



UNITED NATIONS GLOBAL COMPACT

MTN Syria 2010-2011

COMMUNICATION On PROGRESS



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Introduction:

MTN Group profile

Launched in 1994, the MTN Group Limited is a multinational telecommunications group offering cellular network access and business solutions. It has mobile licenses/operations across 21 countries in Africa and the Middle East. As of end of December 2009, the Group recorded more than 150 million subscribers, being served by more than 34,000 employees. The MTN Group is listed on the South African stock exchange (JSE Limited) under the share code: “MTN”.

MTN's Strategic Agenda is clear it aims to be the leader in telecommunications in emerging markets.

MTN Syria profile

MTN Syria (evolved from “areeba Syria”) is a public shareholding company registered and incorporated in the Syrian Arab Republic. It is a 71.48% owned subsidiary of Investcom Mobile Communications LTD, which is in turn 100% owned by MTN Group Limited (a strategic merger between Investcom and MTN Group was completed in 2007). A further main shareholder of MTN Syria is Teleinvest Limited (an internationally operating investment company) with 24.49% of the shares. The remaining shares are owned by individual investors.

MTN Syria offers high quality telecommunications services to the Syrian society since 2001. By end of 2010, MTN's services covered 98.5% of the population, with an average network availability of 99.76%.

The operational activities are based on a Build-Operate-Transfer contract (BOT), which was finalized in 2001 with the Syrian Government, represented by the Syrian Telecommunications Establishment (STE). The contract articles constitute the obligations and responsibilities of both contracting partners (MTN Syria and STE), and define the coordination and regulatory mechanisms of the operation, cascaded down to legal, technical, and commercial aspects. Among other commercial

terms, the contract stipulates a revenue share for STE, starting from 30% and reaching 50% of the gross revenue in 2009 till the end of the contract.

To facilitate a country wide and easy access to mobile communications products, MTN Syria is maintaining an efficient sales and distribution network by partnering with 8 large distributors. These partners, together with MTN's retail support team, are serving more than 4000 retailers with all relevant products and services. In addition, more than 50,000 outlets are being utilized as sales channels to reach all Syrian governorates.

MTN Syria's services are being provided and developed by the consolidated efforts of almost 1,400 highly qualified and motivated employees, who share the common goal of attaining subscriber's trust and satisfaction. Each of these employees is an expert in his/her field and undergoes a continuous training and development plan, in order to acquire the competencies needed to cope with the international technical and business challenges.

Empowering the local communities is one of the global strategic goals of the MTN Group. In keeping with this target, MTN Syria went a long distance with its Syrian tailored social responsibility programme, and is therefore strongly present as sponsor, initiator, and partner of many important and diversified initiatives, covering culture, health, sport, and education related projects.

Our business drivers

- Consolidation and diversification
- Leverage existing footprint and intellectual capacity
- Convergence and innovation

Our priorities

- Explore new revenue streams and growth opportunities
- Competitive responsiveness
- Customer needs understanding and service innovation
- Operational efficiencies and productivity improvements
- Maintaining MTN values and culture
- Ensuring development of our people

What we do

We provide voice and data telecommunications products and services to consumers and businesses in the private and public sector. In providing these services to our customers, in most cases, we make use of independently owned outlets for distribution.

Statement of Support:

A Word from the CEO

In light of its belief in serving the community within which it operates by supporting initiatives that address national needs and concerns; we at MTN Syria are totally committed to enhance the civic engagement and corporate social responsibility of private sector by promoting the ten principles of the UN Global Compact as well as forging partnerships between private sector organizations, public sector institutions and civil society

Our Board set a vision of where we want to be in the promising and challenging future; and I am confident that we have the people, the resources and the expertise to get there. Our vision “to maintain the excellent position we have with innovative products and outstanding customer service” is succinct, ambitious and achievable.

My confidence is lifted by not only the results of this year but also by key strategic achievements over the past ten years that provide the platform for more growth in the future.

MTN Syria team works hard to meet our stakeholders’ expectations (including our customers and employees) and this report is a detailed account of how we’re doing. You will see that we operate according to the highest ethical principles and remain committed to the highest standards of corporate responsibility, including support of the United Nations Global Compact principles.

I am pleased with the decisive steps that we have taken in 2010-2011, highlighted by the following:

- Several key products and services have been introduced, which started to contribute to an enhanced customer experience, and provide customers with an integrated and segmented offering; resulting in a subscriber’s base is that continuously growing.
- Advanced integrated solutions targeting business segment coupled with highest level of customer support for the mentioned segment, in addition to introducing MTN as one of the leading ICT players.

- Mobile broadband services based on latest technologies have been commercially launched. The corresponding infrastructure rollout is spreading to cover all over the country lands of Syria.
- A completely new Intelligent Networks system was implemented, providing innovative and up to date services for our prepaid subscribers. Furthermore, we continued making enhancements to our billing platform to pave the way for all sophisticated needs of the postpaid subscribers' base.
- The infrastructure transformation to the new IP-based generation has been completed. This helped to achieve a higher efficiencies and OPEX savings.
- As further measure to enhance the customer experience, our accessibility to our subscribers has been improved by opening additional customer service centers and introducing a differentiated treatment of postpaid subscribers.

It is of great importance for me to emphasize that MTN's role in Syria is not limited to the telecommunications operational field, rather it is a partner with the Syrian society and community in all sectors, such as health, education, sport, and other social development channels. MTN Syria is fully committed to its exceptional responsibility and has translated this during 2010-2011 into a variety of initiatives. For instance, MTN Syria signed a memorandum of understanding to establish the MTN Cancer Research Centre in collaboration with the Syrian government and UNDP in 2009 and we are proud to state that we are passing the middle smoothly and successfully; a further memorandum of understanding was signed with the Society for Human Resource Management (IHRM) to work on training and human resources development in Syria.

Finally, and on behalf of the whole MTN family, I express my special gratitude to our subscribers for their trust and loyalty. Our relationship with them is built on credibility; this facilitates our mission to exceed their expectations. As outlook for 2012, I promise our customers to continue with our consolidated efforts to make the mobility experience in Syria more enjoyable, and to maintain our highest level of commitment to Syria's economy and society. Furthermore, I assure our partners and shareholders more growth and success and a sustainable business our beloved and exciting country: Syria.

Ismail Jaroudi

CEO

How we run our business

MTN understands support of UN Global Compact

For MTN Syria, Support of the UN Global Compact is about the way we conduct our core business. We work to integrate economic, environmental and social issues into our product development, how we run our network, and how we manage the different needs of our people, customers, investors and the communities in which we operate. Through this effort, we aim to protect and create value for our stakeholders.

