

# Annual sustainability statements continued

## UN Global Reporting Initiative (GRI) 4 report

This year, we have prepared our report in accordance with Global Reporting Initiative (GRI) G4 guidelines, selecting core indicators material to our business.

In reviewing this report, the following sources (document or web link) must be referenced in order to comprehensively assess our response:

- MTN Group Integrated Report 2016 (IR) [IR](#)
- MTN Group Sustainability Report 2016 (SR) [SR](#)
- MTN Group Carbon Disclosure Project report 2016 (CDP) [CDP](#)
- MTN Group Global Compact Communication of Progress Report 2016 (UNGC) [G4](#)
- MTN Group website ([www.mtn.com](http://www.mtn.com)) [Globe](#)

Index	Description	Information (document or web link)	Page(s)
<b>STRATEGY AND ANALYSIS</b>			
G4-1	CEO statement	<ul style="list-style-type: none"> <li>• IR: Our executive chairman's report</li> <li>• SR: Group executive chairman's statement</li> </ul>	<ul style="list-style-type: none"> <li>• IR: 23-27</li> <li>• SR: 5</li> </ul>
G4-2	Impacts, risks and opportunities on stakeholders and financial performance	<ul style="list-style-type: none"> <li>• IR: Our top risks and what we are doing about them</li> <li>• SR: Energy and climate risks, mitigation and opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• IR: 32-39</li> <li>• SR: 19</li> </ul>
<b>ORGANISATIONAL PROFILE</b>			
G4-3	Name of reporting organisation	<ul style="list-style-type: none"> <li>• MTN Group Limited</li> </ul>	
G4-4	Primary brands, products, services	<ul style="list-style-type: none"> <li>• IR: What we offer</li> <li>• <a href="https://www.mtn.com/en/what-we-do/Pages/default.aspx">https://www.mtn.com/en/what-we-do/Pages/default.aspx</a></li> </ul>	<ul style="list-style-type: none"> <li>• IR: 3</li> </ul>
G4-5	Location of headquarters operating structure	<ul style="list-style-type: none"> <li>• 216 – 14th Avenue, Fairland, 2195, South Africa</li> </ul>	
G4-6	Geographic scope/map of operations	<ul style="list-style-type: none"> <li>• IR: Where we operate</li> </ul>	<ul style="list-style-type: none"> <li>• IR: 4-5</li> </ul>
G4-7	Nature of ownership and legal form	<ul style="list-style-type: none"> <li>• IR: About MTN; where we operate</li> </ul>	<ul style="list-style-type: none"> <li>• IR: 2; 4-5</li> </ul>
G4-8	Markets served, sectors served and profile of customers/beneficiaries, profile of customer base	<ul style="list-style-type: none"> <li>• IR: Where we operate</li> <li>• <a href="https://www.mtn.com/en/mtn-group/about-us/our-story/Pages/where-we-are.aspx">https://www.mtn.com/en/mtn-group/about-us/our-story/Pages/where-we-are.aspx</a></li> </ul>	<ul style="list-style-type: none"> <li>• IR: 4-5</li> </ul>
G4-9	Scale of the reporting organisation including number of employees and operations	<ul style="list-style-type: none"> <li>• IR: About this report</li> <li>• SR: About this report; sustainability value add statement</li> </ul>	<ul style="list-style-type: none"> <li>• IR: Page preceding table of contents</li> <li>• SR: Page preceding table of contents; 30</li> </ul>
G4-10	Number of employees by employment contract and gender	<ul style="list-style-type: none"> <li>• SR: Sustainability value add statement</li> </ul>	<ul style="list-style-type: none"> <li>• SR: 30</li> </ul>
G4-11	Percentage of employees covered by collective bargaining agreements	<ul style="list-style-type: none"> <li>• SR: The workplace; sustainability value add statement</li> </ul>	<ul style="list-style-type: none"> <li>• SR: 28; 30</li> </ul>
G4-12	Describe the organisation's supply chain (types, number of and locations of suppliers including any sector-specific characteristics of the supply chain)	<ul style="list-style-type: none"> <li>• The appointment of suppliers and vendors involves a thorough selection and evaluation process, to ensure the most qualified vendors are selected based on fairness, objectivity, transparency and merit. This process is in line with our supply chain policies and procedures manual, applicable to all MTN operations. All suppliers are required to adhere to our policies, standards and procedures</li> </ul>	
G4-13	Changes occurring within the reporting period regarding size, structure or ownership	<ul style="list-style-type: none"> <li>• The Group has materially revised its structure and leadership significantly in 2016, to improve governance, regulatory and operational oversight, management capacity, compliance, risk management and effective execution of strategy, and increase management capacity. Changes include the appointment of a high-calibre executive management team to replace or enhance existing executive management structures, the re-constitution of three vice presidential structures and the clustering of operations in Southern and Eastern Africa, Western and Central Africa, and Middle Eastern and Northern Africa regions, and of the role of a Group chief operations officer</li> <li>• IR: Our new compliance structure; our executive chairman's statement; our people</li> </ul>	<ul style="list-style-type: none"> <li>• IR: 7; 24; 80</li> </ul>

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Index	Description	Information (document or web link)	Page(s)
<b>COMMITMENTS TO EXTERNAL INITIATIVES</b>			
G4-14	How the precautionary approach/principle is addressed	<ul style="list-style-type: none"> <li>SR: Eco-responsibility; environmental management</li> </ul>	<ul style="list-style-type: none"> <li>SR: 16; 20</li> </ul>
G4-15	External economic, environmental and social charters or principles subscribed to/endorsed	<ul style="list-style-type: none"> <li>SR: Standards and reporting</li> </ul>	<ul style="list-style-type: none"> <li>SR: Page preceding table of contents</li> </ul>
G4-16	Memberships of associations and national or international advocacy organisations	<ul style="list-style-type: none"> <li>National Business Initiative – corporate member</li> <li>Groupe Speciale Mobile Association (GSMA)</li> </ul>	
<b>IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES</b>			
G4-17	Organisational structure	<ul style="list-style-type: none"> <li>IR: Where we operate</li> <li>SR: About this report</li> </ul>	<ul style="list-style-type: none"> <li>IR: 4-5</li> <li>SR: Page preceding table of contents</li> </ul>
G4-18	How report content and aspect boundaries are defined and how the organisation has implemented reporting principles	<ul style="list-style-type: none"> <li>SR: Our approach to sustainability</li> <li>IR: Our material issues</li> </ul>	<ul style="list-style-type: none"> <li>SR: 2</li> <li>IR: 8</li> </ul>
G4-19	List all material aspects identified in the process for defining report content	<ul style="list-style-type: none"> <li>SR: Our approach to sustainability</li> <li>IR: Our material issues</li> </ul>	<ul style="list-style-type: none"> <li>SR: 2</li> <li>IR: 8</li> </ul>
G4-20	For each material aspect report the aspect boundary within the organisation	<ul style="list-style-type: none"> <li>SR: About this report; our approach to sustainability</li> </ul>	<ul style="list-style-type: none"> <li>SR: Page preceding table of contents; 2-3</li> </ul>
G4-21	For each material aspect report the aspect boundary outside of the organisation	<ul style="list-style-type: none"> <li>SR: About this report; our approach to sustainability</li> </ul>	<ul style="list-style-type: none"> <li>SR: Page preceding table of contents; 2-3</li> </ul>
G4-22	Effect of any restatements of information in previous reports, and associated reasons	<ul style="list-style-type: none"> <li>None</li> </ul>	
G4-23	Significant changes to report content/scope (material aspects) from previous reports	<ul style="list-style-type: none"> <li>None</li> </ul>	
<b>STAKEHOLDER ENGAGEMENT</b>			
G4-24	List of stakeholder groups engaged by the organisation	<ul style="list-style-type: none"> <li>IR: How we create value; relationships; our key relationships themes</li> <li>SR: About this report</li> </ul>	<ul style="list-style-type: none"> <li>IR: 10; 20; 21</li> <li>SR: Page preceding table of contents</li> </ul>
G4-25	How are stakeholders identified?	<ul style="list-style-type: none"> <li>IR: How we create value; relationships; our key relationships themes</li> <li>SR: About this report</li> </ul>	<ul style="list-style-type: none"> <li>IR: 10; 20; 21</li> <li>SR: Page preceding table of contents</li> </ul>
G4-26	Approaches to stakeholder engagement (who, how, and what outcomes)	<ul style="list-style-type: none"> <li>IR: How we create value; relationships; our key relationships themes</li> <li>SR: About this report</li> </ul>	<ul style="list-style-type: none"> <li>IR: 10; 20; 21</li> <li>SR: Page preceding table of contents</li> </ul>
G4-27	Stakeholder concerns and how the organisation has responded. Report the stakeholder groups that raised each concern	<ul style="list-style-type: none"> <li>IR: How we create value; relationships; our key relationships themes</li> <li>SR: About this report; our approach to sustainability</li> </ul>	<ul style="list-style-type: none"> <li>IR: 10; 20; 21</li> <li>SR: Page preceding table of contents; 2-3</li> </ul>

