation's supply chain (types, number of and locations of suppliers including any sector-specific characteristics of the supply chain)	■ Not available	
G4-13	Changes occurring within the reporting period regarding size, structure or ownership	■ http://www.mtn-investor.com/reporting/prelims_2014/excels/fin-changes.xls	

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G4-16	Memberships of associations and national or international advocacy organisations	■ National Business Initiative – corporate member ■ Group Special Mobile Association (GSMA): Group president and CEO is board member of GSMA Limited ■ United Nations Global Compact (UNGC)	
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES			
G4-17	Organisational structure	■ IR: Where we operate ■ SR: Scope, boundaries and integration	■ 53
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G4-19	List all material aspects identified in the process for defining report content	■ SR: Determining material issues ■ IR: Our material issues	■ 54 ■ 6 – 7
G4-20	For each material aspect, report the aspect boundary within the organisation	■ SR: About this report	■ 53 – 54
G4-21	For each material aspect, report the aspect boundary outside of the organisation	■ SR: About this report	■ 54
G4-22	Effect of any restatements of information in previous reports and associated reasons	■ SR: Notes to sustainability value added statement	■ 54
G4-23	Significant changes to report content/scope (material aspects) from previous reports	■ No significant changes	
STAKEHOLDER ENGAGEMENT			
G4-24	List of stakeholder groups engaged by the organisation	■ IR: Our key relationships ■ SR: Stakeholders	■ 8 – 9 ■ 53
G4-25	How are stakeholders identified?	■ IR: Our key relationships ■ SR: Stakeholders	■ 8 – 9 ■ 53
G4-26	Approaches to stakeholder engagement (who, how, and what outcomes)	■ IR: Our key relationships ■ SR: Stakeholders	■ 8 – 9 ■ 53
G4-27	Stakeholder concerns and how the organisation has responded. Report the stakeholder groups that raised each concern	■ IR: Our key relationships ■ SR: Stakeholders	■ 8 – 9 ■ 53
REPORT PROFILE			
G4-28	Reporting period	■ 1 January 2014 to 31 December 2014	
G4-29	Date of most recent report	■ 31 December 2013	
G4-30	Reporting cycle	■ Annual	
G4-31	Contact point	■ IR: Administration ■ SR: Where to find more information	■ 88 ■ 55

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G4-33	Policy and current practice on independent assurance, and whether the highest governance body is involved in seeking assurance for the sustainability report	■ IR: Assurance report for selected indicators ■ SR: Sustainability value added statement	■ 89 ■ 34 – 36
GOVERNANCE			
G4-34	Governance structure including highest governance committees, and committees responsible for decision making on economic, environment, and social impacts	■ IR: How we are governed ■ SR: Standards and governance; governance of sustainability	■ 40, 44 – 45 ■ 33
G4-35	Process for delegating authority for sustainability topics from the highest governance body to senior executives and other employees	■ SR: Standards and governance; governance of sustainability	■ 33
G4-36	Executive level position/s with responsibility for sustainability topics including reporting lines to highest governance body	■ SR: Standards and governance; governance of sustainability	■ 33
G4-37	Process for consultation between stakeholders and the highest governance body on sustainability topics	■ SR: Determining material issues	■ 54
G4-38	Composition of the highest governance body (board) and its committees – detailed	■ IR: How we are governed	■ 44 – 45
G4-39	Is chairman of highest governance body also an executive officer?	■ IR: Who is responsible – profiles of our board of directors ■ IR: How we are governed – roles of chairman and Group president and CEO	■ 34 – 37 ■ 41
G4-40	Nomination and selection process for highest governance body and committees, including criteria such as diversity, independence, and expertise for nominations and selections	■ IR: Summarised corporate governance	■ 41, 45
G4-41	Process followed by the board for managing conflicts of interest	■ IR: How we are governed	■ 40
G4-42	Highest governance body's role in development, and approval of organisation's value statements, policies and strategies related to sustainability	■ IR: How we are governed	■ 45
G4-43	Measures taken to develop and enhance board's knowledge of sustainability	■ IR: How we are governed – directors' induction and ongoing training	■ 42
G4-44	Processes for evaluating board's sustainability performance and actions taken in response to evaluations	■ Not available	
G4-45	Board's oversight of sustainability	■ IR: How we are governed (summarised corporate governance: social and ethics committee) ■ SR: Standards and governance – governance of sustainability	■ 45 ■ 33
G4-46	Board's role in reviewing effectiveness of risk management processes	■ IR: How we are governed – our risk management process	■ 47
G4-47	Report the frequency of the board's review of economic, environmental and social impacts, risks and opportunities	■ IR: How we are governed ■ SR: Standards and governance – governance of sustainability	■ 43 ■ 33

