

26 October 2020

MTN values dialogue with its stakeholders as it furthers respect for human rights

MTN appreciates the input on MTN Group's work on digital human rights: the perspectives of our many stakeholders support our efforts to continue to enhance our approach.

MTN is committed to respecting human rights and endeavours to protect the rights of all people who use our services in accordance with globally defined standards and the terms of our various jurisdictional legal obligations and licence conditions in the jurisdictions in which we operate.

Our approach to digital human rights is underpinned by a sound policy and due diligence framework and is managed through multi-disciplinary teams across our markets. Training is given to employees and suppliers alike, guided by our supplier code of conduct. To further strengthen our approach on this critical issue, we work closely with Ranking Digital Rights and GSMA, among numerous other organisations.

With a view to increasing the disclosure of our impact on society, human rights and the environments in which we operate, we publish a suite of complementary positions and reports. We recently updated our various positions/reports related to digital human rights, available at <https://www.mtn.com/sustainability/our-positions/> and <https://www.mtn.com/sustainability/reports/>. We will also soon publish our first Transparency Report, which will be available on our website and which we will update regularly. The report seeks to provide an understanding of our operating environment, risks and approach to digital human rights across our footprint.

We see significant value in sharing our experience of operating in emerging markets and prioritise engaging with others through our attendance at various summits / events, including the annual UN Forum on Business and Human Rights. We strive to ensure that we are both open and approachable to all stakeholders and appreciate the key role of civil society organisations.

We work tirelessly on the many important issues championed by such organisations in pursuit of the Sustainable Development Goals and commit to making announcements on our progress in due course.

Ends

About the MTN Group

Launched in 1994, the MTN Group is a leading emerging market operator with a clear vision to lead the delivery of a bold new digital world to our more than 260 million customers. We are inspired by our belief that everyone deserves the benefits of a modern connected life. The MTN Group is listed on the JSE Securities Exchange in South Africa under the share code "MTN". We are pursuing our BRIGHT strategy with a major focus on growth in data, fintech and digital businesses in Africa.

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