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Index	Description	Information (document or web link)	Page(s)
<b>REPORT PROFILE</b>			
G4-28	Reporting period	• 1 January 2016 to 31 December 2016	
G4-29	Date of most recent report	• 31 December 2016	
G4-30	Reporting cycle	• Annual	
G4-31	Contact point	• <a href="https://www.mtn.com/Pages/Contact-us.aspx">https://www.mtn.com/Pages/Contact-us.aspx</a>	
<b>REPORT PROFILE: GRI CONTENT INDEX</b>			
G4-32	"In accordance" option chosen, GRI context index chosen, external assurance report	<ul style="list-style-type: none"> <li>• "In accordance" – Core</li> <li>• GRI context index – G4</li> <li>• IR: Summarised indicators; <a href="http://www.mtn.com/investors/Financial-Reporting/Integrated-Reporting/pages/default.aspx">www.mtn.com/investors/Financial-Reporting/Integrated-Reporting/pages/default.aspx</a></li> <li>• SR: Sustainability value add statement</li> </ul>	<ul style="list-style-type: none"> <li>• IR: 90</li> <li>• SR: 30</li> </ul>
G4-33	Policy and current practice on independent assurance, and whether the highest governance body is involved in seeking assurance for the sustainability report	<ul style="list-style-type: none"> <li>• IR: Summarised assurance indicators; <a href="http://www.mtn.com/investors/Financial-Reporting/Integrated-Reporting/pages/default.aspx">www.mtn.com/investors/Financial-Reporting/Integrated-Reporting/pages/default.aspx</a></li> <li>• SR: Sustainability value add statement</li> </ul>	<ul style="list-style-type: none"> <li>• IR: 90</li> <li>• SR: 30</li> </ul>
<b>GOVERNANCE</b>			
G4-34	Governance structure including highest governance committees, and committees responsible for decision-making on economic, environment, and social impacts	<ul style="list-style-type: none"> <li>• IR : How we are governed</li> <li>• SR: About this report; approach to sustainability</li> </ul>	<ul style="list-style-type: none"> <li>• IR: 63</li> <li>• SR: Page preceding table of contents; 3</li> </ul>
G4-35	Process for delegating authority for sustainability topics from the highest governance body to senior executives and other employees	<ul style="list-style-type: none"> <li>• IR : How we are governed</li> <li>• SR: About this report; approach to sustainability</li> </ul>	<ul style="list-style-type: none"> <li>• IR: 63</li> <li>• SR: Page preceding table of contents; 3</li> </ul>
G4-36	Executive level position/s with responsibility for sustainability topics including reporting lines to highest governance body	<ul style="list-style-type: none"> <li>• IR : How we are governed</li> <li>• SR: About this report; approach to sustainability</li> </ul>	<ul style="list-style-type: none"> <li>• IR: 63</li> <li>• SR: Page preceding table of contents; 3</li> </ul>
G4-37	Process for consultation between stakeholders and the highest governance body on sustainability topics	<ul style="list-style-type: none"> <li>• IR : How we are governed</li> <li>• SR: About this report; approach to sustainability</li> </ul>	<ul style="list-style-type: none"> <li>• IR: 63</li> <li>• SR: Page preceding table of contents; 3</li> </ul>
G4-38	Composition of the highest governance body (Board) and its committees – detailed	<ul style="list-style-type: none"> <li>• IR: How we are governed</li> </ul>	<ul style="list-style-type: none"> <li>• IR: 57-63</li> </ul>
G4-39	Is Chairman of highest governance body also an executive officer?	<ul style="list-style-type: none"> <li>• IR: Who is responsible</li> </ul>	<ul style="list-style-type: none"> <li>• IR: 64</li> </ul>
G4-40	Nomination and selection process for highest governance body and committees including criteria such as diversity, independence, and expertise for nominations and selections	<ul style="list-style-type: none"> <li>• IR: How we are governed</li> </ul>	<ul style="list-style-type: none"> <li>• IR: 59</li> </ul>
G4-41	Process followed by the Board for managing conflicts of interest	<ul style="list-style-type: none"> <li>• IR: How we are governed</li> </ul>	<ul style="list-style-type: none"> <li>• IR: 59</li> </ul>

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Index	Description	Information (document or web link)	Page(s)
<b>GOVERNANCE</b> <small>continued</small>			
G4-42	Highest governance body's role in development, and approval of organisation's value statements, policies and strategies related to sustainability	<ul style="list-style-type: none"> <li>• <a href="http://www.mtn.com/en/investors/financial-reporting/integrated-reports/pages/default.aspx">www.mtn.com/en/investors/financial-reporting/integrated-reports/pages/default.aspx</a></li> </ul>	
G4-43	Measures taken to develop and enhance board's knowledge of sustainability	<ul style="list-style-type: none"> <li>• Not available</li> </ul>	
G4-44	Processes for evaluating board's sustainability performance and actions taken in response to evaluations	<ul style="list-style-type: none"> <li>• Not available</li> </ul>	
G4-45	Board's oversight of sustainability	<ul style="list-style-type: none"> <li>• IR : How we are governed</li> <li>• SR: Our approach to sustainability</li> </ul>	<ul style="list-style-type: none"> <li>• IR: 61</li> <li>• SR: 3</li> </ul>
G4-46	Board's role in reviewing effectiveness of risk management processes	<ul style="list-style-type: none"> <li>• IR : Our approach to risk</li> </ul>	<ul style="list-style-type: none"> <li>• IR: 32-39</li> </ul>
G4-47	Report the frequency of the board's review of economic, environmental and social impacts, risks and opportunities	<ul style="list-style-type: none"> <li>• SR : Our approach to sustainability</li> </ul>	<ul style="list-style-type: none"> <li>• SR: 3</li> </ul>
G4-48	Highest committee or position that approves sustainability report and ensures all material aspects are covered	<ul style="list-style-type: none"> <li>• SR: About this report</li> </ul>	<ul style="list-style-type: none"> <li>• SR: Page preceding table of contents</li> </ul>
G4-49	Process for communicating critical concerns to the board	<ul style="list-style-type: none"> <li>• SR: Our approach to sustainability</li> </ul>	<ul style="list-style-type: none"> <li>• SR: 3</li> </ul>
G4-50	Nature and number of critical concerns communicated to board, and mechanisms used to resolve	<ul style="list-style-type: none"> <li>• Not available</li> </ul>	
G4-51	Report remuneration policies for highest governance body and senior executives, and describe the link between remuneration and leadership performance	<ul style="list-style-type: none"> <li>• IR: Our people and their remuneration</li> </ul>	<ul style="list-style-type: none"> <li>• IR: 70-88</li> </ul>
G4-52	Process for determining remuneration	<ul style="list-style-type: none"> <li>• IR: Our people and their remuneration</li> </ul>	<ul style="list-style-type: none"> <li>• IR:70-88</li> </ul>
G4-53	How are stakeholders' views taken into account regarding remuneration	<ul style="list-style-type: none"> <li>• MTN's remuneration policies and practices are aligned to the King Code of Corporate Governance. Through various initiatives, the Group's remuneration committee ensures that engagement takes place with various stakeholder groups including employees, governments and social partners in a manner that is transparent and impactful</li> </ul>	

