

# Social Investment

## Our Strategic Focus Areas

MTN strives to have a positive impact on society, the environment and economies in the markets in which it operates. In all we do, we strive to leverage our core capabilities to enable socio-economic development which is underpinned by our core belief, that everyone deserves the benefits of a modern connected life.

While MTN recognises that a CSI and philanthropic approach is necessary, there is a need to shift towards shared value to ensure a greater link and integration with its business strategy. Our CSI approach is guided and supported by a focused policy complementing our CSI strategic framework.

### MTN is guided by the following globally-defined standards:

- International Standards ISO 26000: Community Involvement and Development;
- United Nations Global Reporting Initiative;
- King IV Code of Corporate Governance;
- United Nations Sustainable Development Goals (UN SDGs); and
- The Ten Principles of the United Nations Global Compact as a signatory.

Youth accounts for over 60% of the population across our markets, it is for this reason that we have shifted our key strategic focus of our Corporate Social Investment (CSI) programme towards youth empowerment. Our approach to CSI is to systematically address job creation, enhance competitiveness and drive inclusive growth, while ensuring that we maintain an emphasis on addressing national priority areas aligned to the National Development Plan of each of our markets and equally responding to humanitarian and pandemic prevention, relief and recovery.

We believe that our vision to build sustainable societies can be achieved through partnership and collaboration as well as giving our employees the opportunity to be co-creators and volunteers in our contribution to communities across our markets.

## Key Principles

### Key Principles of MTN's Corporate Social Investment Policy

- MTN strives to reach the most vulnerable, marginalised, underserved communities and members of society, without leaving anyone behind.
- MTN invests in programmes which provide the youth, as the largest and most impacted population group across its markets, with the skills, tools, access, knowledge and opportunity to become economically active citizens.

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## Key Principles cont.

### Key Principles of MTN's Corporate Social Investment Policy

- We invest in initiatives aimed at meeting the needs of communities where we operate and align to the stated Government National Development Plan priority areas.
- MTN invests in projects which ensure girls, female youth and women have the necessary skills and knowledge to understand, develop content, participate in and benefit fully from ICTs and their applications.
- MTN strives to live out its values of honesty and integrity by being ethical and transparent as it conducts CSI activities.
- MTN consults with relevant internal and external stakeholders, including local communities, to understand societal challenges and co-create community programmes, which is delivered in line with relevant company guidelines.
- MTN strives to consult with stakeholders at the early stages of a project and continue with ongoing consultation throughout the life cycle of a project.
- MTN has a formal system for identifying our local stakeholders or communities of interest, supported by the Group Stakeholder Engagement Policy which standardises stakeholder engagement practices across all markets.
- MTN has a mechanism to collect, record and address complaints or grievances which can be logged through our in-country customer help lines, the Group's whistle-blower hotline, standard customer channels, or via email to: [csi@mtn.com](mailto:csi@mtn.com)

- MTN ensures that all employees are made aware and socialized on applicable policies and procedures within the workplace, through its various internal communication channels.
- Policies and localized labour practices are made available in a universally accepted language in accordance to local language requirements in the country of operation.