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G4-48	Highest committee or position that approves sustainability report and ensures all material aspects are covered	■ IR: How we are governed ■ SR: Standards and governance – governance of sustainability	■ 46 ■ 33
G4-49	Process for communicating critical concerns to the board	■ IR: How we are governed – our risk management process ■ SR: Standards and governance – governance of sustainability	■ 46 – 47 ■ 33
G4-50	Nature and number of critical concerns communicated to Board, and mechanisms used to resolve	■ Not disclosed	
G4-51	Report remuneration policies for highest governance body and senior executives, and describe the link between remuneration and leadership performance	■ IR: How we remunerate our people	■ 56 – 65
G4-52	Process for determining remuneration	■ IR: How we remunerate our people	■ 56 – 65
G4-53	How are stakeholders' views taken into account regarding remuneration	■ In addition to internal remuneration policies, stakeholder views are taken into account to ensure both internal equity and external competitiveness	
G4-54	Ratio of total annual compensation for organisation's highest-paid individual in each country to median annual total compensation for all employees (excluding highest paid) in that country	■ Not available	
G4-55	Ratio of percentage increase in annual total compensation for organisation's highest-paid individual in each country to median percentage increase for all employees (excluding highest paid) in that country	■ Not available	
ETHICS AND INTEGRITY			

G4-56	Organisation's values, principles, standards, norms of behaviour and codes of conduct/ethics	■ IR: Our values
		■ IR: How we are governed
		■ SR: Sustainable societies – anti-corruption
		■ www.mtn.com/sustainability Group positions:
		  – Group social and ethics statement
		  – Anti-corruption
		  – Conflicts of interest
		  – Human rights and ICT
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G4-57	Internal and external mechanisms for seeking advice on ethical and lawful behaviour	■ IR: How we are governed – social and ethics report ■ SR: Sustainable societies – anti-corruption	■ 50 – 51 ■ 28 – 29
G4-58	Internal and external mechanisms for reporting concerns about unethical or unlawful behaviour, escalations, and whistle-blowing	■ IR: How we are governed – fraud risk management ■ IR: How we are governed – social and ethics report ■ SR: Sustainable societies – anti-corruption	■ 49 ■ 50 – 51 ■ 28 – 29
CATEGORY: Economic **ASPECT:** Economic performance			
	Disclosure on management approach	■ https://www.mtn.com/Investors/FinancialReporting/Pages/IntegratedReports.aspx ■ https://www.mtn.com/Investors/FinancialReporting/Pages/AnnualResults.aspx ■ https://www.mtn.com/Investors/FinancialReporting/Pages/InterimResults.aspx ■ https://www.mtn.com/Investors/FinancialReporting/Pages/QuarterlyResults.aspx ■ https://www.mtn.com/Investors/MoreinInvestors/Pages/Presentations.aspx	