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Index	Description	Information (document or web link)	Page(s)
<b>GOVERNANCE</b> <small>continued</small>			
G4-54	Ratio of total annual compensation for organisation's highest-paid individual in each country to median annual total compensation for all employees (excluding highest paid) in that country	<ul style="list-style-type: none"> <li>• Not available</li> </ul>	
G4-55	Ratio of percentage increase in annual total compensation for organisation's highest-paid individual in each country to median percentage increase for all employees (excluding highest paid) in that country	<ul style="list-style-type: none"> <li>• Not available</li> </ul>	
<b>ETHICS AND INTEGRITY</b>			
G4-56	Organisation's values, principles, standards, norms of behaviour and codes of conduct/ethics	<ul style="list-style-type: none"> <li>• IR : Our values</li> <li>• SR: About this report</li> <li>• <a href="https://www.mtn.com/en/mtn-group/about-us/ethics/Pages/default.aspx">https://www.mtn.com/en/mtn-group/about-us/ethics/Pages/default.aspx</a></li> <li>• <a href="https://www.mtn.com/MTN%20Service%20detail%20Document%20library/2013_Group_Social_and_Ethics_Statement.pdf">https://www.mtn.com/MTN%20Service%20detail%20Document%20library/2013_Group_Social_and_Ethics_Statement.pdf</a></li> <li>• <a href="https://www.mtn.com/MTN%20Service%20detail%20Document%20library/2013_Anti_Corruption.pdf">https://www.mtn.com/MTN%20Service%20detail%20Document%20library/2013_Anti_Corruption.pdf</a></li> <li>• <a href="https://www.mtn.com/MTN%20Service%20detail%20Document%20library/2013_Conflicts_of_Interest.pdf">https://www.mtn.com/MTN%20Service%20detail%20Document%20library/2013_Conflicts_of_Interest.pdf</a></li> <li>• <a href="https://www.mtn.com/MTN%20Service%20detail%20Document%20library/2013_Digital_Human_Rights.pdf">https://www.mtn.com/MTN%20Service%20detail%20Document%20library/2013_Digital_Human_Rights.pdf</a></li> <li>• <a href="https://www.mtn.com/MTN%20Service%20detail%20Document%20library/2016_%20Mobile_and_Health.pdf">https://www.mtn.com/MTN%20Service%20detail%20Document%20library/2016_%20Mobile_and_Health.pdf</a></li> <li>• <a href="https://www.mtn.com/MTN%20Service%20detail%20Document%20library/2016_Networks_and_Environment.pdf">https://www.mtn.com/MTN%20Service%20detail%20Document%20library/2016_Networks_and_Environment.pdf</a></li> </ul>	<ul style="list-style-type: none"> <li>• IR: 2</li> <li>• SR: Page preceding table of contents</li> </ul>
G4-57	Internal and external mechanisms for seeking advice on ethical and lawful behaviour	<ul style="list-style-type: none"> <li>• IR : Our approach to risk; how we are governed</li> <li>• SR: Sustainable societies; sustainability value add statement</li> </ul>	<ul style="list-style-type: none"> <li>• IR: 34; 43</li> <li>• SR: 24; 30</li> </ul>
G4-58	Internal and external mechanisms for reporting concerns about unethical or unlawful behaviour, escalations, and whistle blowing	<ul style="list-style-type: none"> <li>• IR : Our approach to risk</li> <li>• SR: Sustainable societies; sustainability value add statement</li> </ul>	<ul style="list-style-type: none"> <li>• IR: 34</li> <li>• SR: 24; 30</li> </ul>
<b>CATEGORY: Economic</b>			
<b>ASPECT: Economic performance</b>			
	Disclosure on management approach	<ul style="list-style-type: none"> <li>• <a href="https://www.mtn.com/en/investors/Pages/default.aspx">https://www.mtn.com/en/investors/Pages/default.aspx</a></li> </ul>	
G4-EC1	Direct economic value generated and distributed (revenues, operating costs, wages, benefits, loans)	<ul style="list-style-type: none"> <li>• IR: Financial review</li> </ul>	<ul style="list-style-type: none"> <li>• IR: 41-46</li> </ul>
G4-EC2	Climate change-related financial implications and risks and opportunities	<ul style="list-style-type: none"> <li>• SR: Energy and climate</li> <li>• <a href="https://www.mtn.com/MTN%20Service%20Detail%20Report%20archive/MTN_Group_2016">https://www.mtn.com/MTN%20Service%20Detail%20Report%20archive/MTN_Group_2016</a></li> <li>• <a href="https://www.cdp.net/en/search">https://www.cdp.net/en/search</a></li> </ul>	<ul style="list-style-type: none"> <li>• SR: 19</li> </ul>

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Index	Description	Information (document or web link)	Page(s)
<b>CATEGORY: Economic</b>			
<b>ASPECT: Economic performance continued</b>			
G4-EC3	Defined benefit plan obligations coverage	<ul style="list-style-type: none"> <li>Not available</li> </ul>	
G4-EC4	Financial assistance from government	<ul style="list-style-type: none"> <li>In some countries, standard government rebates to encourage investment in national skills development and training is available to employers. In South Africa, for example, rebates at rates determined by the government are available on payments made in terms of the Skills Development Levies Act (where companies are registered with the South African Revenue Service, have a payroll above a government-determined threshold, and make payments of 1% of monthly payroll costs to the national skills development levy)</li> </ul>	
<b>CATEGORY: Economic</b>			
<b>ASPECT: Market presence</b>			
	Disclosure on management approach	<ul style="list-style-type: none"> <li>IR: Remuneration report</li> </ul>	<ul style="list-style-type: none"> <li>IR: 70</li> </ul>
G4-EC5	Ratios of standard entry-level wage compared to local minimum wage (by gender)	<ul style="list-style-type: none"> <li>Not available</li> </ul>	
G4-EC6	Proportions of senior management hired from local communities	<ul style="list-style-type: none"> <li>We currently report on the percentage of ex-patriate employees, but do not indicate this by management level.</li> <li>SR: Sustainability value add statement</li> </ul>	<ul style="list-style-type: none"> <li>SR: 30</li> </ul>
<b>CATEGORY: Economic</b>			
<b>ASPECT: Indirect economic impacts</b>			
	Disclosure on management approach	<ul style="list-style-type: none"> <li>IR: How we create value</li> <li>SR: Our approach to sustainability</li> </ul>	<ul style="list-style-type: none"> <li>IR: 10-19</li> <li>SR: 2-3</li> </ul>
G4-EC7	Extent and impacts of development of significant infrastructure investments and services and whether they are commercial, in kind, or <i>pro bono</i> engagements	<ul style="list-style-type: none"> <li>SR: Sustainable economic value</li> <li>IR: Manufactured capital; social and relationship capital; our investment case</li> </ul>	<ul style="list-style-type: none"> <li>SR: 7-12</li> <li>IR: 12; 17-19; 28-29</li> </ul>
G4-EC8	Significant indirect economic impacts, including extent of impacts	<ul style="list-style-type: none"> <li>IR: How we create value</li> <li>SR: Sustainable economic value; sustainability value add statement (black economic empowerment)</li> </ul>	<ul style="list-style-type: none"> <li>IR: 10-19</li> <li>SR: 7-12; 31</li> </ul>
<b>CATEGORY: Economic</b>			
<b>ASPECT: Procurement Practices</b>			
	Disclosure on management approach	<ul style="list-style-type: none"> <li>The Group sourcing committee is responsible for driving efficient procurement processes at Group and in the operations. While operations are encouraged to source products and services centrally to achieve desired savings, local procurement in support of economic development is an important feature for all operations. Procurement policies and procedures are also aligned to the economic and legal requirements of our local operations.</li> </ul>	
G4-EC9	Policies, practices, and proportion of spending on locally based suppliers	<ul style="list-style-type: none"> <li>SR: Sustainability value add statement (black economic empowerment)</li> </ul>	<ul style="list-style-type: none"> <li>SR: 31</li> </ul>
<b>CATEGORY: Environmental</b>			
<b>ASPECT: Materials</b>			
	Disclosure on management approach	<ul style="list-style-type: none"> <li>SR: Eco-responsibility; environmental management</li> </ul>	<ul style="list-style-type: none"> <li>SR: 16-22</li> </ul>
G4-EN2	Materials used: weight/volume	<ul style="list-style-type: none"> <li>SR: Environmental management; sustainability value add statement</li> </ul>	<ul style="list-style-type: none"> <li>SR: 20-22; 31</li> </ul>