We remain aware of the prevailing social and environmental conditions in our market in our product and solution offering, service delivery and supporting operations.

Our vision is to be the leading telecommunications provider in emerging markets. We believe in the investment potential of these markets, and continue to deliver quality services that respond to our customers' present and future demand.

As leading telecommunications network operator in Syria, we acknowledge the key role MTN Syria can play in socio-economic development. We also recognize that responsible sustainable development ultimately translates into business growth in terms of expanded market share and customer retention. Our goal is to be a valuable partner to individuals, communities and businesses, and to contribute to the general quality of life of the people in the Syrian community.

Driven by Syria's own economic, business and social dynamics, MTN Syria has selectively defined its approach to adopt the Group's sustainability framework through:

- Promoting sound corporate governance practices and ethical responsibility, and maintaining a balance between economic, social, and environmental performance.
- Providing a safe working environment in which the health of our employees is protected and their opportunities for self development are enhanced.
- Promoting social diversity and equity in the workplace.
- Educating and training staff on sustainability matters to increase their awareness of sustainable development.
- Establishing reporting guidelines and indicators to articulate and measure MTN Syria's contributions to sustainable development in the country.

We know that our financial performance is linked to the broader stability and sustainability of the market where we operate. There is a sound business imperative for ensuring our corporate responsibility and investing in communities. The socio-economic and political stability in societies where we operate directly impacts our ability to run our operations.

Tools for managing a sustainable and supportive business

MTN Syria's direct contribution to the sustainability in the country is achieved through;

- Continuous investment in infrastructure to provide high quality service to local customers and extend their reach.
- Offering accessible and affordable products.
- Contributing to various initiatives for social and economic development through MTN Syria's social responsibility programme.
- Investing in our people.

Corporate governance

In keeping with its vision and strategy, the MTN Group subscribes and applies high ethical standards and principles of corporate governance. This has been an important feature of the business since the Company's foundation. Consequently, MTN Syria is administered and managed in accordance with the Group's corporate governance system and the recommendations of global best practices. In addition, the board places strong emphasis on achieving the highest standards of reporting, as well as financial and risk management.

The board of directors retains full and effective control over the operation and monitors the executive committee's decisions. The board is responsible for the adoption of strategic plans, monitoring of operational performance and management, as well as the determination of policies and processes to ensure the integrity of the Company's risk management system. These responsibilities are set out in the approved Company's charter. The board also meets with the executive management monthly to debate and agree on proposed strategic steps, and to consider long-term opportunities and challenges facing the operation in Syria.

Delegation of authority

The board controls the Company's performance with the help of a well-developed governance structure of committees, specialized in specific areas of the business.

Authorities are delegated to the CEO to manage the day-to-day business affairs of the Company, and to ensure that board strategies, policies and resolutions are sustainably implemented.

The executive committee assists the CEO in discharging his duties and the duties of the board. However, in terms of statute and the Company's constitution, certain decisive issues are reserved for board approval.

Risk management

MTN's objective has always been to embed risk management and internal control into the day-to-day business activity. This involves continual proactive identification and understanding of risk factors, development of appropriate response strategies and internal control mechanisms, continual monitoring and reporting, and implementing best practice. This is achieved through the implementation of various risk management and governance mechanisms, to which MTN Syria is in compliance with and include internal & external assurance reviews:

Business continuity

Our business continuity management (BCM) strategy details our emergency response, crisis management, business' recovery and resumption protocol. We have implemented disaster recovery plans, and continuously invest on our network infrastructure to improve redundancy & reliability on our network.

We have entered into a partnership with International SOS and contra risks groups which are helping us address medical, security and crisis risk management matters such as safe travel management requirements for employees.

Governance structure

MTN Syria's board is assisted in discharging its duties through the following committees:

- Executive committee (Exco)
- Audit and risk management committee (Audit & Risk)
- Nomination, remuneration, and human resources committee (NRHR)
- CAPEX & Technology committee
- Commercial committee
- Tender committee

Corporate affairs

In 2010 and throughout 2011, the Corporate Affairs Department set a special focus on corporate social responsibility (CSR) and regulatory related affairs.

Successfully implementing Corporate Social Responsibility (CSR) is integral to our sustainability agenda, building the type of society in which we and our customers can thrive.

As a multinational telecommunications company operating in emerging markets, we have a unique opportunity to make a meaningful contribution to social development in Syria. We contribute to our community through the projects held by the corporate Affairs department, and through our staff volunteering programme, called 21 Days of Y'ello Care.

We have contributed 82 million SYP to Corporate Social Responsibility (CSR) projects.

We leveraged the 2010 FIFA World Cup™ which was held in Africa to create continental awareness of issues of malaria and low levels of access to education

The process continues into 2011. We aim to standardize our investments, improving alignment between the corporate social responsibilities' focus areas and our business of information and telecommunications. Ultimately we hope to focus on two areas of mutual importance to MTN Syria and Syrian community, thereby improving and sustaining our socioeconomic impact.

Activities and Practices:

I. MTN Syria' Social Responsibility:

While MTN Syria positioned itself successfully as one of the prime market leaders in the local Telecommunication sector; it has integrated the social values and mission within its business decision making, visioning itself as the "Leading Example of Corporate Citizenship in the Syrian community" by behaving ethically and acting responsibly to the social and human development.

Through launching its consistent social strategy; MTN Syria has adopted three main pillars to intensively take care of as the solid base and the theme of its major CSR projects; Education, Sport, and Health are the vital channels where MTN Syria has structured its sustainable initiatives during the past decade, through aligning the efforts continuously toward improving the quality of life for different segments of Syrian people in a specific, when tailoring pioneer programs; and the local community and society at large, when getting engaged with the most common social interests; and providing state-of-Art contributions.

We contributed 82 million in communities through CSR projects and Sponsorships, and contributing over 85 million in 2011, to be enlarged to 90 million in 2012

“Whilst we make a profit, it is our responsibility to be a contributor to the development and sustainability of the communities we touch and interact with”

Several CSR projects were launched aiming to foster following aspects:

- Raising public awareness about critical social issues.
- Promote and support projects and initiatives, which contribute to the intellectual, social, and economic development of the Syrian community.

MTN Syria translated these aspects into tangible projects that gained a wide public attention and recognition.

HEALTH

Establishing the "MTN Cancer Research Center" (5 years' life - in-process to launch):

Late 2009; MTN Syria signed a Cost Sharing Agreement with the United Nations Development Programme (UNDP) and the State Planning Commission that will facilitate the establishment of the first cancer research center in Syria.



