



# Workplace

## Diversity and inclusion

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.

The following initiatives embodied our progress towards higher levels of diversity and inclusion across the group:

- Global diversity and inclusion philosophy: We established our position and commitment to diversity and inclusion as core to our identity and purpose.
- Global diversity and inclusion wireframe: We developed a global diversity and inclusion wireframe which includes principles, a framework, tactical programmes and group interventions to support diversity and inclusion.
- Global diversity and inclusion forum: We continue to drive our leadership commitment, governance and strategy for diversity and inclusion through our group diversity and inclusion committee, who are responsible for execution alignment across our diverse footprint. In addition, localised committees across several countries champion and deliberately focus on diversity and inclusion in the context of geography.
- Diversity and inclusion success measurement: We focus on measuring progress of diversity and inclusion through our standardized qualitative and quantitative metrics and measures across the group.

### Key principles of our diversity and inclusion

- We have deliberately widened our diversity outlook to consider 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.



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### Diverse nationality and ethnicities

- We operate in 21 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.
- We are supportive and encouraged by the youth which constitute 55% of our global workforce with 14% in management.

### Differently abled persons

- We believe that differently abled persons contribute to the richness and diversity of our organisation.
- We have undertaken initiatives focused on opening doors for their participation and recognition as active contributing members of society, who must not face any discrimination.
- We are repositioning our hiring strategies to consciously improve diverse hiring and continue to invest in infrastructure to create conducive-work environments.

### Women equality and diversity

- We stand firmly committed to the advancement and empowerment of women within the organisation through targeted development programmes such as “women in technology and leadership”, gender-caring leave policies, flexi-work policies for improved work-life balance, together with programmes to diversify regional hiring across our African and Middle East footprint.
- MTN Group supports and is committed to the promotion of gender equality and diversity in the workplace and the eradication of all forms of unfair gender discrimination. Not only do we believe that this is morally right, but that there is a business imperative for women’s empowerment.
- MTN Group commits itself fully to the articles of the “Convention on the Elimination of all forms of Discrimination against Women,” as well as to the “Women’s Empowerment Principles of the United Nations Global Compact.”



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### Women equality and diversity

- MTN's position on gender is underpinned by the following principles:
  - High-level corporate leadership commitment to gender equality.
  - Every person associated with MTN Group is entitled to enjoy the fundamental right to gender equality and human dignity; we therefore treat all employees fairly at work, respecting and supporting their basic human rights and their right to non-discrimination.
  - MTN ensures the health, safety and well-being of all its employees.
  - MTN ensures that work-life balance is enabled through policies that support educational, career and occupationally-directed development of women.
  - We regard unfair gender discrimination as a serious offence and a gross violation of fundamental rights that is detrimental to the status of the MTN Group. Transgressors are therefore subject to our disciplinary procedures.
- As part of our intentional actions, MTN's gender policy aims to protect persons unfairly discriminated against based on gender.
- Through the policy and our women empowerment initiatives we strive to create an enabling environment that specifically addresses the special needs of women and that promotes advancement of all persons, free from gender bias.