



MTN position statement

Diversity & Inclusion

Introduction

Both global and MTN trends suggest a strong correlation and impact of diversity on sustainable engagement and business growth. Diversity and inclusion sits at the heart of our identity and organisational culture. We strive to be the most inclusive and successful organisation across Africa and the Middle East, putting diversity and inclusion into action to help employees, customers and communities thrive.

MTN's approach

MTN is guided by the following globally-defined standards:

- The United Nations Universal Declaration on Human Rights
- King IV Code of Corporate Governance
- The United Nations Global Compact as a signatory

Key principles:

- Our diversity outlook considers gender, generation, thought, race, ethnicity, social status/background, abilities, personalities, sexual orientation, age, nationality and religion. We recognise that diversity needs serious actionable targets, while inclusion needs mindful, conscious behaviours and strong championing across diversity segment.
- MTN is a signatory to the UN Global Compact, which includes the promotion of equality and the prevention of unfair discrimination. The employee conduct pledge, a part of each employee's contract of employment, requires employees to respect age, colleagues, suppliers and those we serve, regardless of gender, race, religion, culture, mental and physical abilities, sexual orientation, disability, nationality and to treat them with dignity, respect and compassion.

Diverse nationality and ethnicities

- We operate in 19 countries in Africa and the Middle East and as a result we are naturally diverse.
- Our people represent more than 58 nationalities, multiple ethnicities and four generations adding to our rich diversity.

Differently abled persons

- MTN is committed to giving equal employment opportunities to persons with disabilities (PWD) across our markets. At MTN, we believe in providing equal employment opportunities to all individuals, including those with disabilities.
- We are committed to ensuring all our customers and employees are treated equally and receive the same high-quality service. Our goal is to create a more accessible and inclusive environment where everyone can feel valued and supported.

Women equality and diversity.

- We committed to achieving workforce gender equality by 2030.
- We committed to gender pay parity as a key strategic measure to enhance the quality of diversity, equity and inclusion.
- We committed to attaining deliberate gender representation in our strategic programmes across the business.



- We aim to achieve a minimum target of 30% women representation in business transformations, upskilling programmes and specialised initiatives that form part of our strategy.

Discrimination and harassment.

- MTN adopts a zero-tolerance approach to all forms of harassment and discrimination and has taken decisive steps to foster an inclusive and safe culture for our employees and extended ecosystem at MTN.
- Our Anti-Harassment and Discrimination Policy prohibits all forms of harassment – be it sexual, psychological or cyber-bullying – as well as threats, shaming, hostile teasing, insults, constant negative judgement and language that is racist or sexist.
- MTN takes the following remedies to address harassment and discrimination incidents: verbal warnings, final written warnings, suspensions and dismissals. We ensure complaints are treated with respect, sensitivity and confidentiality.

Communication and training.

- Employees have to complete mandatory training initiated regarding various aspects of harassment.