The envisaged facility, called the MTN Cancer Research Center, will help address Syria's health sector needs by providing registered information and database surrounding cancer cases around the country. The center will be equipped with state-of-the-art technology to facilitate diagnosing cancer cases and early intervention among men, women and children.

In addition, the Center will assist in determining causes, assessing frequency, and ascertaining geographical distribution of the disease. It is expected to serve as a national resource that will comprise of epidemiological study, clinical research, and prevention and cessation intervention development.

The MTN Cancer Research Center will be based at selected hospitals selected by the project partners in Syria. For its part, MTN will contribute USD 500,000 over five years to finance the facility.

The MTN Cancer Research Center will provide training for physicians and nursing staff, communication and patient care nursing courses and public awareness information. Once accomplished, the Center will provide the country with its first cancer cases map that covers cancer distribution, types and number of cases across Syria.

UNDP major role is to support the project by coordinating the activities with the UN Global Compact Project team and to ensure effectual participation of all parties to come out with required results. It will also be responsible of managing funds and inputs, planning the Center's activities and to report the project's progress and achievements to the project board.

EDUCATION

MTN Smart Schools:

This project is about installing PC labs in the public primary schools on the national level, and it comes in line with MTN's strategy that supports the Educational sector, specially for children and youth through the enhancement of their educational skills and creating enthusiasm towards the internet, so that they may use it as a learning tool for obtaining information which supports their schoolbooks and coursework.



In addition, 3G technologies have enabled many students throughout Syria to enrich their educational resources.

So far, two Smart Schools have been launched in two cities, Homs (2010) and later Aleppo (2011).

SPORT

MTN Fan Parks:

MTN Syria always seeks to fascinate the public, and for the occasion of 2010 FIFA World Cup, MTN Syria presented for all football fans the "MTN Fan Parks" Syrian project. Many locations in Syria were transformed into MTN parks in order to enable all football fans to watch the matches for free, and in an interactive manner, on huge LED screens. This project is considered the first of its kind in Syria and in championship history.

For a whole month of the 2010 FIFA World Cup, MTN Fan Parks welcomed more than one million fans to enjoy watching the matches, and held lots of activities. MTN Syria also sponsored and presented special musical concerts of several Syrian bands within the program of "Music on the road."



Furthermore; and in light of MTN's engagement in sponsoring the 2010 FIFA World Cup™ and making it a special event, MTN Syria supported many projects related to sport. As major highlight, the Company launched the "Join the Dream Team" contest, within its framework a large number of football fans passed through several tests, conducted by Syrian football professionals, to form the "MTN Dream team". The best 22 participants received one-month training in a closed camp before they met the Syrian National Football Team in a friendly match.

Rally Discover Syria:

MTN Syria sponsored “Discover Syria Rally”-2010. The rally is under the patronage of the Ministry of Tourism. The event helped to present Syria’s touristic places in a sportive competition scope, and attained high public and official acclaim.



21 Days of Y’ello Care-2010:

We encourage the inherent motivation and natural desires of our employees to give back to our community through our 21 Days of Y’ello Care staff volunteering programme.

Even though 2010 was a busy year for MTN employees involved in 2010 FIFA World Cup. Activation programmes, our colleagues were excited at the opportunity to again roll up their sleeves, devoting their time and energy to uplifting the communities in which they operate.



So keen were our volunteers that some employees cancelled their leave plans or participated in projects in their personal time as well.



Each year we focus our volunteering efforts on a specific theme. In 2010, our employees volunteered their efforts in football-themed projects, and programmes of national priority were also considered.

As a part of MTN Group's "21 days of Y'ello care" program, MTN Syria renovated the football field of Habib Hasoun's school at Ain Al Teneh village, in the rural Lattakia province. The renovation of the football field aims at encouraging students to practice sports, especially football, the world's favorite game.



Engaging with the 2011 Theme of Environmental Responsibility:

Despite being a medium-impact company, we made considerable progress in integrating environmental matters into core operations...

"21 Days of Y'ello Care Programme" - 2011:

In line with the titled MTN Group annual volunteering campaign, been followed the UN declaration of 2011 as the International Year of Forests; MTN Syria has launched two initiatives in the regard of Making a positive difference to the re-forestation globally concern:



- A short term activity where planting of 1,500 trees by MTN Syria staff in two selective lands as recommended by the ministry of agriculture... ("312" volunteers were involved with total hours of "1121").
- A long term practice, been rolled-out by the "21 days" concept, yet it has been extended till end of 2011, which is a "Paper Re-Cycling" campaign that involved in addition to MTN Syria staff, the business partners of leading local corporate... (Preparation phase has encountered "388"volunteering hours provided from the core-volunteering-committee' members of "37" employees – So far, within two months of the campaign, "11" tons of waste paper have been collected and in-process of re-cycling).
Aiming to spread Awareness on the importance of saving the environment, and secure a common culture and practice of recycling.

In addition, the funds generated of recycling all gathered-waste-papers, have been allocated to a leading local NGO of supporting childhood' rights.

The campaign would be maintained and sustained through continuity in recycling and saving in paper use. Besides, an extra 7,500 trees are to be planted towards the end of the year 2011.

MTN Syria being Environmental friendly

MTN Syria deploys the RBS 6102 base station family within its radio network.

As part of its commitment to introduce the latest high-tech products and environment-friendly technology for its mobile network, MTN Syria's CEO Mr. Ismail Jaroudi has signed an agreement with Ericsson, the world's leading provider of telecommunication equipment and services for the provision of Ericsson's latest multi-standard base stations.

Where Ericsson's new multi-standard base stations demonstrate several added benefits including supporting state-of-the-art technology in communication and being environment-friendly. Moreover, the new cabinets reduce power consumption which delimits the environmental damages caused by power generation plants.

The multi-standard base station is an efficient compact site solution that supports GSM/EDGE, WCDMA/HSPA and LTE in a single package. The RBS 6102 is built with a state of the art technology and is LTE capable. Its flexibility enables operators to use the maintenance system for multiple radio standards.



Part of MTN Syria strategy as a leading telecommunication company is to always look for new solutions and to provide better products and services; thus, through the use of the innovative RBS 6102 base station this was made possible. It allows to offer our customers

Participating in the “UN System Private Sector Focal Points” Meeting:

Owned by the UNGC, Organized by the UN Global Compact, UNDP, ILO, UNICEF and OCHA;



The importance of the meeting was to communicate with the private sector to increase collaboration between the United Nations and companies, civil societies and bilateral aid agencies’ representatives and other partnership-experts, in setting up CSR programs for the advancement of a world free of illness, hunger and poverty.