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Index	Description	Information (document or web link)	Page(s)
<b>CATEGORY: Environmental</b>			
<b>ASPECT: Energy</b>			
	Disclosure on management approach	<ul style="list-style-type: none"> <li>SR: Eco-responsibility; energy and climate; sustainability value add statement</li> <li><a href="https://www.cdp.net/en/search">https://www.cdp.net/en/search</a></li> </ul>	• SR: 16-19; 31
G4-EN3	Energy consumption within the organisation	<ul style="list-style-type: none"> <li>SR: Eco-responsibility; energy and climate; sustainability value add statement</li> <li><a href="https://www.cdp.net/en/search">https://www.cdp.net/en/search</a></li> </ul>	• SR: 16-19; 31
G4-EN4	Energy consumption within the organisation	<ul style="list-style-type: none"> <li>SR: Eco-responsibility; energy and climate; sustainability value add statement</li> <li><a href="https://www.cdp.net/en/search">https://www.cdp.net/en/search</a></li> </ul>	• SR: 16-19; 31
G4-EN5	Energy consumption within the organisation	<ul style="list-style-type: none"> <li>SR: Eco-responsibility; energy and climate; sustainability value add statement</li> <li><a href="https://www.cdp.net/en/search">https://www.cdp.net/en/search</a></li> </ul>	• SR: 16-19; 31
G4-EN6	Reduction of energy consumption (as a result of conservation and efficiency initiatives)	<ul style="list-style-type: none"> <li>SR: Energy and climate</li> <li><a href="https://www.mtn.com/en/mtn-group/sustainability/eco-responsibility/Pages/energy-and-climate.aspx">https://www.mtn.com/en/mtn-group/sustainability/eco-responsibility/Pages/energy-and-climate.aspx</a></li> <li><a href="https://www.cdp.net/en/search">https://www.cdp.net/en/search</a></li> </ul>	• SR: 17-19
<b>CATEGORY: Environmental</b>			
<b>ASPECT: Water</b>			
	Disclosure on management approach	<ul style="list-style-type: none"> <li>Due to the nature of MTN's business and the products and services offered, this indicator is not material. However, as part of the maintaining the ISO 14001 and LEED certifications for MTN South Africa, responsible water management and use is addressed. In 2015, MTN Cyprus also attained ISO 14001 certification. MTN Nigeria is currently in the process of implementing the requirements necessary to achieve ISO 14001 certification. Other operations, while not ISO 14001-certified, maintain safety health and environmental policies, and as part of business plans, all MTN countries of operation are reviewing environmental risks as a focus area in terms of the Group's principal risks. A number of MTN operations are currently implementing the Group Green Office toolkit, for water saving opportunities at offices and similar premises. SR: Environmental management</li> </ul>	• SR: 20-22
<b>CATEGORY: Environmental</b>			
<b>ASPECT: Biodiversity</b>			
	Disclosure on management approach	<ul style="list-style-type: none"> <li>SR: Eco-responsibility</li> <li><a href="https://www.mtn.com/Sustainability/Documents/Networks_and_Environment_2016.pdf">https://www.mtn.com/Sustainability/Documents/Networks_and_Environment_2016.pdf</a></li> </ul>	• SR: 16
<b>CATEGORY: Environmental</b>			
<b>ASPECT: Emissions</b>			
	Disclosure on management approach	<ul style="list-style-type: none"> <li>SR: Eco-responsibility; energy and climate</li> <li><a href="https://www.cdp.net/en/search">https://www.cdp.net/en/search</a></li> </ul>	• SR: 16-19
G4-EN15	Direct GHG emissions (Scope 1)	<ul style="list-style-type: none"> <li>SR: Eco-responsibility; energy and climate; sustainability value add statement</li> <li><a href="https://www.cdp.net/en/search">https://www.cdp.net/en/search</a></li> </ul>	• SR: 16-19; 31

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## UN Global Reporting Initiative (GRI) 4 report continued

Index	Description	Information (document or web link)	Page(s)
<b>CATEGORY: Environmental</b>			
<b>ASPECT: Emissions continued</b>			
G4-EN16	Energy indirect GHG emissions (Scope 2)	<ul style="list-style-type: none"> <li>SR: Eco-responsibility; energy and climate; sustainability value add statement</li> <li><a href="https://www.cdp.net/en/search">https://www.cdp.net/en/search</a></li> </ul>	• SR: 16-19; 31
G4-EN17	Other indirect GHG emissions (Scope 3)	<ul style="list-style-type: none"> <li>SR: Eco-responsibility; energy and climate; sustainability value add statement</li> <li><a href="https://www.cdp.net/en/search">https://www.cdp.net/en/search</a></li> </ul>	• SR: 16-19; 31
G4-EN18	GHG emissions intensity	<ul style="list-style-type: none"> <li>SR: Eco-responsibility; energy and climate; sustainability value add statement</li> <li><a href="https://www.cdp.net/en/search">https://www.cdp.net/en/search</a></li> </ul>	• SR: 16-19; 31
G4-EN19	Reduction of GHG emissions	<ul style="list-style-type: none"> <li>SR: Eco-responsibility; energy and climate; sustainability value add statement</li> <li><a href="https://www.mtn.com/en/mtn-group/sustainability/eco-responsibility/Pages/energy-and-climate.aspx">https://www.mtn.com/en/mtn-group/sustainability/eco-responsibility/Pages/energy-and-climate.aspx</a></li> <li><a href="https://www.cdp.net/en/search">https://www.cdp.net/en/search</a></li> </ul>	• SR: 16-19; 31
G4-EN20	Emissions of ozone depleting substances (ODS)	<ul style="list-style-type: none"> <li><a href="https://www.cdp.net/en/search">https://www.cdp.net/en/search</a></li> </ul>	
<b>CATEGORY: Environmental</b>			
<b>ASPECT: Effluents and waste</b>			
	Disclosure on management approach	<ul style="list-style-type: none"> <li>MTN applies the precautionary principle towards environmental management, and operations are compliant with national laws and regulations. Due to the nature of MTN's business and the products and services offered, this indicator is not material, but is nevertheless managed operationally. As part of the maintaining the ISO 14001 and LEED certifications for MTN South Africa, responsible water management and use is addressed. In 2015, MTN Cyprus is also ISO 14001 certified. MTN Nigeria is currently implementing the requirements necessary to achieve ISO 14001 certification. Other operations, while not ISO 14001-certified, maintain safety health and environmental policies, and as part of business plans, operations are reviewing environmental risks as a focus area in terms of the Group's principal risks or energy, carbon and climate internal reporting processes. A number of MTN operations are currently implementing the Group Green Office toolkit, for paper, plastic, glass, tin, fuel and water saving opportunities at offices and similar premises. The Group addresses recycling of own e-waste and that of customers and the general public in South Africa, Benin and Cote d'Ivoire, and own e-waste in Cameroon and Iran.</li> <li>SR: Environmental management</li> </ul>	• SR: 20-22
G4-EN23	Total weight of waste by type and disposal method	<ul style="list-style-type: none"> <li>SR: Environmental management; sustainability value add statement</li> </ul>	• SR: 20-22; 31
G4-EN24	Total number and volume of significant spills	<ul style="list-style-type: none"> <li>No significant spills</li> </ul>	
G4-EN25	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally	<ul style="list-style-type: none"> <li>The most material waste subject to this convention is electronic and electrical waste (e-waste). In South Africa, e-waste is processed locally to the greatest possible extent, by MTN's e-waste handlers. MTN's fractions are ultimately mixed with e-waste from other companies and sources, and we are not aware of the weight of fractions shipped internationally. For tonnage, see references below</li> <li>SR: Environmental management; sustainability value add statement</li> </ul>	• SR: 21; 31



