



Workplace

Labour practices

MTN is committed to responsible labour practices across the various its footprint. Our approach is consistent with internationally recognized principles, while ensuring that MTN remains compliant with the terms of our various jurisdictional obligations and licence conditions.

Labour practices

- MTN ensures that its staff have freely chosen employment and that no forced, bonded or indentured labour or involuntary prison labour is utilised by itself or its suppliers.
- MTN does not support the use of child labour or the employment of young workers below the age of 18 or below a country's legal age.
- MTN endeavors to maximise the representation and participation of nationals across our markets.

Non-discrimination and fair treatment

- MTN ensures that its employees and personnel within the workplace are free from harsh and inhumane treatment and free from any form of sexual harassment, physical and other forms of abuse, corporal punishment or torture, mental or physical coercion or verbal abuse.
- MTN ensures that its employees and personnel will not experience discrimination, unfair treatment, or unfair termination of employment. On the following grounds (but not limited to); race, gender, pregnancy, marital status, mental health status, HIV/AIDS status, medical condition, ethnic or social origin, sexual orientation, age, disability, religion, conscience, belief, culture, language, birth or nationality, and family responsibility.
- MTN subscribes to the principles of equal work for equal pay.
- We ensure the elimination of harassment and discrimination in the workplace by providing procedures for reporting and correcting such actions.
- Our Anti-Harassment and Discrimination Policy applies to all employees of MTN, job applicants, customers, suppliers, contractors, visitors, third party personnel and any other persons who may have dealings with the MTN Group, including Non-Executive Directors. All employees of MTN must ensure that they familiarize themselves with the provisions of our policy.



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Wages, benefits and working hours

- MTN adheres to applicable laws and mandatory industry standards pertaining to regular working hours, and overtime hours, including for breaks, rest periods, holidays, maternity and paternity leave, and/or other leave entitlements as prescribed by local laws and regulations.
- MTN ensures that its employees and personnel receive at least the minimum compensation or living wage, benefits and overtime payments required by law. Even where overtime is allowed by law, MTN will ensure that employees and personnel do not work excessive overtime.

Freedom of association, expression, privacy and security

- MTN believes in the rights of all people to freely communicate and share information and opinions, and to enjoy the right to privacy and information security without interference.
- MTN will endeavor to protect the rights of all people using its services in the respective jurisdictions in which it operates.
- MTN grants its employees and personnel the right to freedom of association and respects the rights of workers, as set forth in local laws, to associate freely, join or not join labour unions, seek representation and join worker's' councils. Workers shall be able to communicate openly with management regarding working conditions without threat of reprisal, intimidation or harassment.

Health, safety and environment

MTN works to provide its employees and personnel with a safe and healthy working environment, which also complies with all applicable standards, laws and regulations. We also endeavor to ensure that:

- At a minimum we provide adequate workstations including potable drinking water, adequate lighting, temperature, ventilation, sanitation and personal protective equipment.
- In addition, our facilities are constructed and maintained in accordance with the standards set by applicable laws and regulations.
- MTN identifies, assesses and prepares for emergency situations. This includes staff notification and evacuation procedures, emergency training and drills, appropriate first-aid supplies, appropriate fire detection and suppression equipment, and adequate exit facilities.
- We regularly train our employees on safe working conditions, emergency planning, responsiveness, as well as medical care.

- MTN ensures that all employees are made aware and socialized on applicable policies and procedures within the workplace, through its various internal communication channels.
- Policies and localized labour practices are made available in a universally accepted languages in accordance to local language requirements in the country of operation.