The meeting witnessed the participation of international companies and associations that believed in the given goals.

Sponsoring the "Arab International Women" Forum:

Organized by the Business Women Committee of the Damascus Chamber of Commerce, Syria, in collaboration with the Ministry of Social Affairs and Labor;



The Arab International Women forum comes under the title "Prosperity through Partnership: Women Leaders in Modern Syria, the Arab World and the International Community," which aimed to highlight the successful activities of Syrian women in various fields.

The forum also aimed to ensure support for women involved in particular social issues which some societies are still facing nowadays, and to ensure that the women have an important role in development in different communities.

Sponsoring of the "Syrian Job Fair - Disabled":

Organized under the patronage of her Excellency, Ms. Asma'a Al-Assad, the First Lady of the Syria Arab Republic, the General Authority of Operation, in collaboration with IHRM;

MTN sponsored this fair as part of its assigned program for local community support, through which it offered a number of positions in several of its company's departments, including the position of "Junior Accountant" in both the accounts receivable and treasury departments, as well as the position of "Institutional Development".



Sponsoring the "Society's Role in Supporting People with Special Needs" Conference:

Under the patronage of Dr. Nedal Shehadeh, president of the University of Aleppo; organized by members of the For Aleppo Association;



The conference aimed at highlighting the vital role of universities, governmental associations, private associations and the private sector in attending to the requirements of people with special needs on both social and service levels. It also focused on the importance of collaboration between sectors to alleviate difficulties and support projects targeting people with special needs through spreading social awareness and medical care.

The National Campaign in support of HASSAKEH Region' People (Against damages caused by the extraordinary floods):

In line of the great brotherhood that always characterizes the Syrians, and in solidarity with our people in the province of Hassakah, and standing side-by-side with them in their distress - caused by the floods followed with a torrential rains- the tow companies; MTN Syria has allocated a four digit number 1200 to support those who have been affected with the floods, by sending a text message to the number 1200 includes in order to contribute with a pre-assigned sum of money.



“Cashless-Society” Workshop\ Damascus & Aleppo:

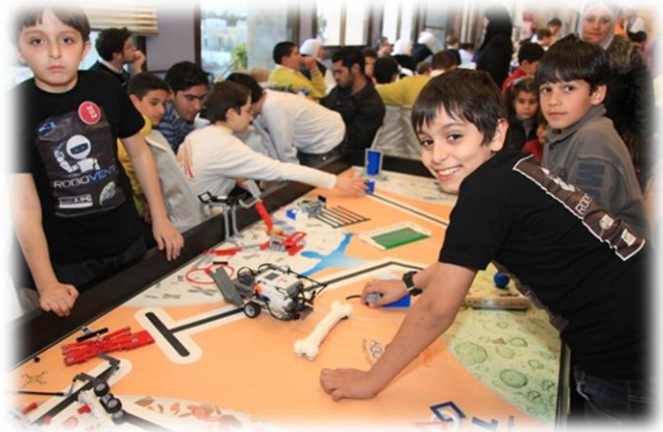
The workshops addressed the increasingly international inclination towards a non-cash community, through the encouragement of individuals and societies to use alternative cashless payment methods.



The implementation of these methods will be effective in reducing the costs of re-issuance of money and will ensure the protection of money from theft and leakage out of the country.

Youth Robots Competition, for the talent Syrian Kids:

This competition presents fun educational solutions that require the kids to participate in design, build and program their own robots, allowing them to gain knowledge in a creative way, with the aim of raising a unique and competitive young generation, that will be adequately prepared to face the ups and downs of the future with an empowered and confident attitude.



“You Talk... They Hear...” Campaign:

MTN Syria launched its national campaign ‘You Talk, They Hear’ in collaboration with the Syrian Organization for the Disabled, “AMMAL”.

The campaign aimed to engage the public to play a role in curing people with difficulties in hearing and speech (in the period of the holy month of Ramadan).



The campaign relied on donations, where MTN Syria allocated a share generated bills during the holy month of Ramadan to contribute in providing operations fees of Implementing Cochlea to children in need. All Syrians had the chance to play a direct part in the campaign by making out-going calls and sending SMS during Ramadan.

Those who wished to contribute in larger donations had to send an empty message to an assigned dedicated number for that sake.

Later on the 2011; MTN Syria been recognized for this with the “MENA Crystal Award”.

II. Highlights on MTN Syria HR Practices:

INVESTING in OUR PEOPLE

“We recognize the integral role that a skilled and motivated workforce plays in the evolution of our business, in pursuing innovation, and in our long-term sustainability.”

MTN Syria recognizes that human capital is the most important Company asset. Therefore, and in line with the Group wide sustainability vision and policy, MTN Syria is continuously investing in implementing appropriate strategies to attract, develop and retain highly performing employees. In 2010, several human resources projects and initiatives were launched, whereby a major focus was set on employees’ development. The L&D team executed 143 different training programs/topics across Six learning streams. As result: 82% of the employees “1157 over 1408” have attended at least one training course, with average training hours per Full Time employee: 26.96 hours/FTE “37973 hours/1386 employees; and Total training spending till end of December 2010 is SYP 20,154,026 against a budget of SYP 22,355,110

Training needs have been identified in the light of recent individual performance results, business needs, and individual career paths.

In addition to common professional trainings and soft skills development efforts, MTN Syria realized specialized employee’s retention and awarding programmes, for instance:

Learning and Development Programs

- MTN Syria provided four excellently performing employees with full sponsorship of an Executive Master of Business Administration (E.MBA) programme at a top academic institution, which is managed in collaboration with European Universities.
- **Partial Sponsorship:** The “partial sponsorship” programme was launched in 2009, and aims at sponsoring MTN-Syria Staff, through bearing part of the expenses incurred from registration in Academic and/or Professional programs and giving the chance for all staff to leverage their skills and academic backgrounds. It provides the basis for a wide-ranging employee retention and rewarding framework. The programme covers partial sponsorship of enabling and career’s development courses at accredited academic and professional institutions. Investing in the human assets in academic and/or professional programs which ultimately lead to developing and retaining our employees.