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CATEGORY: Economic *continued* **ASPECT:** Economic performance *continued*			
G4-EC1	Direct economic value generated and distributed (revenues, operating costs, wages, benefits, loans)	■ IR: Summarised financial statements	■ 4 – 5
G4-EC2	Climate change-related financial implications and risks and opportunities	■ SR: Energy and climate – risks, mitigation and opportunities ■ https://www.mtn.com/Sustainability/Documents/MTN_Group_2014_CDP_Report.pdf ■ https://www.cdp.net/en-US/Pages/CDPAdvancedSearchResults.aspx?k=mtn	■ 21
G4-EC3	Defined benefit plan obligations coverage	■ IR: How we remunerate our people	■ 56 – 65
G4-EC4	Financial assistance from government	■ In some countries, standard government rebates to encourage investment in national skills development and training are available to employers. In South Africa, for example, rebates at rates determined by the government are available on payments made in terms of the Skills Development Levies Act (where companies are registered with the South African Revenue Service, have a payroll above a government-determined threshold, and make payments of 1% of monthly payroll costs to the national Skills Development Levy).	
CATEGORY: Economic **ASPECT:** Market presence			
	Disclosure on management approach	■ IR: How we remunerate our people	■ 56 – 65
G4-EC5	Ratios of standard entry-level wage compared to local minimum wage (by gender)	■ Not available	
G4-EC6	Proportions of senior management hired from local communities	■ We currently report on the percentage of ex-patriate employees, but do not indicate this by management level. See SR: Sustainability value added statement	■ 34
CATEGORY: Economic **ASPECT:** Indirect economic impacts			
	Disclosure on management approach	■ IR: MTN's value creation ■ SR: Sustainability value added statement ■ https://www.mtn.com/SocialResponsibility/Pages/default.aspx	■ 4 – 5 ■ 34 – 36
G4-EC7	Extent and impact of development of significant infrastructure investments and services and whether they are commercial, in kind, or pro bono engagements	■ SR: Sustainable economic value Y'ello Fibre Ring ■ https://www.mtn.com/SocialResponsibility/Pages/default.aspx	■ 13
G4-EC8	Significant indirect economic impacts, including extent of impacts	■ IR: MTN's value creation ■ SR: Sustainability value added statement ■ https://www.mtn.com/SocialResponsibility/Pages/default.aspx	■ 4 – 5 ■ 34 – 36
CATEGORY: Economic **ASPECT:** Procurement practices			
	Disclosure on management approach	■ The Group sourcing committee is responsible for driving efficient procurement processes at Group and in the operations. While operations are encouraged to source products and services centrally to achieve desired savings, local procurement in support of economic development is an important feature for all operations	

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Index	Description	Information (document or web link)	Page(s)
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G4-EC9	Policies, practices, and proportion of spending on locally based suppliers	■ SR: Sustainability value added statement (black economic empowerment)	■ 35
CATEGORY: Environmental **ASPECT:** Materials			
	Disclosure on management approach	■ SR: Eco-responsibility – environmental management ■ SR: Eco-responsibility – e-waste	■ 18 – 19 ■ 25
G4-EN2	Materials used: weight/volume	■ SR: Eco-responsibility – e-waste ■ SR: Sustainability value added statement	■ 25 ■ 35
CATEGORY: Environmental **ASPECT:** Energy			
	Disclosure on management approach	■ SR: Eco-responsibility – energy and climate ■ SR: Sustainability value added statement ■ https://www.cdp.net/en-US/Pages/CDPAdvancedSearchResults.aspx?k=mtn	■ 20 – 24 ■ 34 – 35
G4-EN3	Energy consumption within the organisation	■ SR: Eco-responsibility – energy and climate ■ https://www.cdp.net/en-US/Pages/CDPAdvancedSearchResults.aspx?k=mtn	■ 20 – 24
G4-EN4	Energy consumption outside of the organisation	■ SR: Eco-responsibility – energy and climate ■ https://www.cdp.net/en-US/Pages/CDPAdvancedSearchResults.aspx?k=mtn	■ 20 – 24
G4-EN5	Energy intensity ratio	■ SR: Eco-responsibility – energy and climate ■ SR: Sustainability value added statement ■ https://www.cdp.net/en-US/Pages/CDPAdvancedSearchResults.aspx?k=mtn	■ 20 – 24 ■ 34
G4-EN6	Reduction of energy consumption (as a result of conservation and efficiency initiatives)	■ SR: Eco-responsibility – energy and climate ■ SR: Group president and CEO's message on sustainability ■ https://www.mtn.com/Sustainability/Ecoresponsibility/Pages/energymanagement.aspx ■ https://www.cdp.net/en-US/Pages/CDPAdvancedSearchResults.aspx?k=mtn	■ 20 – 24 ■ 4
CATEGORY: Environmental **ASPECT:** Water			
	Disclosure on management approach	■ Due to the nature of MTN's business and the products and services offered, this indicator is not material. However, as part of the maintaining the ISO 14001 and LEED certifications for MTN South Africa, responsible water management and use is addressed. MTN Nigeria and MTN Cyprus are currently working towards ISO 140001 certification. Other operations, while not ISO 14001 certified, maintain safety, health and environmental policies, and as part of 2015's business plans, all MTN countries of operation are reviewing environmental risks as a focus area in terms of the Group's principal risks. A number of MTN operations are currently implementing the Group Green Office toolkit, for water-saving opportunities at offices and similar premises	
CATEGORY: Environmental **ASPECT:** Biodiversity			
	Disclosure on management approach	■ SR: Eco-responsibility – environmental management ■ https://www.mtn.com/Sustainability/Documents/Networks_and_Environment_2013.pdf	■ 18 – 19