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## UN Global Reporting Initiative (GRI) 4 report continued

Index	Description	Information (document or web link)	Page(s)
<b>CATEGORY: Environmental</b>			
<b>ASPECT: Effluents and waste <small>continued</small></b>			
G4-EN26	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organisation's discharges of water and runoff	<ul style="list-style-type: none"> <li>Although not a material aspect for the Group, see SR: Eco-responsibility</li> <li><a href="https://www.mtn.com/MTN%20Service%20detail%20Document%20library/2016_Networks_and_Environment.pdf">https://www.mtn.com/MTN%20Service%20detail%20Document%20library/2016_Networks_and_Environment.pdf</a></li> </ul>	<ul style="list-style-type: none"> <li>SR: 16; 20-22</li> </ul>
<b>CATEGORY: Environmental</b>			
<b>ASPECT: Products and services</b>			
	Disclosure on management approach	<ul style="list-style-type: none"> <li>The Global e-Sustainability Initiative has assessed that ICT-enabled solutions can help the world achieve carbon abatements in the region of 9.6GtCO<sub>2</sub>e or 16.5% of global outputs by 2020. Although our solutions in this domain are relatively small, opportunities are growing rapidly, and include cloud computing for virtualisation and other efficiencies, and machine-to-machine products to address risks of water leakage, report on air quality composition for improvement efforts, and encouragement of energy efficient driving by fleet drivers using our fleet management solution</li> <li>SR: Sustainable economies – transforming enterprises</li> <li><a href="https://www.mtn.com/Sustainability/MoreOnSustainability/Pages/CaseStudyFullView.aspx?pid=29">https://www.mtn.com/Sustainability/MoreOnSustainability/Pages/CaseStudyFullView.aspx?pid=29</a></li> <li><a href="https://www.mtn.com/Sustainability/MoreOnSustainability/Pages/CaseStudyFullView.aspx?pid=28">https://www.mtn.com/Sustainability/MoreOnSustainability/Pages/CaseStudyFullView.aspx?pid=28</a></li> <li><a href="https://www.mtn.com/Sustainability/MoreOnSustainability/Pages/CaseStudyFullView.aspx?pid=23">https://www.mtn.com/Sustainability/MoreOnSustainability/Pages/CaseStudyFullView.aspx?pid=23</a></li> </ul>	<ul style="list-style-type: none"> <li>SR: 12-13</li> </ul>
G4-EN28	Percentage of products sold and their packaging materials that are reclaimed by category	<ul style="list-style-type: none"> <li>SR: Environmental management; sustainability value add statement</li> </ul>	<ul style="list-style-type: none"> <li>SR: 20-22; 31</li> </ul>
<b>CATEGORY: Environmental</b>			
<b>ASPECT: Compliance</b>			
	Describe the approach to managing and reporting on Compliance (with environmental laws and regulations)	<ul style="list-style-type: none"> <li>The Group's legal and regulatory function in each country's operations is responsible for oversight and therefore receives reports on all non-compliances and fines issued including environmental matters if such incidents have occurred</li> </ul>	
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	<ul style="list-style-type: none"> <li>No significant fines and sanctions</li> </ul>	
<b>CATEGORY: Environmental</b>			
<b>ASPECT: Transport</b>			
	Disclosure on management approach	<ul style="list-style-type: none"> <li>Although transportation is not a source of significant environmental impact and is not deemed material, greenhouse gas emissions associated with transport are quantified and reported</li> <li>SR: Energy and climate; sustainability value add statement</li> <li><a href="https://www.cdp.net/en/search">https://www.cdp.net/en/search</a></li> </ul>	<ul style="list-style-type: none"> <li>SR: 17-19; 31</li> </ul>
<b>CATEGORY: Environmental</b>			
<b>ASPECT: Overall</b>			
	Disclosure on management approach	<ul style="list-style-type: none"> <li>IR : How we are governed</li> <li>SR: About this report; approach to sustainability</li> <li><a href="https://www.mtn.com/MTN%20Service%20detail%20Document%20library/2016_%20Mobile_and_Health.pdf">https://www.mtn.com/MTN%20Service%20detail%20Document%20library/2016_%20Mobile_and_Health.pdf</a></li> <li><a href="https://www.mtn.com/MTN%20Service%20detail%20Document%20library/2016_Networks_and_Environment.pdf">https://www.mtn.com/MTN%20Service%20detail%20Document%20library/2016_Networks_and_Environment.pdf</a></li> </ul>	<ul style="list-style-type: none"> <li>IR: 63</li> <li>SR: Page preceding table of contents; 3</li> </ul>

# Annual sustainability statements continued

## UN Global Reporting Initiative (GRI) 4 report continued

Index	Description	Information (document or web link)	Page(s)
<b>CATEGORY: Social – labour practices and decent work</b>			
<b>ASPECT: Employment</b>			
	Disclosure on management approach	<ul style="list-style-type: none"> <li>Our employment practices are guided by the international and local labour laws that seek to protect the rights of both the employer and employee in the workplace. Detailed monthly reports on various aspects are submitted to the Group chief human resources and corporate affairs officer. Annual performance is presented in the Group's UN Global Compact communication of progress report</li> </ul>	
G4-LA1	Number and rates of employee hires and turnover, by age group, gender, and region	<ul style="list-style-type: none"> <li>Not available</li> </ul>	
G4-LA2	Benefits provided to full-time employees that are not provided to temporary/part-time employees, by significant locations of operations	<ul style="list-style-type: none"> <li>Not available</li> </ul>	
G4-LA3	Return to work and retention rates after parental leave, by gender	<ul style="list-style-type: none"> <li>Not available</li> </ul>	
<b>CATEGORY: Social – labour practices and decent work</b>			
<b>ASPECT: Labour/Management relations</b>			
	Describe the approach to management of labour relations and how this is reported on	<ul style="list-style-type: none"> <li>Retrenchments are a result of organisational restructuring. All organisational restructures follow a strict consultation with affected staff. During this process, employees have the opportunity to interrogate the changes and offer suggestions for management to apply their minds to. Should retrenchment still be necessary after thorough consultation, affected employees are informed in person, and the discussion is confirmed in the form of a letter to the employee</li> </ul>	
G4-LA4	Report minimum notice periods regarding significant operational changes as well as whether these are specified in collective agreements	<ul style="list-style-type: none"> <li>Employees are notified as soon as a possible restructuring process within the organisation is considered. This follows a consultation process. Once an employee has been confirmed for retrenchment, s/he is given at least one month's notice. This notice period may even be longer than one month, as determined by the various labour laws (which always state the minimum notice period) applicable in the countries in which MTN operates. It is important to note that MTN has a generous retrenchment policy relative to severance pay</li> </ul>	
<b>CATEGORY: Social – labour practices and decent work</b>			
<b>ASPECT: Occupational health and safety</b>			
	Describe the approach to managing and reporting on occupational health and safety within the organisation	<ul style="list-style-type: none"> <li>SR: The workplace</li> </ul>	<ul style="list-style-type: none"> <li>SR: 28</li> </ul>
G4-LA5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs	<ul style="list-style-type: none"> <li>SR: The workplace</li> </ul>	<ul style="list-style-type: none"> <li>SR: 28</li> </ul>
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, absenteeism, and total number of work-related fatalities by region and gender	<ul style="list-style-type: none"> <li>SR: The workplace; sustainability value add statement</li> <li>Occupational diseases are not a feature of our business, given the nature of products and services offered</li> <li>Data on lost days is not available, but is deemed not material due to the low rate of workplace-related accidents/ injuries</li> </ul>	<ul style="list-style-type: none"> <li>SR: 28; 31</li> </ul>

