



MTN POSITION STATEMENT

Communications and Editorial Guidelines

The issue

MTN recognises that reputation is a critical asset for the long-term sustainability of the organisation. MTN is working to develop a proactive reputation culture focused on social purpose, transparency and creating value for all stakeholders. We recognise the need not only to state our belief that everyone deserves the benefits of a modern connected life, but to be prepared to be evaluated against it and continuously demonstrate that our activities align with it.

To achieve desired business outcomes, it is essential MTN communicates in a manner that is appropriate, consistent and aligned with disclosure requirements. When MTN and its group of companies speak with one voice and follow consistent processes for disseminating information, this is reflected in the Group's reputation and valuation.

Linking the issue to our strategy

MTN's approach to communications supports transparency, informed decision-making and responsible corporate citizenship. As a listed company, MTN recognises the importance of timely, accurate and non-selective disclosure of information to stakeholders across jurisdictions.

Communications and editorial practices are aligned with MTN's values and beliefs, ensuring neutrality, respect for human rights and compliance with national and international laws, listing requirements and licence conditions in the markets in which we operate. Consistent, governed communication strengthens stakeholder trust, supports market integrity and protects MTN's licence to operate and long-term value.

Scope

This position statement applies to MTN Group and all its operating companies, subsidiaries, directors, officers, employees and representatives across all territories. It reflects the intent of MTN's Communications Policy and applies to all forms of communication, whether written, verbal or electronic, including communications undertaken directly by MTN or by partners, intermediaries, agents and contractors whose activities may have a bearing on MTN.

Our commitments

Direct operations

MTN commits to:

- Promptly disclosing material, significant or price-sensitive information to the public across relevant stock exchanges, irrespective of jurisdiction.
- Issuing communications and disclosures, widely and at appropriate times, in compliance with statutory, regulatory and stock exchange requirements.
- Communicating in a timely and non-selective manner to enable informed decision-making by internal and external stakeholders.
- Providing clear, accurate, reliable and truthful communication at all times.
- Communication practices that support market integrity and fair access to information.
- Ensuring communications are honest and respectful, avoiding omissions, ambiguities or any form that could mislead or deceive.
- Aligning all communications with MTN's values and beliefs, maintaining neutrality and respecting the rights of all persons.
- Ensuring all communications follow due governance approval processes.



- Complying with national and international communication standards, laws, reporting and disclosure requirements.

Editorial integrity and media ethics

MTN commits to:

- Promoting freedom of expression, pluralism, diversity, inclusion and education through its communications.
- Respecting the rights of all people using digital communications to freely communicate and share information and opinions, and to enjoy privacy and information security without unlawful interference.
- Upholding the human rights recognised by the Universal Declaration of Human Rights, as well as intellectual property laws.
- Avoiding communications or content that encourage illegal behaviour, violence, discrimination or exclusion.
- Protecting children and young people by ensuring communications do not cause physical, moral or psychological harm.
- Making certain that customer communications are complete, sufficient and understandable, avoiding unnecessary technical language.
- Avoiding intimidating, harassing, insulting or threatening content.
- Striving for impartiality by reflecting a breadth and diversity of views and experiences.
- Protecting the privacy of stakeholders and safeguarding information sources and subjects.
- Supporting healthy, informed and democratic values in content development.

Crisis and reputational risk

MTN commits to responsible, accurate and coordinated communication during incidents or crises, recognising that sensitive or significant matters may have reputational, market or stakeholder impacts and require heightened governance and oversight.

Accountability

- MTN's Board, through the Group Social, Ethics and Sustainability Committee, oversees the Group's actions and performance regarding communications and editorial guidelines.
- The Group Executive Committee is responsible for policy implementation, supported by the Group Sustainability and Corporate Affairs function.
- MTN provides safe, secure and confidential channels for employees and stakeholders to report non-compliance or concerns relating to communications, including through the whistle-blowing mechanism.
- MTN is committed to transparency and disclosure regarding its communications practices.
- MTN will review its communications and editorial practices on an ongoing basis to maintain alignment with legal, regulatory, governance and disclosure requirements

Awareness, communication and training

MTN's Communications Policy is shared with employees of operating companies, subsidiaries and partners and is translated into local languages as required. Awareness-raising and capacity-building activities support consistent understanding of communication responsibilities and reputational risk across roles and markets.