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CATEGORY: Environmental **ASPECT:** Emissions			
	Disclosure on management approach	■ SR: Eco-responsibility – energy and climate ■ https://www.cdp.net/en-US/Pages/ CDPAdvancedSearchResults.aspx?k=mtn	■ 20 – 24
G4-EN15	Direct GHG emissions (Scope 1)	■ SR: Eco-responsibility – energy and climate ■ SR: Sustainability value added statement ■ https://www.cdp.net/en-US/Pages/ CDPAdvancedSearchResults.aspx?k=mtn	■ 20 ■ 34
G4-EN16	Energy indirect GHG emissions (Scope 2)	■ SR: Eco-responsibility – energy and climate ■ SR: Sustainability value added statement ■ https://www.cdp.net/en-US/Pages/ CDPAdvancedSearchResults.aspx?k=mtn	■ 20 ■ 34
G4-EN17	Other indirect GHG emissions (Scope 3)	■ SR: Eco-responsibility – energy and climate ■ SR: Sustainability value added statement ■ https://www.cdp.net/en-US/Pages/ CDPAdvancedSearchResults.aspx?k=mtn	■ 20 ■ 34
G4-EN18	GHG emissions intensity	■ SR: Eco-responsibility – energy and climate ■ SR: Sustainability value added statement ■ https://www.cdp.net/en-US/Pages/ CDPAdvancedSearchResults.aspx?k=mtn	■ 20 ■ 34
G4-EN19	Reduction of GHG emissions	■ SR: Eco-responsibility – energy and climate ■ IR: MTN's value creation ■ https://www.cdp.net/en-US/Pages/ CDPAdvancedSearchResults.aspx?k=mtn	■ 21 – 23 ■ 34
G4-EN20	Emissions of ozone depleting substances (ODS)	■ https://www.cdp.net/en-US/Pages/ CDPAdvancedSearchResults.aspx?k=mtn	
CATEGORY: Environmental **ASPECT:** Effluents and waste			
	Disclosure on management approach	■ Due to the nature of MTN's business and the products and services offered, this indicator is not material. However, as part of the maintaining the ISO 14001 and LEED certifications for MTN South Africa, responsible water management and use is addressed. MTN Nigeria and MTN Cyprus are currently working towards ISO 140001 certification. Other operations, while not ISO 14001 certified, maintain safety, health and environmental policies, and as part of 2015's business plans, all MTN countries of operation are reviewing environmental risks as a focus area in terms of the Group's principal risks. A number of MTN operations are currently implementing the Group Green Office toolkit, for office waste management and reduction opportunities at offices and similar premises. The Group is also addressing downstream recycling of its e-waste and that of its customers in South Africa and in Benin	
G4-EN23	Total weight of waste by type and disposal method	■ SR: Eco-responsibility – e-waste ■ SR: Sustainability value added statement	■ 25 ■ 35
G4-EN24	Total number and volume of significant spills	■ Not available	

