



MTN position statement

Labour practices

Introduction

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

Purpose

This policy aims to set out MTN's principles and approach to labour practices with all our employees and stakeholders in a manner that is consistent with our values and best practices while ensuring that MTN remains compliant with listings requirements, licence conditions and legal obligations.

MTN's approach

The following globally defined standards guide MTN:

- Declaration on Fundamental Principles and Rights at Work - International Labour Organization.
- Convention on the Elimination of All Forms of Racial Discrimination.
- Convention on the Elimination of All Forms of Discrimination against Women.
- Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment.
- Convention on the Rights of Persons with Disabilities.
- Convention on the Rights of the Child.
- Convention on the Violence and Harassment in the World of Work.
- United Nations Universal Declaration on Human Rights.
- International Covenant on Civil & Political Rights United Nations.
- International Covenant on Economic, Social & Cultural Rights United Nations.
- United Nations Global Compact Principles.

MTN's key labour principles

Non-discrimination and fair treatment

- MTN ensures that 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 in any manner whatsoever.
- We prohibit all forms of discrimination, unfair treatment, or unfair termination of employment based 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 or any other arbitrary grounds.
- We make every endeavour and fully subscribe to the principles of equal pay for work of equal value.
- We adopt a zero-tolerance approach to all forms of harassment and discrimination in our workplace and have taken decisive steps to foster an inclusive and safe culture for our employees and extended stakeholders in our ecosystem.
- We strive to achieve equal opportunities in access to employment and leadership positions and decision-making at all levels.
- As part of driving our inclusive culture priorities, we leverage our "Speak-up" framework to systemically embed a culture of safety, openness, and honesty in our work



environment. It aims to strengthen our commitment towards an inclusive global organisation that prevents, proactively detects, prevents, and acts upon any form of discrimination and harassment.

- We prohibit all forms of harassment – be it sexual, psychological, or cyberbullying – as well as threats, shaming, hostile teasing, insults, constant negative judgement, and language perceived as racist and/or sexist.

Wages, benefits and working hours

- MTN ensures that staff have freely chosen employment and that neither forced, bonded, or indentured labour nor involuntary prison labour is utilised by the Company or our suppliers.
- We do not support using child labour or employing young workers below 18 or below a country's legally prescribed age.
- We endeavour to maximise the representation and participation of nationals across-our markets.
- We adhere to applicable legislation and mandatory industry standards about regular working hours and overtime hours, including breaks, rest periods, annual leave, holidays, maternity and paternity leave, and/or other leave entitlements as may be prescribed by local laws and industry regulations.
- We ensure that our employees and personnel receive at least the minimum compensation or living wage, benefits and overtime payments as may be prescribed by applicable legislation. Even where overtime is allowed by law, we ensure that employees and personnel do not work excessive overtime.

Freedom of association, expression, privacy and security

- MTN believes in adhering to applicable legislation about labour rights (i.e. the ILO Convention) so that all our employees and stakeholders can communicate and share information and opinions freely, and to enjoy the right to privacy and information security without interference, notwithstanding all applicable legislation in every jurisdiction.
- We will endeavour to protect the rights of all people using our services in the respective jurisdictions in which we operate and as may be in line with applicable legislation and industry regulations.
- MTN grants employees and personnel the right to freedom of association. We respect workers' rights, as outlined in local laws, to associate freely, join or not join labour unions, and seek representation. Workers shall be able to communicate openly with management regarding working conditions without threat of reprisal, intimidation, or harassment.

Roles and responsibilities

- Our Board, through the Group Social, Ethics and Sustainability Committee, oversees the Group's actions and performance regarding labour.
- The Group's Executive Committee is responsible for policy implementation and identifying, addressing and remedying labour risks driven by the Group Human Resources function, in line with the MTN's policies.

Accountability and transparent reporting

- Our labour-related policies apply 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 labour matters, that each supplier of products or services must comply with.
- We are committed to transparency and disclosure regarding labour at MTN.



Communication and training

MTN's labour-related policies are shared with all employees of MTN's operating entities, subsidiaries and partners. The policy is translated into local languages as required. Detailed training is provided to employees and partners on an annual basis.