# Annual sustainability statements continued

## UN Global Reporting Initiative (GRI) 4 report continued

Index	Description	Information (document or web link)	Page(s)
<b>CATEGORY: Social – labour practices and decent work</b>			
<b>ASPECT: Training and education</b>			
	Disclosure on management approach	<ul style="list-style-type: none"> <li>Employees are actively encouraged to continuously look for opportunities to improve their capabilities and skills through extensive training available digitally, face-to-face and from other sources supplied by MTN's Academy, or from external accredited and reputable organisations. On a regular basis, MTN Academy compiles internal reports for management on the nature of training undertaken by employees, amount of time spent on each module, and pass-rates. Certain elements of training are mandatory for all employees. Directors also receive regular and informative updates and training on legislative, regulatory, and any other business-related changes throughout their tenure. They are also encouraged to discuss their development needs with the chairman, and are provided with training where necessary</li> </ul>	
G4-LA9	Average hours of training per employee per year (by gender and employee category)	<ul style="list-style-type: none"> <li>SR: Annual Sustainability statement</li> <li>IR: Our people</li> </ul>	• SR: 31
G4-LA10	Report on the type and scope of programmes implemented for employee skills management and lifelong learning	<ul style="list-style-type: none"> <li>While detailed reports are available internally, this information is not available for external reporting currently</li> <li>We provide talent management learning solutions that ensure that we continue to attract, retain and develop the talents of our employees. Our global talent standards is structured to take into account the technical and behavioural requirements for each position, level of work and functional area in our organisation. We offer training and development solutions for business, organisational behaviour, commercial, technology and leadership capabilities</li> </ul>	
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and employee category	<ul style="list-style-type: none"> <li>SR: Annual sustainability statement</li> </ul>	• SR: 31
<b>CATEGORY: Social – labour practices and decent work</b>			
<b>ASPECT: Diversity and Equal Opportunity</b>			
	Describe the approach to managing and reporting on diversity and equal opportunity	<ul style="list-style-type: none"> <li>We aim to ensure that our workforce, across our various operations, is representative of the communities in which we operate. This ensures a diverse workforce, and also represents gender diversity across sectors. While MTN's retirement age requirement is taken into account, opportunities are available to all age groups from 18 to 59. Competency-based interviews are conducted to remove any subjectivity in the selection process, ensuring that people are recruited for the skills they offer, and are thus given an equal opportunity. We comply with any local requirement stipulated by the national Department of Labour in relation to employment equity in the countries in which we operate</li> </ul>	
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age, and other indicators of diversity	<ul style="list-style-type: none"> <li>IR: How we are governed</li> <li>SR: Sustainability value add statement</li> </ul>	<ul style="list-style-type: none"> <li>IR: 57-59</li> <li>SR: 30</li> </ul>

# Annual sustainability statements continued

## UN Global Reporting Initiative (GRI) 4 report continued

Index	Description	Information (document or web link)	Page(s)
<b>CATEGORY: Social – labour practices and decent work</b>			
<b>ASPECT: Equal remuneration for men and women</b>			
G4-LA13	Describe the approach to management of equal remuneration for women and men, and how this is reported on	<ul style="list-style-type: none"> <li>MTN appoints employees based on a fair process that is based on human resource policies and procedures. Remunerations decisions are subject to these policies and procedures which are applicable to males and females. Remuneration is determined by position, skills, expenses, qualifications and affordability. No reports on equal remuneration for men and women are available</li> </ul>	
	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operations	<ul style="list-style-type: none"> <li>Not available</li> </ul>	
<b>CATEGORY: Social – labour practices and decent work</b>			
<b>ASPECT: Supplier Assessment for Labour Practices</b>			
	Disclosure on management approach	<ul style="list-style-type: none"> <li>Not available</li> </ul>	
<b>CATEGORY: Social – labour practices and decent work</b>			
<b>ASPECT: Labour practices grievance mechanisms</b>			
G4-LA16	Disclosure on management approach	<ul style="list-style-type: none"> <li>The Group has a defined code of conduct related to human resource management and practices. Entrenched in this is a detailed grievance procedure that ensures that employees enjoy the freedom to raise grievances, and ensures that these will be correctly mediated</li> </ul>	
	Number of grievances about labour practices filed, addressed, resolved, through formal grievance mechanisms	<ul style="list-style-type: none"> <li>Not available</li> </ul>	
<b>CATEGORY: Social – human rights</b>			
<b>ASPECT: Investment</b>			
G4-HR1	Disclosure on management approach	<ul style="list-style-type: none"> <li>SR: Digital human rights</li> <li><a href="https://www.mtn.com/MTN%20Service%20detail%20Document%20library/2013_Digital_Human_Rights.pdf">https://www.mtn.com/MTN%20Service%20detail%20Document%20library/2013_Digital_Human_Rights.pdf</a></li> </ul>	<ul style="list-style-type: none"> <li>SR: 25-27</li> </ul>
	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that have undergone human rights screening	<ul style="list-style-type: none"> <li>Not available</li> </ul>	
G4-HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	<ul style="list-style-type: none"> <li>Not available</li> </ul>	
<b>CATEGORY: Social – human rights</b>			
<b>ASPECT: Non-Discrimination</b>			
G4-HR3	Disclosure on management approach	<ul style="list-style-type: none"> <li>Entrenched in the Group's code of conduct are noted transgressions that carry serious penalties for any person who offends another based on colour, race, creed, political association or injury to person or their dignity. This ensures that all employees are able to operate freely within the organisation, and focus on their primary roles (which is to provide the services contractually agreed to)</li> </ul>	
	Number of incidents of discrimination and action taken	<ul style="list-style-type: none"> <li>Not available</li> </ul>	