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Index	Description	Information (document or web link)	Page(s)
CATEGORY: Environmental *continued* **ASPECT:** Effluents and waste *continued*			
G4-EN25	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally	■ The most material waste subject to this convention is e-waste. In South Africa, e-waste is processed locally to the greatest possible extent, by MTN's e-waste handlers. MTN's fractions are ultimately mixed with e-waste from other companies and sources, and we are not aware of the weight of fractions shipped internationally. A short-term public awareness and e-waste collection campaign will be undertaken in early 2015 by MTN Benin and Ericsson. E-waste collected will be shipped from Benin to South Africa, and is therefore subject to the convention. We will report on weight in 2016	
G4-EN26	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organisation's discharges of water and runoff	■ Although not a material aspect for the Group, see SR: Eco-responsibility – infrastructure environmental management	■ 18 – 19
CATEGORY: Environmental **ASPECT:** Products and services			
	Disclosure on management approach	■ The global e-Sustainability Initiative has assessed that ICT-enabled solutions can help the world achieve carbon abatements in the region of 9,6GtCO$_2$e or 16,5% of global outputs by 2020. Although our solutions in this domain are relatively small, opportunities are growing rapidly, and include cloud computing for virtualisation and other efficiencies, and machine-to-machine products to address risks of water leakage, report on air quality composition for improvement efforts, and encouragement of energy-efficient driving by fleet drivers using our fleet management solution. ■ SR: Sustainable economies – enterprise services ■ https://www.mtn.com/Sustainability/MoreOnSustainability/Pages/CaseStudyFullView.aspx?pID=29 ■ https://www.mtn.com/Sustainability/MoreOnSustainability/Pages/CaseStudyFullView.aspx?pID=28 ■ https://www.mtn.com/Sustainability/MoreOnSustainability/Pages/CaseStudyFullView.aspx?pID=23	■ 14 – 15
G4-EN28	Percentage of products sold and their packaging materials that are reclaimed by category	■ SR: Eco-responsibility – e-waste ■ SR: Sustainability value added statement	■ 18 – 19 ■ 35
CATEGORY: Environmental **ASPECT:** Compliance			
	Describe the approach to managing and reporting on compliance (with environmental laws and regulations)	■ The Group's legal department receives reports from operations on non-compliances and fines issued to the operations	
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	■ Not available	
CATEGORY: Environmental **ASPECT:** Transport			
	Disclosure on management approach	■ Although transportation is not a source of significant environmental impact and is not deemed material, greenhouse gas emissions associated with transport and quantified ■ SR: Eco-responsibility – energy and climate ■ SR: Sustainability value added statement ■ https://www.cdp.net/en-US/Pages/CDPAdvancedSearchResults.aspx?k=mtn	■ 20 ■ 34

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CATEGORY: Environmental **ASPECT:** Overall			
	Disclosure on management approach	▪ SR: Eco-responsibility – environmental management ▪ IR: How we are governed – social and ethics committee terms of reference ▪ https://www.mtn.com/Sustainability/Documents/Networks_and_Environment_2013.pdf ▪ https://www.mtn.com/Sustainability/Documents/Mobile_and_Health_2013.pdf	▪ 18 – 19 ▪ 45
CATEGORY: Social – labour practices and decent work **ASPECT:** Employment			
	Disclosure on management approach	▪ Our employment practices are guided by the international and local labour laws that seek to protect the rights of both the employer and employee in the workplace. Detailed monthly reports on various aspects are submitted to the Group chief human resources and corporate affairs officer. Annual performance is presented in the Group's UN Global Compact communication of progress report	
G4-LA1	Number and rates of employee hires and turnover, by age group, gender, and region	▪ Not available	
G4-LA2	Benefits provided to full-time employees that are not provided to temporary/part-time employees, by significant locations of operations	▪ Not available	
G4-LA3	Return to work and retention rates after parental leave, by gender	▪ Not available	
CATEGORY: Social – labour practices and decent work **ASPECT:** Labour/management relations			
	Describe the approach to management of labour relations and how this is reported on	▪ Retrenchments are a result of organisational restructuring. All organisational restructures follow a strict consultation with affected staff. During this process, employees have the opportunity to interrogate the changes and offer suggestions for management to apply their minds to. Should retrenchment still be necessary after thorough consultation, affected employees are informed in person, and the discussion is confirmed in the form of a letter to the employee	
G4-LA4	Report minimum notice periods regarding significant operational changes as well as whether these are specified in collective agreements	▪ Employees are notified as soon as a possible restructuring process within the organisation is considered. This follows a consultation process. Once an employee has been confirmed for retrenchment, s/he is given at least one month's notice. This notice period may even be longer than one month, as determined by the various labour laws (which always state the minimum notice period) applicable in the countries in which MTN operates. It is important to note that MTN has a very generous retrenchment policy relative to severance pay	
CATEGORY: Social – labour practices and decent work **ASPECT:** Occupational health and safety			
	Describe the approach to managing and reporting on occupational health and safety within the organisation	▪ SR: Sustainable societies – employee health and safety	▪ 30
G4-LA5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programmes	▪ SR: Sustainable societies – employee health and safety ▪ SR: Sustainability value added statement	▪ 30 ▪ 34

