



Health and Safety

MTN Group's Position on Health and Safety

Purpose of the MTN Health and Safety Framework Statement

The purpose of this framework is to ensure commitment of MTN and its group of companies in achieving world class standards in Occupational Health and Safety performance, in support of the company's practices and business objectives.

This Framework is developed based on South African Legislation, ISO 45001 and ILO Standards.

Our Health and Safety Policy Applicability

The Framework applies to the MTN Group and all its subsidiaries.

Key Principles

- Maintaining an integrated Occupational Health and Safety Management System throughout our organisational OpCo and its subsidiaries;
- Promoting commitment of personnel to this policy through ensuring that all organisations Health and Safety Procedures, Policies and Processes are continuously implemented, understood, periodically reviewed and communicated throughout MTNs organisational OpCo and its subsidiaries;
- Ensuring that compliance to statutory requirements also applies to outsourced contractors, suppliers, and agencies who deploy employees to work in MTN sites throughout MTN's organisational OpCo and its subsidiaries;

- Proactively managed risks and apply reasonable measures to prevent injuries and conditions that may jeopardize the safety of employees, visitors and customers;
- Ensuring continuous availability of organisational competency in identifying occupational hazards and applying the relevant precautions and emergency procedures to minimise risks, both at National International level;
- Complying to all applicable statutory requirements, or in the absence thereof, apply both local and international guidelines, including ISO 45001 and ILO standards, to ensure consistent compliance within MTN's organisational OpCo and its subsidiaries;
- Contributing to the further development of relevant Occupational Health and Safety issues through involvement of relevant external stakeholders in improving Occupational Health and Safety performance.

Non Compliance with the Policy

- Any disciplinary action arising from breach of this policy will be taken according to the MTN disciplinary code of conduct.
- Where an employee is suspected of breaching the policy, an internal investigation will be undertaken, depending on the outcome, civil and/or criminal legal action could be taken against the employee.



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Health and Safety Procedures Supporting the Policy

Health and Safety Legal and Other Requirements

- Ensure compliance to all applicable statutory requirements, or in the absence thereof, apply both local and international guidelines, including ISO 45001 and ILO standards, to ensure consistent compliance within all organizational OpCo's.
- Ensure compliance to statutory requirements also applies to outsourced contractors, suppliers and agencies who deploy employees to work in MTN sites within all OpCo's.

Internal Food Safety Control

- The organization shall ensure that there is safe delivery, storage, preparation and sale of food that comply with food safety regulations in line with ISO 22000.

Communicable Disease Control

- The Company will develop and implement clear management procedure on confidentiality, discrimination, length of time allowed for medical treatment and job modification when necessary.
- The organization will implement environmental infection control measures to minimize the risk of transmission of infection in the workplace.

- The organization will hold awareness and educational campaigns to address attitudes towards communicable diseases and increase awareness among the employees.

Incident Reporting and Analysis Methodology

- The organization shall identify and record all health and safety incidents whether or not these result from injury or damage to property.
- The organization shall conduct thorough investigations to determine root causes of the incident, take immediate action to minimize harm, and look for ways to improve its processes to prevent similar incidents occurring again.
- All incidents shall be reported to the Federal Authority of that particular country.

Performance Measurement

- The organization will promote commitment of personnel to this policy through ensuring that all organization's Health and Safety Procedures, Policies and Processes are continuously implemented, understood, periodically reviewed and communicated at all OpCos.
- The organisation will set general health and safety objectives and targets for improvement in consultation with employee representatives.



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- The organisation will establish key measure, key performance indicators to monitor the current practices and prevent incidents.

Control of Health and Safety Records

- The Company will maintain documented system which recognizes the key responsibilities, procedures, forms and instructions to manage the Health and Safety Management System and it ensures that they are always up to date and accessible by those who need to use them.
- Documents are reviewed at least annually and whenever a process or legal change occurs. Modified documents go through the review and approval process.
- OpCo's will ensure new documents are communicated to those affected and approved copies are made available to all relevant employees and other users (e.g. contractors, suppliers, customers).

Audit of the Health and Safety Management

- Planned audits will be conducted by trained auditors to assess the Health and Safety Management Systems.

Working From Home Safety Guidelines - Injury on Duty

- These guidelines assist employees to understand what constitutes an Injury on Duty when working from home, and also how to report the incident.

Working From Home Safety Guidelines - Lockdown

- These guidelines assist employees to understand the safety, security and facility processes to be followed when working from home.

Health and Safety Annual Report

- The organisation shall release an annual health and safety report to keep the executive management of MTN abreast with all developments focused on legislative compliance and wellbeing of employees.

Training on 'Employee Health and Safety'

The company's Health and Safety Department will ensure that:

- Health and safety trainings to be included as part of learning need analysis.
- Annual training will be conducted for all employees regarding Health and Safety Measurements.
- Periodic monitoring of health and safety trainings to ensure coverage of all employees/confirmation of health and safety awareness.
- Induction training will mandatorily contain training on Health and Safety requirements.



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Driver Safety Procedure

- All employees to apply guidelines stated in the procedure with entails safety measures to be adhered to when driving an MTN company vehicle.

Roles and Responsibilities

- All Departmental Managers and subordinates are responsible for executing their legislative duties aligned to this policy from a Health and Safety compliance perspective.
- The company's National Health and Safety Officer is responsible and accountable to enforcing compliance to this policy within the entire organisation.
- The MTN's Top Management, is responsible and accountable to supporting the execution of this policy, which is aimed at ensuring commitment to relevant legislation of any country in which MTN and its OpCo's operate.

Protection of Personal Information

- 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.