# Annual sustainability statements continued

## UN Global Reporting Initiative (GRI) 4 report continued

Index	Description	Information (document or web link)	Page(s)
<b>CATEGORY: Social – human rights</b>			
<b>ASPECT: Freedom of association and collective bargaining</b>			
G4-HR4	Disclosure on management approach	<ul style="list-style-type: none"> <li>Employees are free to associate socially, politically, religiously or otherwise, as well as join any bargaining council without fear of victimisation. Our code of conduct enables us to correctly manage situations where an employee may infringe on these rights</li> </ul>	
	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at risk, and details of the measures taken to support these rights	<ul style="list-style-type: none"> <li>Employees are free to associate socially, politically, religiously or otherwise, as well as join any bargaining council without fear of victimisation. Our code of conduct enables us to correctly manage situations where an employee may infringe on these rights.</li> <li>Suppliers: Not available</li> </ul>	
<b>CATEGORY: Social – human rights</b>			
<b>ASPECT: Human rights grievance mechanisms</b>			
	Disclosure of management approach	<ul style="list-style-type: none"> <li>The Group's privacy and customer terms and service policies for each operations are available on each country's website at the links indicated below. These terms and policies generally also set out complaints and grievance mechanisms available</li> <li><a href="http://www.mtn.com.af/Details.aspx?pageid=49">http://www.mtn.com.af/Details.aspx?pageid=49</a></li> <li><a href="http://www.mtn.com.cy/en/general/terms-conditions/">http://www.mtn.com.cy/en/general/terms-conditions/</a></li> <li><a href="http://www.mtn.com.cy/media/images/theme/2015/MyMTN/MyMTN_Cyprus_Privacy_Policy.pdf">http://www.mtn.com.cy/media/images/theme/2015/MyMTN/MyMTN_Cyprus_Privacy_Policy.pdf</a></li> <li><a href="http://www.mtn.ci/MTNCl/cybercriminalite.html">http://www.mtn.ci/MTNCl/cybercriminalite.html</a></li> <li><a href="http://www.mtn.com.gh/privacy">http://www.mtn.com.gh/privacy</a></li> <li><a href="http://www.mtn.com.gn/CGU#.V5KQGZWf05s">http://www.mtn.com.gn/CGU#.V5KQGZWf05s</a></li> <li><a href="https://vitrin.irancell.ir/PrivacyPolicy">https://vitrin.irancell.ir/PrivacyPolicy</a></li> <li><a href="http://www.mtnonline.com/privacy">http://www.mtnonline.com/privacy</a></li> <li><a href="http://www.mtn.co.rw/Content/Pages/262/Privacy_Policy">http://www.mtn.co.rw/Content/Pages/262/Privacy_Policy</a></li> <li><a href="https://www.mtn.sd/home/content/privacy-policy">https://www.mtn.sd/home/content/privacy-policy</a></li> <li><a href="http://www.mtn-ssd.com/privacy.html">http://www.mtn-ssd.com/privacy.html</a></li> <li><a href="https://www.mtn.co.za/pages/website_legal.aspx?termsID=26">https://www.mtn.co.za/pages/website_legal.aspx?termsID=26</a></li> <li><a href="https://www.mtn.co.za/Pages/Website_legal.aspx?termsID=4">https://www.mtn.co.za/Pages/Website_legal.aspx?termsID=4</a></li> <li><a href="https://shop.mtn.co.za/crs/siteInformation/privacyPolice.jsp">https://shop.mtn.co.za/crs/siteInformation/privacyPolice.jsp</a></li> <li><a href="https://www.mtn.co.za/support/Support_questions_answered/Pages/Overview.aspx?PageName=Report%20fraud">https://www.mtn.co.za/support/Support_questions_answered/Pages/Overview.aspx?PageName=Report%20fraud</a></li> <li><a href="http://www.mtn.co.sz/legal/Pages/default.aspx">http://www.mtn.co.sz/legal/Pages/default.aspx</a></li> <li><a href="http://www.mtn.co.ug/legal/Pages/privacy-policy.aspx">http://www.mtn.co.ug/legal/Pages/privacy-policy.aspx</a></li> <li><a href="http://www.mtnzambia.com/privacy-policy.html">http://www.mtnzambia.com/privacy-policy.html</a></li> <li><a href="http://www.mtn.com.af/Details.aspx?pageid=48">www.mtn.com.af/Details.aspx?pageid=48</a></li> <li><a href="http://www.mtn.com.gh/terms-conditions">http://www.mtn.com.gh/terms-conditions</a></li> <li><a href="http://nextapps.mtnonline.com/index/page/id/25">http://nextapps.mtnonline.com/index/page/id/25</a></li> <li><a href="https://www.mtn.co.za/pages/website_legal.aspx?termsID=26&amp;_ga=1.191177507.800364538.1448444377">https://www.mtn.co.za/pages/website_legal.aspx?termsID=26&amp;_ga=1.191177507.800364538.1448444377</a> OR <a href="https://www.mtn.co.za/pages/website_legal.aspx?termsID=26">https://www.mtn.co.za/pages/website_legal.aspx?termsID=26</a></li> <li><a href="https://shop.mtn.co.za/crs/siteInformation/staticPage.jsp?breadcrumb=Terms%20of%20Use&amp;siteInformation=TermsOfUse">https://shop.mtn.co.za/crs/siteInformation/staticPage.jsp?breadcrumb=Terms%20of%20Use&amp;siteInformation=TermsOfUse</a></li> <li><a href="https://shop.mtn.co.za/crs/modals/termsAndConditions.jsp?typeTC=3">https://shop.mtn.co.za/crs/modals/termsAndConditions.jsp?typeTC=3</a></li> <li>SR: Digital Human Rights</li> <li>The Group is currently in the process of reviewing and updating the privacy policy and terms and conditions of the football website.</li> </ul>	<ul style="list-style-type: none"> <li>SR: 28</li> </ul>
		Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	<ul style="list-style-type: none"> <li>Not available</li> </ul>

# Annual sustainability statements continued

## UN Global Reporting Initiative (GRI) 4 report continued

Index	Description	Information (document or web link)	Page(s)
<b>CATEGORY: Society</b>			
<b>ASPECT: Local communities</b>			
G4-SO1	Disclosure on management approach	<ul style="list-style-type: none"> <li>SR: Digital human rights</li> <li><a href="https://www.mtn.com/MTN%20Service%20detail%20Document%20library/2016_%20Mobile_and_Health.pdf">https://www.mtn.com/MTN%20Service%20detail%20Document%20library/2016_%20Mobile_and_Health.pdf</a></li> <li><a href="https://www.mtn.com/en/mtn-group/social-investments/our-focus-areas/Pages/our-focus-areas.aspx">https://www.mtn.com/en/mtn-group/social-investments/our-focus-areas/Pages/our-focus-areas.aspx</a></li> </ul>	• SR: 25-27
	Operations with significant actual and potential negative impacts on local communities	<ul style="list-style-type: none"> <li>SR: Digital human rights</li> <li>Mobiles and health: all operations engage directly, and through local regulatory authorities, with communities with respect to matters related to network installation</li> </ul>	• SR: 25-27
<b>CATEGORY: Society</b>			
<b>ASPECT: Anti-corruption</b>			
G4-SO3	Disclosure on management approach	<ul style="list-style-type: none"> <li>IR: How we are governed; our approach to risk</li> <li><a href="https://www.mtn.com/MTN%20Service%20detail%20Document%20library/2013_Anti_Corruption.pdf">https://www.mtn.com/MTN%20Service%20detail%20Document%20library/2013_Anti_Corruption.pdf</a></li> <li><a href="https://www.mtn.com/MTN%20Service%20detail%20Document%20library/2013_Conflicts_of_Interest.pdf">https://www.mtn.com/MTN%20Service%20detail%20Document%20library/2013_Conflicts_of_Interest.pdf</a></li> <li><a href="https://www.mtn.com/en/mtn-group/about-us/ethics/Pages/default.aspx">https://www.mtn.com/en/mtn-group/about-us/ethics/Pages/default.aspx</a></li> </ul>	• IR: 32; 61
	Total number and percentage and of operations assessed for risks related to corruption and the significant risks identified	• IR: How we are governed; our approach to risk	• IR: 32
G4-SO4	Communication and training on anti-corruption policies and procedures	• IR: How we are governed; our approach to risk	• IR: 32
G4-SO5	Confirmed incidents of corruption and actions taken	• Not disclosed	
<b>CATEGORY: Society</b>			
<b>ASPECT: Public Policy</b>			
G4-SO6	Disclosure on management approach	<ul style="list-style-type: none"> <li><a href="https://www.mtn.com/Sustainability/Documents/Group_Social_and_Ethics_Statement_2013.pdf">https://www.mtn.com/Sustainability/Documents/Group_Social_and_Ethics_Statement_2013.pdf</a></li> <li>The executive for regulatory affairs and public policy reports to the Group chief executive officer and president</li> <li>Public policy engagement is undertaken through the following means: <ul style="list-style-type: none"> <li>Via any matters of consideration by the GSMA</li> <li>Via the necessary regulatory agency either in formal public commentary invitation processes, or as required for possible emerging regulation or industry-specific matters such as carbon taxes, spectrum allocation, etc. (MTN operations may engage directly with the necessary regulatory agency, or collectively via national business or industry associations)</li> <li>With other national or international bodies or authorities such as the African Union, and the National Business Initiative or industry associations</li> </ul> </li> </ul>	
	Total value of political contributions by country and recipient/beneficiary	• No contributions were made in 2016	