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Index	Description	Information (document or web link)	Page(s)
CATEGORY: Social – labour practices and decent work *continued* **ASPECT:** Occupational health and safety *continued*			
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, absenteeism, and total number of work-related fatalities by region and gender	▪ SR: Sustainable societies – employee health and safety ▪ SR: Sustainability value added statement ▪ Occupational diseases are not a feature of our business, given the nature of products and services offered ▪ Data on lost days is not available, but is deemed not material due to the low rate of workplace-related accidents/injuries	▪ 30 ▪ 34
CATEGORY: Social – labour practices and decent work **ASPECT:** Training and education			
	Disclosure on management approach	▪ Employees are actively encouraged to continuously take advantage of opportunities to improve their capabilities and skills through extensive training available digitally, face-to-face and from other sources supplied by the MTN Academy, or from external accredited and reputable organisations. On a regular basis, MTN Academy compiles internal reports for management on the nature of training undertaken by employees, amount of time spent on each module, and pass rates. Certain elements of training are mandatory for all employees. Directors also receive regular and informative updates and training on legislative, regulatory, and any other business-related changes throughout their tenure. They are also encouraged to discuss their development needs with the chairman, and are provided with training where necessary	
G4-LA9	Average hours of training per employee per year (by gender and employee category)	▪ SR: Annual sustainability statement	▪ 34
G4-LA10	Report on the type and scope of programmes implemented for employee skills management and lifelong learning	▪ While detailed reports are available internally, this information is not available for external reporting currently	
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and employee category	▪ SR: Annual sustainability statement	▪ 34
CATEGORY: Social – labour practices and decent work **ASPECT:** Diversity and equal opportunity			
	Describe the approach to managing and reporting on diversity and equal opportunity	▪ We aim to ensure that our workforce, across our various operations, is representative of the communities in which we operate. This ensures a diverse workforce, and also represents gender diversity across sectors. Whilst MTN's retirement age requirement is taken into account, opportunities are available to all age groups from 18 to 59. Competency-based interviews are conducted to remove any subjectivity in the selection process, ensuring that people are recruited for the skills they offer, and are thus given an equal opportunity. We comply with any local requirement stipulated by the national department of labour in relation to employment equity in the countries in which we operate	
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age, and other indicators of diversity	▪ IR: Who is responsible ▪ SR: Sustainability value added statement	▪ 34 – 36 ▪ 34

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Index	Description	Information (document or web link)	Page(s)
CATEGORY: Social – Labour practices and decent work **ASPECT:** Equal remuneration for men and women			
	Describe the approach to management of equal remuneration for women and men, and how this is reported on	■ Not available	
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operations	■ Not available	
CATEGORY: Social – labour practices and decent work **ASPECT:** Supplier assessment for labour practices			
	Disclosure on management approach	■ Not available	
CATEGORY: Social – labour practices and decent work **ASPECT:** Labour practices grievance mechanisms			
	Disclosure on management approach	■ The Group has a defined code of conduct related to human resource management and practices. Entrenched in this is a detailed grievance procedure that ensures employees enjoy the freedom to raise grievances, and that these will be correctly mediated	
G4-LA16	Number of grievances about labour practices filed, addressed, resolved, through formal grievance mechanisms	■ Not available	
CATEGORY: Social – human rights **ASPECT:** Investment			
	Disclosure on management approach	■ SR: Sustainable societies – ICT human rights ■ https://www.mtn.com/Sustainability/Documents/Human_Rights_and_ITC_2013.pdf	■ 29 – 30
G4-HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that have underwent human rights screening	■ Not available	
G4-HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	■ Not available	
CATEGORY: Social – human rights **ASPECT:** Non-discrimination			
	Disclosure on management approach	■ Entrenched in the Group's code of conduct are noted transgressions that carry serious penalties for any person who offends another based on colour, race, creed, political association or injury to a person or their dignity. This ensures that all employees are able to operate freely within the organisation, and focus on their primary roles (which is to provide the services contractually agreed to)	
G4-HR3	Number of incidents of discrimination and action taken	■ Not available	

