



The internet has created a wonderful new world for learning, working and playing. The United Nations Children's Fund has identified that one in three internet users globally is a child. For children, digital technologies are the norm by which they connect, socialise, improve their skills and expand their horizons. Sometimes though, the internet can be misused, harming people and restricting their rights.

MTN believes that everyone deserves the benefits of modern connected life, and that all users of our products have the right to freely and safely enjoy the connectivity and solutions we offer. We expect our customers to enjoy these rights in a responsible manner. This is especially important when considering the rights of children, who are more vulnerable and depend on adults to safeguard their rights. The free, open nature of information and communication technologies, while benefitting society, unfortunately also creates opportunities for people to develop online relationships with vulnerable children, join communities that harm children, and share sexually-abusive material on children. MTN has a zero-tolerance approach to the abuse and exploitation of children.

To ensure responsible use of digital communications, we are guided in our efforts by the work of global organisations and law enforcement authorities dedicated to managing this complex matter. MTN supports the United Nations Convention on the Rights of the Child (UN CRC) and is a signatory to the United Nations Global Compact, which sets out several principles related to human rights, including that of children. MTN is also a signatory to the GSMA Mobile Alliance Against Child Sexual Abuse, which works to create significant barriers to the misuse of mobile networks and services for hosting, accessing, or profiting from child sexual abuse content through a combination of technical measures, cooperation and information sharing.

MTN strives to fully comply with relevant national laws and regulations in the countries in which we operate. We also remain fully aware of and support global instruments such as the UN CRC which places a legal obligation on States to protect the rights of children. We are actively working to make the internet a safer place for children. We aim to prevent harm to children through the following initiatives:



- Using neutral third-party software, we will block sites hosting child sexual abuse material (CSAM) identified by Internet Watch Foundation (IWF), whose remit is to minimise the availability of online sexual abuse content.
- We will apply our best endeavours to ensure that MTN's third party content providers do not make CSAM available to our customers. Providers that offer such content will be considered in breach of contract, and their contracts will be terminated by invoking MTN's breach clauses.
- Using IWF's confidential reporting portal, MTN will encourage customers and members of the public to safely and anonymously report online CSAM. IWF will investigate all reports and work with country partner hotlines or international law enforcement agencies to ensure that confirmed cases of child sexual abuse content on the internet are removed at source.
- We will support the work of law enforcement authorities undertaking investigations into potential sexual abuse crimes committed against children using MTN's platforms.
- We will engage with regulators, social service agencies and other organisations working collaboratively to prevent access to online CSAM.
- We will educate children, parents, guardians and carers about how to responsibly use digital technology and ensure that children stay safe online.

The modern connected world creates new opportunities and solutions for children to enhance their potential. Underscored by our belief that everyone deserves the benefits of the modern connected life, we strive to protect, respect and ensure the rights of children online.