



Lagos | Nigeria: May 28, 2020

## Business Continuity Disclosures on the COVID-19 Pandemic

Our risk management methodology requires that we are constantly monitoring new and emerging risks that can disrupt business operations and impact our ability to meet our commitments to customers and other stakeholders. One such risk is the novel coronavirus (COVID-19) pandemic, which is currently active in over 188 countries around the world and having infected over 5 million people. This has led to great uncertainty in the world markets and a shutdown of major parts of the world economy.

The pandemic has become a global stress testing of every businesses' financial, operational and commercial resilience. The lockdown of certain states and institution of curfews in many others has impacted MTN Nigeria's operations across the country.

However, at MTN Nigeria, we have rapidly adapted our operations and way of working to accommodate the current constraints and market conditions caused by the COVID-19 pandemic.

We have in place a Crisis Management Team to oversee the planning and execution of all contingency activities to ensure the safety of our staff, customers, and stakeholders as well as continuity of operations. In addition, we have established a strategic overarching initiative to direct our response to the different COVID-19 scenarios we have termed "Black Swan" across the following work streams:

- ▶ Staff health, safety and welfare;
- ▶ International supply chain;
- ▶ Operational continuity;
- ▶ Economic impact and capital markets and
- ▶ Stakeholder engagement.

A governance structure - including the Crisis Management Team (a cross-section of senior members of staff), Executive Management and the Board - exists to deliberate on and proffer recommendations that proactively address the impact of the pandemic or any possible disruptions to our operations.

**Directors:** Dr. E. Ndukwe, OFR (Chairman) \*Mr. F. Moolman (CEO) Mr. M. Kadri (CFO) Mr. M.K. Ahmad, OON Mr. M. Ajukwu Mr. A. Alli Dr. O. Johnson Mrs. I. M. Omoigui Okauru, MFR Mr. A.B. Mahmoud, SAN OON \*Mr. R. Gasant \*Mr. R. Mupita \*Mr. P. Norman \*\*Mr. J. Schulte-Bockum \*Mr. R. Shuter Mr. K. Toriola

**\*South African \*\*German**



MTN Nigeria has a plan which provides a guide to the Board, Executive Management and the Crisis Management Team in our response to the pandemic. This includes the implementation of precautionary measures for staff health and safety, deployment of measures to mitigate potential supply chain disruptions, strategic stakeholder engagement, enhancement of our network and IT systems and stress testing of business plans.

We have deployed telecommuting capabilities to enable remote working and access to the office platforms for all staff. This also includes tools for virtual meetings so that staff members can collaborate and meet with each other and external parties from the comfort and safety of their homes. Today, all meetings including Executive Management and Board meetings are conducted via virtual platforms.

Telecommunications has been categorized as an essential service by the Federal Government of Nigeria, therefore, we have prioritized all required actions to ensure network availability and improved customer experience in Nigeria.

MTN Nigeria, in collaboration with the Nigeria Centre for Disease Control (NCDC) has activated various channels of communication with key stakeholders to share and manage information about the COVID-19 pandemic. Sensitisation information targeted at staff, suppliers, customers, and the general public is disseminated via Emails, SMS, WhatsApp, and multimedia channels. We also have hotlines that our staff can utilise in the event of an emergency.

MTN Nigeria is also actively assessing the impact of the pandemic on the business from the macroeconomic standpoint, stemming from issues such as declining oil prices, foreign currency pressures and global supply chain disruptions. While it is uncertain how long the COVID-19 pandemic would last, we are working tirelessly to ensure the 'lights remain on' safely and responsibly for our staff and all stakeholders in our ecosystem, while responding to the emerging threats and changing priorities as they arise.

FOR MTN Nigeria Communications PLC.

A handwritten signature in black ink, appearing to read 'Cyril Moshe Ilok', written over a white background.

**Cyril Moshe Ilok**  
Chief Risk and Compliance Officer

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