Index	Description	Information (document or web link)	Page(s)
CATEGORY: Social – human rights **ASPECT:** Freedom of association and collective bargaining			
	Disclosure on management approach	■ Employees are free to associate socially, politically, religiously or otherwise, as well as join any bargaining council, without fear of victimisation. Our code of conduct enables us to correctly manage situations where an employee may infringe on these rights	
G4-HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at risk, and details of the measures taken to support these rights	■ Employees are free to associate socially, politically, religiously or otherwise, as well as join any bargaining council, without fear of victimisation. Our code of conduct enables us to correctly manage situations where an employee may infringe on these rights ■ Suppliers: Not available	
CATEGORY: Social – human rights **ASPECT:** Human rights grievance mechanisms			
	Disclosure of management approach	■ Not available	
	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	■ Not available	
CATEGORY: Society **ASPECT:** Local communities			
	Disclosure on management approach	■ SR: Sustainable societies – ICT human rights ■ https://www.mtn.com/Sustainability/Documents/Mobile_and_Health_2013.pdf ■ https://www.mtn.com/SocialResponsibility/Pages/default.aspx	■ 29 – 30
G4-SO1	Operations with significant actual and potential negative impacts on local communities	■ ICT human rights: activities in progress ■ Mobiles and health: all operations engage directly, and through local regulatory authorities, with communities with respect to matters related to network installation ■ CSI: all MTN operations engage directly with local communities either through formal MTN Foundations, which are responsible for disbursing financial social investment initiatives in the areas of education, health, economic empowerment and national priorities, and/or through 21 Days of Y'ello Care, the Group's annual staff volunteer programme in support of community upliftment	
CATEGORY: Society **ASPECT:** Anti-corruption			

	Disclosure on management approach	■ IR: How we are governed – risk management
		 ■ IR: How we are governed – social and ethics statement
		 ■ SR: Sustainable Societies – anti-corruption
		 ■ Group positions on www.mtn.com/sustainability:
		   – Anti-corruption
		   – Conflicts of Interest
			■ 49
			 ■ 50 – 51
			 ■ 28

G4-SO3	Total number and percentage and of operations assessed for risks related to corruption and the significant risks identified	■ IR: How we are governed – risk management ■ SR: Sustainable societies – anti-corruption ■ SR: Sustainability value added statement	■ 49 ■ 28 ■ 34
G4-SO4	Communication and training on anti-corruption policies and procedures	■ IR: How we are governed – summarised corporate governance report ■ SR: Sustainable societies – anti-corruption	■ 49, 51 ■ 28

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Index	Description	Information (document or web link)	Page(s)
CATEGORY: Society *continued* **ASPECT:** Anti-corruption *continued*			
G4-SO5	Confirmed incidents of corruption and actions taken	■ Not disclosed	
CATEGORY: Society **ASPECT:** Public policy			
	Disclosure on management approach	■ https://www.mtn.com/Sustainability/Documents/Group_Social_and_Ethics_Statement_2013.pdf ■ Public policy engagement is undertaken through the following means: – Via matters under consideration by the GSMA board, due to the fact that the Group's president and CEO is a member of this board – Via the necessary regulatory agency either in formal public commentary invitation processes, or as required for possible emerging regulation or industry-specific matters such as carbon taxes, spectrum allocation, etc. (MTN operations may engage directly with the necessary regulatory agency, or collectively via national business or industry associations) – With other national or international bodies or authorities such as the African Union, and the National Business Initiative or industry associations	
G4-SO6	Total value of political contributions by country and recipient/beneficiary	■ In support of South Africa's celebrations of 20 years of democracy, a donation was made to the Department of International Relations and Cooperation, for celebratory events to be held in some countries. The celebrations were, however, postponed to 2015, due to the emergence of Ebola in some of the countries in which MTN operates ■ A US$10 million humanitarian grant was made to the African Union in support of its appeal for support in the fight against Ebola	
CATEGORY: Society **ASPECT:** Anti-competitive behaviour			
	Disclosure on management approach	■ As a company incorporated in South Africa, the Group is regulated by the Competition Commission of South Africa and the rules and regulations applicable to all companies listed on the JSE	
G4-SO7	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes	■ We have historically reported on the status and results of the lawsuit by Turkcell against MTN. This matter now resides for consideration at the South Gauteng High Court of South Africa ■ https://www.mtn.com/PressOffice/MTNIran/Pages/MTNIran.aspx	

