



MTN position statement

Occupational health and safety (OHS)

Introduction

MTN is committed to achieving world-class OHS standards supporting 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 OHS Framework and policy are developed based on ISO 45001, International Labour Organization (ILO) standards, and South African legislation and standards.

Purpose

This position statement aims to articulate MTN's commitment to OHS. It serves as a cornerstone of our safety programme, outlining our values and principles and providing a framework for creating and implementing policies and procedures that prioritise the safety of our employees.

Approach

The following globally defined standards guide MTN:

- Occupational Health and Safety Act (OHSA) - the main legislation outlining the general requirements for OHS in South Africa.
- ISO 45001:2018 - an international OHS system standard.
- Codes of Good Practice (CGP) - guidelines and recommendations for best practices in OHS.
- Electronic Communications Act (ECA) - regulates the telecommunications industry in South Africa, including licensing and spectrum management.
- Telecommunications Act (TA) - regulates the licensing and operation of telecommunications networks and services in South Africa.
- Independent Communications Authority of South Africa (ICASA) - the regulatory body responsible for overseeing the telecommunications sector in South Africa, including OHS.
- National Institute for Occupational Safety and Health (NIOSH) - a research institute that provides guidance and recommendations on OHS for all industries, including telecommunications.

MTN's key health and safety principles

- We ensure that we maintain an integrated OHS management system throughout our organisation.
- We ensure that our Health and Safety Procedures, Policies and Processes are continuously implemented, understood, periodically reviewed, and communicated throughout our organisation.
- We comply with all applicable statutory requirements or, in the absence thereof, apply local and international guidelines, including ISO 45001 and ILO standards, to ensure consistent compliance within the company.
- We ensure compliance with statutory requirements, which also apply to outsourced contractors, suppliers, and agencies who deploy employees to MTN sites throughout our organisation.
- We proactively managed risks and apply reasonable measures to prevent injuries and conditions that may jeopardise 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 at national and international levels.
- We contribute to further developing relevant OHS issues by involving relevant external stakeholders in improving OHS performance.
- We ensure the safe delivery, storage, preparation, and sale of food that complies with food safety regulations in line with ISO 22000.



Communicable Disease Control

- We develop and implement straightforward management procedures on confidentiality, discrimination, length of time allowed for medical treatment and job modification when necessary.
- We implement environmental infection control measures to minimise the risk of transmission of infection in the workplace.
- We hold awareness and educational campaigns to address attitudes towards infectious diseases and increase employee awareness.

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 the root causes of the incident, take immediate action to minimise harm and look for ways to improve its processes to prevent similar incidents from 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 representatives.
- 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 the wellbeing of employees.
- Trained auditors conduct planned audits to assess the Health & Safety Management Systems.

Control of health and safety records

- We maintain a documented system that recognises the key responsibilities, procedures, forms, and instructions to manage the health and safety management system and ensures that they are always up to date and accessible to those who need to use them.
- Documents are reviewed 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, and 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 OSHA guidelines assist employees to understand what constitutes an injury on duty when working from home and how to report the incident.
- Our OSHA guidelines assist employees to understand the safety, security, and facility processes to be followed when working from home.
- All employees are to apply guidelines stated in the procedure, which entails safety measures to be adhered to when driving an MTN company vehicle.

Roles and responsibilities

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



Applicability and transparent reporting

- Our Health and Safety 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 health and safety, that each supplier of products or services must comply with.
- We are committed to transparency and disclosure regarding health and safety at MTN.

Communication and training

- MTN's Health and Safety Policy is shared with all employees of MTN's operating entities, subsidiaries and partners. The policy is translated into local languages as required.
- Health and safety training is included in the learning need analysis.
- Annual training is conducted for all employees regarding health and safety measurements.
- Periodic monitoring of health and safety training to ensure coverage of all employees/confirmation of health and safety awareness.
- Induction training will mandatorily contain training on health and safety requirements.