# Annual sustainability statements continued

## UN Global Reporting Initiative (GRI) 4 report continued

Index	Description	Information (document or web link)	Page(s)
<b>CATEGORY: Society</b>			
<b>ASPECT: Anti-competitive behaviour</b>			
G4-S07	Disclosure on management approach	<ul style="list-style-type: none"> <li>As a company incorporated in South Africa, the Group is regulated by the Competition Commission of South Africa and the rules and regulations applicable to all companies listed on the JSE</li> </ul>	
	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes	<ul style="list-style-type: none"> <li>Not available</li> </ul>	
<b>CATEGORY: Society</b>			
<b>ASPECT: Compliance</b>			
G4-S08	Disclosure on management approach	<ul style="list-style-type: none"> <li>IR: How we are governed</li> <li><a href="https://www.mtn.com/Sustainability/Documents/Group_Social_and_Ethics_Statement_2013.pdf">https://www.mtn.com/Sustainability/Documents/Group_Social_and_Ethics_Statement_2013.pdf</a></li> </ul>	<ul style="list-style-type: none"> <li>IR: 57</li> </ul>
	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	<ul style="list-style-type: none"> <li>IR: Financial review</li> </ul>	<ul style="list-style-type: none"> <li>IR: 41-47</li> </ul>
<b>CATEGORY: Society</b>			
<b>ASPECT: Grievance Mechanisms for impacts on society</b>			
	<ul style="list-style-type: none"> <li>Disclosure on management approach</li> </ul>	<ul style="list-style-type: none"> <li>One of the Group's key mechanisms of encouraging reports of unacceptable behaviours (or allegations of unacceptable behaviour) for investigation is the anonymous whistle-blower line for use by both employees and the public. The line is supported by telephonic and e-mail communication channels, and is managed by Deloitte</li> </ul>	
<b>CATEGORY: Product Responsibility</b>			
<b>ASPECT: Customer health and safety</b>			
	Disclosure on management approach	<ul style="list-style-type: none"> <li>Group positions on <a href="http://www.mtn.com/sustainability/Mobiles_and_Health">www.mtn.com/sustainability/Mobiles_and_Health</a></li> <li>MTN operations maintain terms, conditions on service and legal content on the local website for the operations. These terms and conditions may also include any additional information useful to subscribers, such as activation agreements, transfer procedures, defective goods and technical fault reporting, personal information management, and more. Some aspects of customer terms and conditions are often also separately detailed for different types of value-add and internet services, phones and devices, etc. Terms and conditions of service for physical products such as mobile handsets and tablets may also be included in the product pack. In some countries, all MTN stores display MTN's commitments to consumer rights and complaints mechanisms including contact details of regulatory authorities. Product and service labelling may also be subject to additional communication, disclosure or other requirements as set out by national consumer protection regulations in each of the countries where we operate. Customer complaint and feedback services are available through walk-in service and other centres, and via voice, e-mail, social media and other digital channels</li> </ul>	

## Annual sustainability statements continued

### UN Global Reporting Initiative (GRI) 4 report continued

Index	Description	Information (document or web link)	Page(s)
<b>CATEGORY: Product Responsibility</b>			
<b>ASPECT: Customer health and safety <small>continued</small></b>			
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	<ul style="list-style-type: none"> <li>Group positions on <a href="http://www.mtn.com/sustainability/Mobiles and Health">www.mtn.com/sustainability/Mobiles and Health</a></li> <li>Regarding the position paper above, all handsets have to be certified for safety before national regulators will allow distribution. The number of network sites assessed for health and safety impacts with respect to safe levels of electromagnetic fields varies for each country of operations, and is subject to requirements set out by the national telecommunications regulator</li> </ul>	
G4-PR2	Number of incidents of regulatory non-compliance concerning health and safety impacts of products and services during their lifecycle, by type of outcome	<ul style="list-style-type: none"> <li>Not available</li> </ul>	
<b>CATEGORY: Product responsibility</b>			
<b>ASPECT: Product and service labelling</b>			
	Disclosure on management approach	<ul style="list-style-type: none"> <li>MTN operations maintain terms, conditions on service and legal content on the local website for the operations as indicated in G4-HR4. These terms and conditions may also include any additional information useful to subscribers, such as activation agreements, transfer procedures, defective goods and technical fault reporting, and more, and are often also separately detailed for different types of value-add and internet services, phones and devices, etc. Terms and conditions of service for physical products such as mobile handsets and tablets may also be included in the product pack. Product and service labelling may also be subject to additional communication, disclosure or other requirements as set out by national consumer protection regulations in each of the countries where we operate. Customer complaint and feedback services are available through walk-in service and other centres, and via voice, e-mail, social media and other digital channels</li> </ul>	
G4-PR3	Type of product and service information required by the organisation's procedures for product and service information and labelling, and percentage of significant product and service categories subject to such information requirements	<ul style="list-style-type: none"> <li>The types of products and services offered by each of our operations may vary from country to country, and this information is therefore not available in a consolidated format at the Group reporting levels. Some of our operations may maintain this information on their local websites. Please refer to the references as indicated in G4-HR4</li> </ul>	
G4-PR5	Results of surveys measuring customer satisfaction	<ul style="list-style-type: none"> <li>IR: Our strategic performance in 2016 (NPS); operational review</li> </ul>	<ul style="list-style-type: none"> <li>IR: 30; 47-52</li> </ul>



# Annual sustainability statements continued

## UN Global Reporting Initiative (GRI) 4 report continued

Index	Description	Information (document or web link)	Page(s)
<b>CATEGORY: Product responsibility</b>			
<b>ASPECT: Marketing Communications</b>			
G4-PR7	Disclosure on management approach	<ul style="list-style-type: none"> <li>In addition to complying with local laws, standards and codes of practice in each country where we operate, as a regulated organisation subject to oversight by national telecommunication regulatory authorities, we may be required to abide by specific additional requirements regarding marketing communications. For instance, in order for us to market voice or data products in order to grow our subscriber base, our quality of service may be subject to review by regulators before permission may be granted (in circumstances where quality of service may fall below pre-set standards or as agreed in regulatory licences)</li> </ul>	
	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotions, and sponsorship, by type of outcomes	<ul style="list-style-type: none"> <li>Not available</li> </ul>	
<b>CATEGORY: Product responsibility</b>			
<b>ASPECT: Customer privacy</b>			
G4-PR8	Describe the approach to management and reporting of Customer Privacy	<ul style="list-style-type: none"> <li>SR: Digital human rights</li> <li>Group positions on <a href="https://www.mtn.com/MTN%20Service%20detail%20Document%20library/2013_Digital_Human_Rights.pdf">https://www.mtn.com/MTN%20Service%20detail%20Document%20library/2013_Digital_Human_Rights.pdf</a></li> </ul>	<ul style="list-style-type: none"> <li>SR: 25-27</li> </ul>
	Number of substantiated complaints regarding breaches of customer privacy and losses of customer data	<ul style="list-style-type: none"> <li>Not available</li> </ul>	
<b>CATEGORY: Product responsibility</b>			
<b>ASPECT: Compliance</b>			
G4-PR9	Disclosure on management approach	<ul style="list-style-type: none"> <li><a href="https://www.mtn.com/Sustainability/Documents/Group_Social_and_Ethics_Statement_2013.pdf">https://www.mtn.com/Sustainability/Documents/Group_Social_and_Ethics_Statement_2013.pdf</a></li> </ul>	
	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	<ul style="list-style-type: none"> <li>Not available</li> </ul>	