- **Knowledge transfer:** to encourage the knowledge sharing culture among employees, improves trainees' presentation and facilitation skills and considered as a step to move MTN Syria toward being a "Learning Organization".
- **MTN Academy:** MTN Academy has delivered 22 different training programs in the MENA Region during the 1st half of 2010. This initiative has been launched on February 2010 and number of session delivered so far to a considerable number of attendees.
- **Induction Programme:** A new employee training and development begins with "The Orientation programme", a descriptive of the organization culture and its system of thinking that support new recruits with guidance as to how to behave, interpret the organizational events, establish relationships with coworkers and has a significant impact on the performance and commitment towards the organization whereby gain a feeling of belonging. This course has been included within the induction program for new employees, it delivered for 72 new employees till end of December 2010.
- **Rotation:** We rotated a number of senior employees between different operations, facilitating a greater sharing of knowledge and experience, and helping develop employees' careers.

As part of our training in 2011, we will be undertaking various initiatives that help our employees to contribute to the MTN sustainability journey. This includes training around the MTN Carbon Footprint initiative, and general sustainability engagement and awareness. Our training programmes are also linking in our innovation drive within MTN

We are developing programmes to enable managers to encourage and facilitate innovation. We are also focusing on empowering our decision-maker to make innovative choices for our infrastructure. We have developed a financial tool and training module that allows decision makers to assess the feasibility of alternative energy sources for specific projects.

Performance and recognition

To complement training, we also have regular performance reviews. Performance management tools, including the Leadership Talent Management and 360°feedback, are used. We use an Integrated Performance Management Framework for managing staff performance. This involves formal measurement and monitoring of performance against agreed performance objectives. The objectives are set in accordance with individual and team contribution to strategic organizational objectives. As in 2009, 100% of our permanent employees underwent performance reviews in 2010 and mid 2011. Performance is recognized and rewarded with financial and non-financial incentives. This emphasis on performance is carried through to our Y'ello Stars awards for outstanding performance in a range of areas including values, knowledge share, star performance and customer service.

Y'ello Stars: The “Y'ello Stars” initiative was rolled out through the year. It gives the employees the chance for appreciating and recognizing the work of others based on nominations in different categories. MTN Syria awarded 32 monthly, 12 quarterly, and 4 annual winners. Furthermore, MTN Syria won the MENA regional “Y'ello Star” award in the “Star Performance” category.

Total number of MTN Syria nominations during 2010 cycle was 578 nominations, while we had 396 nominations in 2009 which represents 1.4% increase in participation rate as % of headcount.

Employees' Engagement

Employee value proposition (EVP):

To attract and retain talent, we developed a new employee value proposition that will be rolled out in 2011. We have responded to the challenge of skills scarcity and retention by reviewing our employee value proposition. We engaged our employees to find out what they value most in their work environment. This included the clarification and assessment of key performance indicators that measure employee attraction and retention drivers. Employees indicated they most value future career opportunities, development opportunities, compensation, stability and respect. Based on this we have identified that brand strength, leadership, staff investment, maintaining a globally diverse culture, and reward and recognition are the pillars supporting our EVP. We will be implementing actions to drive employee well-being, motivation and retention during 2011.

Compensation

As a component of MTN's reward offering, permanent employees are offered a variety of both monetary and non-monetary benefits. A key component of attracting and retaining the best caliber employees is competitive compensation in relation to the labour market.

There are no notable variations in salary entry levels across major operations. Across all major operations, there is also no salary differentiation based on employee demographics such as gender, race, age or any similar characteristics. All salaries are benchmarked against other comparable compensation in the local labour market. Most of our operations offer salaries at or above the market median.

MTN Syria provides retirement planning, medical aid or health insurance (including for immediate family members), and death and disability cover benefits to our permanent employees.

As skills retention is such a significant issue for our business, we need to track our performance with respect to compensation. We track staff turnover by operation and by region as part of our internal data management.

Diversity

We recognize that our strength lies in the contributions of our diverse workforce. In embedding our EVP, we aim to promote initiatives that showcase our diversity. We also reinforce the need for equity in the management of all various employee groups. We do not discriminate on gender or cultural lines in our hiring practices. This is embodied in our Employment Equity and Diversity Management Policy.

Labour practices

Our recruitment policy reinforces our focus on eliminating all prejudice to gender, ethnic origin, marital status, religion, age and physical handicap in filling vacant positions. In the case of operational closures and redundancies, we give preference to affected employees when recruiting for new positions.

MTN has formal disciplinary processes in place to prevent arbitrary dismissals. These processes conform to International Labour Organization (ILO) standards. We are committed to upholding and enforcing codes of conduct that promote fundamental human rights as defined by the Universal Declaration of Human Rights.

Health and safety

Health and safety procedures are followed in the installation, operation and maintenance of masts, base stations, and laying of cables. One specific operational health and safety risk to some of our employees is that of exposure to EMF and RF emitted by mobile phones and base stations antennae. We commit to strict compliance with current international RF exposure guidelines for our employees as well as the public at large.

Employees with the highest EMF and RF exposure include antenna workers and employees required to use their cell phones extensively. In addition to compliance training for technical staff in operations, we developed an approach to certification training for all employees and contractors working close to antennas on the network. This basic RF awareness training to certify RF workers is used to minimize occupational exposure. We hope to ensure this training is part of annual compliance training.

We are improving our facilitation of medical, security and crisis risk management initiatives, especially safe travel management.

III. MANAGING CUSTOMERS NEEDS:

Our business model is centered on customer experience. In order to make this experience a positive one, we focus on understanding our customers, employing the right people to meet their needs, managing service quality, ensuring efficient distribution, investing in product innovation and building our brand.

- We have gained **649,537** new subscriptions in 2010
- We conducted research into how our customers and communities perceive us
- We committed to gaining insight into our customers' spending patterns by the end of 2010

We have developed a more sophisticated customer segmentation model to offer wider product options. We work to identify and review customer expectations, and address concerns and preferences. We also ensure that our infrastructure, products and services are managed and marketed in a responsible way.

Responding to our customers

As telecommunications markets continue developing and maturing, enhancing our relationships with our customers and offering differentiated services is key to sustaining our business. There are two aspects to enhancing our relationship with our customers. The first is ensuring that our customer services are efficient and appropriate to particular markets. The second is about understanding our customers' needs and expectations and the links to our performance and sustainability. While we are sensitive to the geographic, cultural and economic diversity of the Syrian market in which we operate, we have developed a group customer segmentation model that enables us to design the right product to the right people. We also measure customer satisfaction in our markets.

We have analyzed the responses within our markets and some of our innovations are based on this improved understanding of our markets. This customer segmentation model is used in solution development and in our market approach, in order to be as responsive as possible to the needs of our markets.