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Index	Description	Information (document or web link)	Page(s)
CATEGORY: Society **ASPECT:** Compliance			
	Disclosure on management approach	▪ IR: How we are governed ▪ IR: Social and ethics report ▪ https://www.mtn.com/Sustainability/Documents/Group_Social_and_Ethics_Statement_2013.pdf	▪ 45 ▪ 50 – 51
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	▪ Telecommunication regulators in some countries in which MTN operates have threatened or imposed quality of service fines upon MTN based on network performance standards. Although this information is available in the public domain, we have not quantified the value of these fines for the purposes of this report ▪ Data related to other matters is not available	
CATEGORY: Society **ASPECT:** Grievance mechanisms for impacts on society			
	Disclosure on management approach	▪ One of the Group's key mechanisms of encouraging reports of unacceptable behaviours (or allegations of unacceptable behaviour) for investigation is the anonymous whistle-blower line for use by both employees and the public. The line is supported by telephonic and e-mail communication channels, and is managed by Deloitte	
CATEGORY: Product responsibility **ASPECT:** Customer health and safety			
	Disclosure on management approach	▪ Group positions on www.mtn.com/sustainability – Mobiles and health	
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	▪ Group positions on www.mtn.com/sustainability – Mobiles and health ▪ Regarding the position paper above, all handsets have to be certified for safety before national regulators will allow distribution. The number of network sites assessed for health and safety impacts with respect to safety levels of electromagnetic fields varies for each country of operations, and is subject to requirements set out by the national telecommunications regulator	
G4-PR2	Number of incidents of regulatory non-compliance concerning health and safety impacts of products and services during their lifecycle, by type of outcome	Not available	
CATEGORY: Product responsibility **ASPECT:** Product and service labelling			
	Disclosure on management approach	▪ Each MTN operation maintains terms, conditions on service and legal content on the local website for the operations. These terms and conditions may also include any additional information useful to subscribers, such as activation agreements, transfer procedures, defective goods and technical fault reporting, and more, and are often also separately detailed for different types of value-add and internet services, phones and devices, etc. Terms and conditions of service for physical products such as mobile handsets and tablets may also be included in the product pack. Product and service labelling may also be subject to additional communication, disclosure or other requirements as set out by national consumer protection regulations in each of the countries where we operate. Customer complaint and feedback services are available through walk-in service and other centres, and via voice, email, social media and other digital channels	

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Index	Description	Information (document or web link)	Page(s)
CATEGORY: Product responsibility **ASPECT:** Product and service labelling			
G4-PR3	Type of product and service information required by the organisation's procedures for product and service information and labelling, and percentage of significant product and service categories subject to such information requirements	■ Please refer to the country website of each MTN operation for more information. The websites of our two largest operations are listed below for easy reference: – https://www.mtn.co.za/Pages/Website_legal.aspx?termsID=327 – http://www.mtnonline.com/sitemap	
G4-PR5	Results of surveys measuring customer satisfaction	■ IR: Assured results of customer satisfaction performance indicators (Net Promoter Score (NPS))	■ 52 – 53, 89
CATEGORY: Product responsibility **ASPECT:** Marketing communications			
	Disclosure on management approach	■ In addition to complying with local laws, standards and codes of practice in each country where we operate, as a regulated organisation subject to oversight by national telecommunication regulatory authorities, we may be required to abide by specific additional requirements regarding marketing communications. For instance, in order for us to market voice or data products in order to grow our subscriber base, our quality of service may be subject to review by regulators before permission may be granted (in circumstances where quality of service may fall below pre-set standards or as agreed in regulatory licences)	
G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotions, and sponsorship, by type of outcome	■ Not available	
CATEGORY: Product responsibility **ASPECT:** Customer privacy			
	Describe the approach to management and reporting of customer privacy	■ Group positions on www.mtn.com/sustainability – Human rights and ICT ■ SR: Sustainable societies – ICT human rights	■ 29 – 30
G4-PR8	Number of substantiated complaints regarding breaches of customer privacy and losses of customer data	■ Not available	
CATEGORY: Product responsibility **ASPECT:** Compliance			
	Disclosure on management approach	■ https://www.mtn.com/Sustainability/Documents/Group_Social_and_Ethics_Statement_2013.pdf	
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	■ Not available	