



MTN POSITION STATEMENT

Corporate social investments

Introduction

MTN recognises and understands that its future success and viability is inextricably linked to the socioeconomic wellbeing of the communities it serves. We can only flourish when the communities and broader society within which we operate are healthy and thriving.

MTN recognises the opportunity to drive digital and financial inclusion in our markets as more people come online for the first time. In doing so, there is also an opportunity for MTN to align our priorities more closely with the development agendas of our operating markets.

MTN recognises that it has a unique opportunity to position MTN closer to our core strength in the ICT Ecosystem space, in alignment with the African Union Digital Transformation Strategy for Africa, through our Corporate Social Investments (CSI) strategy and efforts.

Purpose

- To set out MTN's overarching CSI principles and contribution towards inclusive and sustainable economic growth of communities, including the funding positioning and high-level governance and reporting.
- These principles are further articulated in the CSI Strategic Framework and operationalised through the CSI Playbook, which are updated on a continuous basis. This is done in a manner that is consistent with internationally recognised principles, while ensuring that we remain compliant with the terms of the various legal obligations and licence conditions, in our various operating markets.

MTN's approach

MTN is guided by the following globally defined standards:

- International Standards ISO 26000: Community Involvement and Development.
- United Nations Global Compact universal sustainability principles.
- United Nations Global Reporting Initiative (GRI).
- King IV Code of Corporate Governance.
- United Nations Sustainable Development Goals (UN SDGs).

Key principles of MTN's Corporate Social Investment

- We undertake CSI to make a meaningful and measurable contribution to improve the lives and poverty levels of communities across our footprint.
- We ensure that our CSI programmes are inclusive, adopt a stakeholder-inclusive approach and meet the needs of all, including those that are considered to be vulnerable, marginalised or disadvantaged within our communities.
- Our CSI programmes are aligned to MTN's business strategy and leverage our core competencies, products and services.
- We ensure that our CSI foundations and/or divisions remain compliant with applicable laws and regulations.
- We ensure that CSI governance structures maintain the highest level of integrity, accountability, and effectiveness.



- We adopt an outcomes-based approach ensuring that the outcome of every CSI programme is clearly defined upfront and monitored during the implementation of the programme.
- We strive to demonstrate alignment to one or more of the United Nations Sustainable Development Goals (SDGs).
- We strive to communicate our CSI efforts on a regular basis, while ensuring alignment to local and international reporting standards.
- We ensure that we protect the privacy of our beneficiaries, keeping all information safe and secure in alignment with local and global data protection and privacy requirements.
- We strive to engage and consult with impacted members of communities and other relevant stakeholders in the development and implementation of our CSI programmes, continuously upholding this engagement throughout the phases of each programme. We ensure that our CSI programmes apply principles of non-discrimination and respect the rights of all people irrespective of race, ethnicity, colour, age, language, religion, gender, sexual orientation, political or other affiliation, ability, jurisdictional or international status.
- We ensure that all operating companies follow formal guidelines regarding the process for identifying local stakeholders or communities of interest, adhering to local policies and regulations when choosing programmes.
- We remain committed to active engagement and transparent consultation with members of the community and our stakeholders as well as processes that include vulnerable groups.

Our focus areas

Our key CSI focus areas include:

- **ICT ecosystems:** Programmes and projects that support or benefit from the ICT or digital technology sector: education or skills for digital jobs; support for digital entrepreneurs; digital access and digital literacy, etc.
- **National priority areas:** Projects or programmes that are aligned to and reflect the country's National Development Plan to the benefit of its citizens, which may also include:
 - **Disaster relief:** We recognise that from time-to-time communities across our markets may be affected by natural disasters, pandemics, and humanitarian incidents. Our MTN Y'ello Hope Disaster Relief strives to leverage our tools, products, and services and provide vital and immediate support to our communities at their greatest time of need.
- **Philanthropic donations:** At MTN, we recognise that due to the low poverty levels across our markets, philanthropic donations might be required from time-to-time.

Applicability and transparent reporting

Our CSI Policy applies to all our directors, officers, employees, and representatives of the Company whether permanent, temporary, or on contract. We expect our intermediaries, agents, contractors, suppliers, and business partners to uphold the same standards. Our supplier code of conduct outlines the minimum standards, including CSI standards, that each supplier of products or services must comply with. We are committed to transparency and disclosure regarding our CSI at MTN.



Roles and responsibilities

Our Board, through the Group Social, Ethics, and Sustainability Committee, has oversight of the Group's actions and performance regarding CSI. The Group's Executive Committee is responsible for policy implementation of CSI and is driven by the Group sustainability and corporate affairs function.

Every CSI programme undertaken is governed by the highest ethical standards and zero-tolerance approach towards bribery and corruption. At MTN, we encourage employees and stakeholders to speak up and report conduct which they, in good faith, believe violates laws, regulations, or internal processes related to our CSI. Any employee or associated party who becomes aware of any actual or possible violation of applicable laws and regulations is required to report it via MTN's whistle-blowing mechanism.

Communication and training

MTN's CSI Policy is shared with all employees of MTN's operating entities, subsidiaries, and partners and the policy is translated into local languages as required. All relevant employees are required to complete training related to the policy on an annual basis, including training on guidelines that are used to implement programmes, consult with stakeholders or beneficiaries, and develop sound monitoring and evaluation metrics to measure and report on our impact.