Operating a quality network enables us to retain our customers, remain competitive and maintain market share. Further, our growing offering of new-generation solutions and smart phones depends on quality network coverage. We have responded to the ever-increasing demand for access to telecommunications services by extending our footprint, especially in rural areas. Over the past few years we have devoted considerable attention to ensuring our services are reliable and can be used as platform to add value to people's lives through access to, amongst other, educational, business, and health.

Our capital expenditure is divided into six categories:

- Infrastructure to enable 2G and 3G connectivity
- Cable/fiber investments to bring broadband connectivity to Syria
- IT and VAS infrastructure to support our service provision
- Physical infrastructure such as base stations (using conventional and renewable energy)

We ensure we track a number of indicators to determine whether we are responsive to the service needs of our customers. These include call centre satisfaction measures, resolution to online, email and face-to-face queries and complaints, including ombudsman or regulatory matters, network performance (reliability, accessibility, performance and quality) and speed of resolution.

Consumer safety: cell-phones, masts and health

Electromagnetic frequencies (EMF) or radio frequency (RF), a natural phenomenon, is also emitted as a result of various technologies including electrical power lines, computers, microwaves, radios and television

In MTN's business, EMF emissions are most associated with mobile telephones and the base station antennae that enable mobile communications (as well as with the use of computers).

“For us, a responsible network means that we manage the safety and environmental impacts of our infrastructure. Failing to manage these areas would impact our economic performance, reputation, relationship with our customers and staff, and our compliance with national and international regulations and best practice.”

MTN has a clear and consistent policy regarding our EMF emissions that takes all pertinent stakeholders into account. Our staff, customers, community and regulators have a vested interest in the way we manage this issue. The major concern of these stakeholders is the impacts of EMF on human health. We recognize this as a valid concern and therefore invest time and effort in keeping up to date on the latest international research and scientific consensus. We comply with international standards endorsed by:

- the International Commission on Non-Ionizing Radiation Protection (ICNIRP);
- the World Health Organization (WHO); and
- the Institute of Electrical and Electronics Engineers (IEEE), the National Radiological Protection Board (NRPB (UK)) and European Union (EU) standards, which have also been brought in line with ICNIRP guidance. We have specific measures in place to manage EMF for mobile handsets and base transceiver station (BTS) sites.

A local committee, consisting of the operators, Ministry of Environment and the Syrian Telecommunication Establishment (STE), did several field visits on 2005, to do the measurement of electromagnetic radiation. The results showed that the radiation measured on MTN sites were 10 fold below the accepted standards, with is 0.57 m watt/cm sq. a continuous and regular checking is taking place in addition to immediate investigation, whenever a complaint is submitted. All measurement sows complete control and limitation within international standards.

IV. INNOVATION FOR A CHANGING WORLD

“Innovation is more than the products and services we offer – it is about the way we do business.”

The power-balance between mobile operators and consumers is changing.

Many service providers are offering open-source applications and new platforms for communication, business and entertainment. The way people talk, commute, listen to music, access services, organize and manage finances is transforming. For instance, 70% of music sold globally is now sold online. The increasing use of data services, social networks and smart-phones and other mobile devices will continue to affect a significant portion of voice revenues of operators, even in underserved areas (e.g. rural markets) and international traffic. In Syria, the mobile phone has become, for many users, especially in the rural areas, the first and often the only means of access to telecommunications, particularly in an emergency. To stay relevant and competitive, we need to innovate in the data and services domains.

There also remains the need to address the digital communications divide, and the opportunity to offer solutions such as access to finance, health, commercial and other services through mobile technology.

For MTN, Sustainability can be a potent driver for innovation. Innovation is one of the pillars of MTN’s strategy. Our strategy is to embrace changes. We have started to implement this strategy through developing partnerships including with ‘non-traditional’ competitors, manufacturers, academic institutions and strategic partners in both the ICT industry and beyond.

We are also developing our own applications, ensuring these are relevant to the needs of our markets. However, we are very clear that innovation is not the sole responsibility of a single function: everyone is an agent of change. We therefore started developing communication channels for all employees to share their ideas.

We are also working on the introduction of Near field communications such as e-ticketing, e-money, e-keys, and e-identity documents. MTN Mobile-Money will allow customers to perform a range of basic financial transactions using a cell-phone without the need for a bank account.

We plan to launch MTN Mobile-Money in Syria over the course of 2011, and subject to a satisfactory conclusion of a number of regulatory and system processes, and financial partner discussions.

V. WORKING WITH OUR STAKEHOLDERS:

We work continuously to ensure that we are able to withstand impacts of unexpected social or environmental events. This includes impacts on human resources, business infrastructure and operational processes.

This is not only important for MTN; it is also a matter of importance for our customers and communities where we operate. A functional telecommunications network is an invaluable asset in volatile times when communication is essential for coordinating disaster strategies.

Our business continuity management (BCM) strategy details our emergency response, crisis management, and business recovery and resumption protocol. We have implemented disaster recovery plans, and invested in network infrastructure to improve redundancy.

- *Engaging with regulators, developing new revenue streams and facing competition*

Many countries consider the telecommunications industry to be one of strategic national importance: this is perhaps one reason for increasing regulation across MTN's footprint. There is an increase in the importance and focus on data and related products and services.

- *Working with communities*

By its very nature, MTN Syria's offering is a key element of the country's infrastructure and an enabler of development. We continued work with communities through social responsibility projects, which facilitate and fund various initiatives and partnerships aimed at stimulating and contributing to sustainable development.

- *Engagement Model*

Our stakeholders share some interests with us, and may be affected by, or have an impact on, our business objectives. Our Stakeholder Engagement model took into account current stakeholder groups and their relevance with respect to changes in the business's priorities, strategies, operating environment and the global economy. Internal departments were consulted to ensure the list of stakeholders was complete and representative. A dynamic prioritization model was then developed, and management approaches for the three priority categories were defined. The new engagement model defines a management process that aims to be responsible, accountable and consultative, and to keep stakeholders informed. A key relationship manager will be assigned to this stakeholder group, as indicated in the table following this section.

