MTN position statement

Occupational Health and Safety

Introduction

MTN is committed to achieving world class Occupational, Health and Safety standards in support of the company's practices and business objectives. We are committed to creating a safe working environment, as far as reasonably practicable, for all employees, customers and stakeholders. Our Occupational, Health and Safety framework and policy is developed based on ISO 45001 and ILO standards and South African Legislation, Standards.

Key Principles

- Maintaining an integrated Occupational Health and Safety Management System throughout our organisational.
- We ensure that our Health and Safety Procedures, Policies and Processes are continuously implemented, understood, periodically reviewed and communicated throughout our organisation.
- We complying to all applicable statutory requirements, or in the absence thereof, apply both local and international guidelines, including ISO 45001 and ILO standards, to ensure consistent compliance within the company.
- We ensure that compliance to statutory requirements also applies to outsourced contractors, suppliers, and agencies who deploy employees to work in MTN sites throughout our organisation.
- We proactively managed risks and apply reasonable measures to prevent injuries and conditions that may jeopardize the safety of employees, visitors and customers.
- We ensure continuous availability of organisational competency in identifying occupational hazards and applying the relevant precautions and emergency procedures to minimise risks, both at National International level.
- We contribute to the further development of relevant Occupational Health and Safety issues through involvement of relevant external stakeholders in improving Occupational Health and Safety performance.
- We ensure that there is safe delivery, storage, preparation and sale of food that comply with food safety regulations in line with ISO 22000.

Communicable Disease Control

- We develop and implement clear management procedure on confidentiality, discrimination, length of time allowed for medical treatment and job modification when necessary.
- We implement environmental infection control measures to minimize the risk of transmission of infection in the workplace.
- We hold awareness and educational campaigns to address attitudes towards communicable diseases and increase awareness among the employees.

Incident reporting and analysis

- We identify and record all health and safety incidents whether or not these result from injury or damage to property.

- We conduct thorough investigations to determine root causes of the incident, take immediate action to minimize harm, and look for ways to improve its processes to prevent similar incidents occurring again.
- All incidents are reported to the relevant Authority of that particular country.
- We set general health and safety objectives and targets for improvement in consultation with employee representative.
- We establish key measures and performance indicators to monitor the current practices and prevent incidents.
- We release an annual health and safety report to keep the executive management of MTN abreast with all developments focused on legislative compliance and wellbeing of employees.
- Planned audits are conducted by trained auditors to assess the Health & Safety Management Systems.

Control of Health and Safety Records

- We maintain documented system which recognizes the key responsibilities, procedures, forms and instructions to manage the Health and Safety Management System and it ensures that they are always up to date and accessible by those who need to use them.
- Documents are reviewed at least annually and whenever a process or legal change occurs. Modified documents go through the necessary review and approval process.
- All our markets ensure new documents are communicated to those affected and approved copies are made available to all relevant employees and other stakeholders such as contractors, suppliers, customers.
- Protection of Personal Information is a priority to MTN. MTN must ensure that the requirements of the POPI Act are upheld at all times (when in a different OPCO, subscribe to the POPI standards and guidelines implemented by MTN). Personal Information (PI) and Special Personal Information (SPI) are classified as "confidential" and "highly confidential" respectively; and must be protected adequately in-line with the MTN Information Privacy Policy and Guideline.

Working From Home Safety Guidelines and protection of personal information

- Our Occupational Health & Safety guidelines assist employees to understand what constitutes an Injury on Duty when working from home, and also how to report the incident.
- Our Occupational Health & Safety guidelines assist employees to understand the safety, security and facility processes to be followed when working from home.
- All employees to apply guidelines stated in the procedure with entails safety measures to be adhered to when driving an MTN company vehicle.

Training on Employee Health and Safety

- Health and safety trainings are included as part of learning need analysis.
- Annual training is conducted for all employees regarding Health and Safety Measurements.
- Periodic monitoring of health and safety trainings to ensure coverage of all employees/confirmation of health and safety awareness.

- Induction training will mandatorily contain training on Health and Safety requirements.

Non-Compliance with the Policy

- Any disciplinary action arising from breach of this policy will be taken according to the MTN disciplinary code of conduct.
- Where an employee is suspected of breaching the policy, an internal investigation will be undertaken, depending on the outcome, civil and/or criminal legal action could be taken against the employee.

Roles and Responsibilities

- All Departmental Managers and sub-ordinates are responsible for executing their legislative duties aligned to MTN's Occupational Health & Safety policy from a Health and Safety compliance perspective
- The company's National Health and Safety Officer is responsible and accountable to enforcing compliance to this policy within the entire organisation.
- The MTN's Top Management, is responsible and accountable to supporting the execution of this policy, which is aimed at ensuring commitment to relevant legislation of any country in which MTN operates.