OPERATIONAL AND BUSINESS-RELATED STAKEHOLDERS	Stakeholders	Channels of Communication	Links to materiality	Material issues by stakeholder group
	Customers	<ul style="list-style-type: none"> ➤ Face-to-face and electronic correspondence ➤ Surveys, forums, road shows ➤ Briefings and press releases ➤ Advertising ➤ Other 	Our customers are central to the sustainability of our business and maintaining market share. To build trust with our customers we need to manage our core operational risks around network performance and privacy. Staying engaged enables us to better manage regulatory risk, including compliance with SIM registration regulations	<ul style="list-style-type: none"> ➤ Communications' accessibility and affordability ➤ Price structures ➤ Reputation, trust and perception of MTN Syria ➤ Network quality ➤ Service and product related ➤ Sponsorships and CSR
	Employees	<ul style="list-style-type: none"> ➤ Face-to-face and electronic correspondence ➤ Surveys, forums, road shows ➤ Internal communications ➤ Campaigns ➤ Briefings and press releases ➤ Other 	We know that enabling our people to thrive – attracting and retaining a skilled workforce – allows us to deliver on our commitments. The attraction and retention of skilled workforce therefore is key. Motivating our people also enables innovation	<ul style="list-style-type: none"> ➤ Attracting and retaining skilled employees ➤ Talent management skills development ➤ Retaining skills: competitive remuneration and benefits ➤ Motivation ➤ Health, safety and security ➤ Internal motivation and engagement
	Investors	<ul style="list-style-type: none"> ➤ Face-to-face and electronic correspondence ➤ Surveys, forums, road shows ➤ Briefings and press releases ➤ Annual reports ➤ Other 	We are accountable to our investors in ensuring the general financial and overall sustainability of our business. Investors are increasingly interested in our social and environmental performance, and in how we manage and transparently report on these issues	<ul style="list-style-type: none"> ➤ Short- and long-term financial viability and performance ➤ Sound governance practices and accountability ➤ Risk management
	Suppliers (including strategic Partners)	<ul style="list-style-type: none"> ➤ Face-to-face and electronic correspondence ➤ Surveys, forums, road shows ➤ Briefings and press releases ➤ Other 	A robust supply chain is also critical to managing our core operational risk associated with ensuring business continuity, viability and operational efficiency for MTN	<ul style="list-style-type: none"> ➤ Rationalization and cost-effectiveness ➤ Ensuring ethical conduct ➤ Contributing to local economies through supplier development and enterprise development ➤ Preferential procurement and empowerment ➤ Supply chain security and sustainability ➤ Terms of payment

	Stakeholders	Channels of communication	Links to materiality	Material issues by stakeholder group
SOCIETY AND ENVIRONMENT	Independent distributors	<ul style="list-style-type: none"> ➤ Face-to-face and electronic correspondence ➤ Surveys, forums, road shows ➤ Briefings and press releases ➤ Other 	Engaging our distribution chain is crucial as they are one of the face-to-face channels of contact with customers, and it is important to ensure service is friendly, effective and results-orientated	<ul style="list-style-type: none"> ➤ Procurement matters ➤ Enterprise development and economic viability ➤ Responsible marketing
	Community	<ul style="list-style-type: none"> ➤ Face-to-face and electronic correspondence ➤ Surveys, forums, road shows ➤ Briefings and press releases ➤ Other 	Engaging with communities through empowering local economies builds trust in MTN. It also adds to the robustness of the socio-economic context in which we operate. Our community also benefit from social and environmental innovations	<ul style="list-style-type: none"> ➤ Access and inclusivity of Telecommunication ➤ CSR ➤ Social and enterprise development ➤ Sound governance practices and accountability ➤ Impacts: land use; mast and base ➤ station site placing; EMF
	Environment	<ul style="list-style-type: none"> ➤ Face-to-face and electronic correspondence ➤ Surveys, forums, road shows ➤ Briefings and press releases ➤ Environmental impact ➤ Assessments ➤ Other ➤ 	Managing our environmental impacts is crucial. This material issue links to cost reduction. It also offers us opportunities for new revenue streams, especially data revenue. We are also beginning to make links between the physical impacts of climate change and business continuity.	<ul style="list-style-type: none"> ➤ Compliance with regulations ➤ Impacts: land use; mast and base ➤ station site placing ➤ E-waste and recycling ➤ Climate and energy, including our carbon footprint
	Media	<ul style="list-style-type: none"> ➤ Face-to-face and electronic correspondence ➤ Briefings and press releases 	Media impacts our reputation and ability to engage and build relationships with customers and communities	<ul style="list-style-type: none"> ➤ Reputational issues around trust and the way MTN Syria is perceived ➤ Research
	Social Security/ MOSAL	<ul style="list-style-type: none"> ➤ Face-to-face and electronic correspondence ➤ Surveys, forums, road shows ➤ Briefings and press releases ➤ Other 	MOSAL/ social security impact our HR and political risk areas	<ul style="list-style-type: none"> ➤ Sound Labor practices and health, ➤ safety and security

	Stakeholders	Channels of communication	Links to materiality	Material issues by stakeholder group
Regulatory and Governance	Regulatory authorities	<ul style="list-style-type: none"> ➤ Face-to-face and committees meetings and correspondence ➤ Surveys, forums, road shows ➤ Briefings and press releases ➤ Other 	Engagement with regulators is paramount in managing core operational regulatory risks (e.g. SIM and carrier pre-selection; and interconnect fees) and risks associated with competition regulation	<ul style="list-style-type: none"> ➤ Licensing and permissions ➤ Compliance with existing/new requirements ➤ Tariffs and competition ➤ Access and inclusively on part of the Telecommunication
	Governments	<ul style="list-style-type: none"> ➤ Face-to-face and correspondence ➤ Surveys, forums, road shows ➤ Briefings and press releases ➤ Partnerships and Collaborations ➤ Other 	Our relationships with government where we operate impacts our ability to manage political, financial and other risks. It also offers the opportunity for direct and indirect partnerships to address broader social and environmental economic imperatives.	<ul style="list-style-type: none"> ➤ Responsible political involvement ➤ Compliance with and engagement on existing/new requirements and laws ➤ Contribution to local economy, including tax and employment ➤ Access and inclusivity of telecommunications
	Industry associations	<ul style="list-style-type: none"> ➤ Face-to-face and electronic correspondence ➤ Surveys, forums, road shows ➤ Briefings and press releases ➤ Environmental impact Assessments ➤ Other 	Engagement with industry associations enables collaboration on broader issues that affect either industry or society, and allows us to realize opportunities. This interaction also mitigates core risk associated with operational costs	<ul style="list-style-type: none"> ➤ Infrastructure and site sharing ➤ Industry self-regulation and compliance ➤ Learning from the practices of other organizations ➤ Energy efficiency ➤ Innovation

VI. 2011-2012 Commitment:

2011 Commitments	Objective	Target
Innovation	<ul style="list-style-type: none"> - In partnership with Ministry of Education, proceed in the smart school national Project, throughout 2012, aiming at establishing 10 new centers in 10 provinces. - Accomplishing the refurbishing of the location of the MTN Cancer Research Centre at Al-Bayrouni Hospital - Continue on the software system for the MTN cancer centre in partnership with UNDP 	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>
Environmental	<ul style="list-style-type: none"> - Start collaboration with the ministry of Environment for initiating the Green Street in Damascus. - Continue investment in alternative and energy-efficient network sites 	<p>Q1, 2012</p> <p>Ongoing</p>
Social inclusivity	<ul style="list-style-type: none"> - Negotiate with STE and Syria Central Bank for launching MTN Mobile-Money and mobile remittances - Identify criteria to select downstream e-waste recyclers 	<p>Q4, 2011</p>
Governance and performance management	<ul style="list-style-type: none"> - Complete training on Group Stakeholder Engagement model - Incorporate a new environmental sustainability performance indicator in executive performance scorecards - Prepare internal audit process for limited sustainability report assurance 	<p>Q3, 2011</p> <p>Q2,,2012</p> <p>Q2,2012</p>
Community	<ul style="list-style-type: none"> - Conclude process to determine how to improve impact of MTN CSR projects - Focus staff volunteering for 2011 on United Nations Environmental Programme theme “International Year of Forestry” 	<p>Q4, 2011</p> <p>Q3 & 4, 2011</p>

VII. INSIGHTS

HUMAN RIGHTS

Disclosure on management approach

Concise disclosure on the management approach items outlined below with reference to the following human rights aspects listed below: investment and procurement practices, non-discrimination, freedom of association and collective bargaining, abolition of child Labor, prevention of forced and compulsory Labor, complaints and grievance practices, security practices, and indigenous rights

MTN supports the principles of equality, freedom of association, the eradication of child Labor, access to fair grievance resolution recourse, upholding the rights of indigenous peoples, and upholding human rights in core business, security measures and in investments and procurement procedures. The implementation of the code of conduct and Group-wide policies is delegated to individual operations. Besides, MTN Syria full compliance with the new local Labor law which covers part of the Human rights for employees

Non-discrimination

Total number of incidents of discrimination and actions taken

Not available

Freedom of association and collective bargaining

Operations identified in which the right to exercise freedom of association or collective bargaining may be at significant risk, and actions taken to support these rights

MTN's 21 operations are in diverse countries, which may have differing legal protection of rights with respect to collective bargaining. However, it is the Group-wide policy to uphold this right. Freedom of association and union recruitment is not prohibited in any of our operations

Child Labor

Operations identified as having significant risk for incidents of child Labor, and measures taken to contribute to the elimination of child Labor.

MTN's 21 operations are in diverse countries, which may have differing legal protection of rights with respect to child Labor. However, it is the Group-wide policy to uphold this right

Forced and compulsory Labor

HR7 Operations identified as having significant risk for incidents of forced or compulsory Labor, and measures taken to contribute to the elimination of forced or compulsory Labor

MTN's 21 operations are in diverse countries, which may have differing legal protection of rights with respect to forced or compulsory Labor. However, it is the Group-wide policy to uphold this right

Indigenous rights

Total number of incidents of violations involving rights of indigenous people and actions taken

No incidents of human rights violations involving indigenous people have occurred

SOCIETY

Disclosure on management approach

Provide a concise disclosure on the management approach items outlined below with reference to the following society aspects: community, corruption, public policy, anti-competitive behaviour and compliance

MTN has Group-wide policies in place to address regulatory issues, fraud and corruption as well competition issues.

Community

Nature, scope, and effectiveness of any programs and practices that access and manage the impacts of operations on communities, including entering, operating, and exiting

We conduct socio-economic impact assessments with all our major infrastructure investments. MTN also aims to complete a socioeconomic impact study by the end of 2011

Corruption

Percentage and total number of business units analyzed for risks related to corruption

Not available for public disclosure

Percentage of employees trained in organization's anticorruption policies and procedures

The majority of our employees have been exposed to fraud awareness materials.

Actions taken in response to incidents of corruption

We have formal procedures in place to manage incidents of corruption

Public policy

Public policy positions and participation in public policy development and lobbying

MTN remains politically neutral in all countries of operation

Total value of financial and in-kind contributions to political parties, politicians and related institutions by country

MTN remains politically neutral in all countries of operation

Anti-competitive behaviour

Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes

No legal actions for anti-competitive behaviour have been brought against MTN Syria in 2010

Compliance

Monetary value of significant fines and total number of nonmonetary sanctions for non-compliance with laws and regulations

MTN Syria received no significant fines for non-compliance with laws and regulations

Description of practices relating to intellectual property rights and open-source technologies

MTN upholds intellectual property rights in its business

PRODUCT RESPONSIBILITY

Disclosure on management approach

Provide a concise disclosure on the management approach items outlined below with reference to the following product responsibility aspects: customer health and safety, product and service labeling, marketing communications, customer privacy, and compliance.

MTN has a Group-wide approach in place to manage customer health and safety. This approach is implemented at a Group level and at Syria operation as appropriate.

Customer health and safety

Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.

The most significant health and safety impact related to product and service offering is EMF and RF.

Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and service during their life cycle, by type of outcomes

We have had no reported incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and service during their life cycle

Policies and practices to publicly communicate on EMF related issues

Communication on EMF related issues is integrated into stakeholder engagement where appropriate.

Product and service labeling

Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes

None

Practices related to customer satisfaction, including results of surveys measuring customer satisfaction

MTN uses surveys in all operations to gauge customer satisfaction and perceptions.

Customer privacy

Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data

Not available

Compliance

Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services

MTN Syria has received no significant fines for non-compliance with laws or regulations concerning the provision and use of products and services

Compliance with ICNIRP (International Commission on Non-Ionizing Radiation Protection) standards on exposure to RF emissions from handsets

MTN complies with the international standard for safety endorsed by ICNIRP (International Commission on Non-Ionizing Radiation Protection) standards on exposure to RF emissions from handsets, and the World Health Organization.

Compliance with ICNIRP guidelines on exposure to RF emissions from base stations

MTN complies with the international standard for safety endorsed by ICNIRP (International Commission on Non-Ionizing Radiation Protection) standards on exposure to RF emissions from handsets, and the World Health Organization.

Policies and practices with respect to Specific Absorption Rate (SAR) of handsets

MTN complies with the international standard for safety endorsed by ICNIRP (International Commission on Non-Ionizing Radiation Protection) standards on exposure to RF emissions from handsets, and the World Health Organization.