




2018 CORPORATE SOCIAL RESPONSIBILITY REPORT



CONTENTS

In this document you will find details of our CSR activity in 2018. We have set these out in accordance with the four pillars of our CSR program:

-  **Ethics and Governance**
-  **People**
-  **Environment and Energy**
-  **Education and Empowerment**

CEO STATEMENT	01
OUR CSR STRATEGY	02
 ETHICS AND GOVERNANCE	
Our approach	02
Governance of sustainability	02
Human rights	02
Acting with integrity	02
Supplier compliance with ethics	02
 PEOPLE	
Our approach	04
Engaging our people	04
Training and development	04
Diversity and inclusion	04
Employees in the community	07
Health, Safety & Environment (HSE)	07
 ENVIRONMENT AND ENERGY	
Our approach	08
Managing environmental impacts	08
Energy and emissions	08
 EDUCATION AND EMPOWERMENT	
Our approach	11
Engaging with our communities	11
Improving education	11
Empowering people	12
KEY PERFORMANCE INDICATORS 2018	IBC

About IHS

IHS Towers is the largest independent tower operator in Europe, the Middle East and Africa by tower count and one of the largest independent multinational tower companies globally. Our operations currently span the African continent, bringing the power of mobile communications to millions of people in Nigeria, Cameroon, Côte d'Ivoire, Rwanda and Zambia. IHS Towers also announced an agreement in October 2017 to acquire Zain's towers in Kuwait, subject to certain regulatory and statutory approvals. IHS operates over 23,800 towers and directly employs approximately 2,000 people.

We aim to make a positive impact in the communities in which we operate by helping improve the quality and availability of communications infrastructure. Our investments help connect individuals, businesses and governments to each other and the world and help stimulate economic development in the countries in which we operate.

About this report

The 2018 IHS Towers CSR Report describes our corporate sustainability and responsibility activities and performance, focusing on our people, customers, suppliers and community members, and on projects and programs that address ethics, healthcare, education, economic empowerment, infrastructure development, environmental protection and green energy. The terms "IHS Towers", "IHS Group", "IHS" and "the Group" in this report refer to the entity IHS Holding Limited and its subsidiaries. The terms "we", "our" and "us" may refer to either IHS Holding Limited and/or one of our Group companies, depending on the context it is used in. This sustainability report covers the activities of IHS Group for the period 1 January 2018 to 31 December 2018.



CEO Statement

Acting responsibly and contributing to the communities where we operate are fundamental to our approach to business. As our Company grows and matures, so must our approach to managing Corporate Sustainability and Responsibility (CSR). We want to keep improving how we do things and positively impact the people and places we directly do business with and the broader ecosystem that we impact indirectly. This is part of who we are as a business and it serves us and our communities well.

Connecting communities

Education and economic empowerment lie at the heart of our community engagement and this approach is evident across the Group. In 2018, we undertook a rehabilitation project for the Mphango Primary School in Zambia as well as completed the refurbishment of the Queen Amina School for girls in Nigeria. Both of these projects improved the learning experience for hundreds of students while also highlighting the important issue of girls' education and empowerment. We have a number of higher education internship programs in Rwanda including with the Université Libre de Kigali and Carnegie Mellon University.

In Côte d'Ivoire, we are working to eliminate the barriers to women working in telecommunications through our support of internship opportunities and supporting adult education classes, specifically in support of women's literacy. In Cameroon, we have refurbished and equipped a new IT lab at the Lycée General Leclerc in Yaoundé. All of these efforts recognize the importance of education and empowerment.

Developing stronger systems

During the year, we have further embedded our CSR strategy and governance in the business through our CSR Framework. We strengthened overall coordination across the Group and enhanced oversight on individual and collective programs and have also increased focus on Health and Safety across the Group.

Our culture of learning, as embodied by the IHS Academy, our online training platform launched in 2017, has exceeded our expectations. With over 33,000 course completions, most IHS employees have taken advantage of having the ability to enhance or gain new skills. We will continue to expand this program over the coming years.

Committed to continuous improvement

With our four values of customer focus, innovation, integrity and boldness, we are committed to reflecting on our performance and strive for continuous improvement. While we have made excellent progress in many areas, we will continue to roll out training and support for our people. We will continue to assess how we can improve our green initiatives and whether there is more we can do to develop and support women leaders in our industry and in general.

As our business matures, so does our approach to managing CSR. In a world of such quick and constant change, it is increasingly important that we embed robust management systems, policies and best practices in our business. We made strong progress in 2018 and with the commitment and diligence of our people, I am confident we will continue to do so in 2019 and beyond.

Sam Darwish

Executive Vice Chairman and Group CEO

“These efforts will lead to more shared prosperity, stronger community relations and ultimately make us a better business.”

Our CSR strategy

The four pillars of our Group CSR strategy:



Ethics and Governance



People



Environment and Energy



Education and Empowerment

The strategy is at the core of our CSR Framework, which was formulated in 2017, and aims to align with principles embedded in international charters such as the United Nations' Sustainable Development Goals (SDGs).

Each year the IHS Towers in-country teams assess local community needs to help inform their respective (in-country) CSR programs. We seek to address key community needs related to ethics, healthcare, education, economic empowerment, infrastructure development and green power solutions. For each of these projects, clear actions and commitments have been developed to measure progress in the short and medium term. Going forward, we are seeking to standardize our approach, focus on local solutions and improve our data-gathering processes across all our countries of operation.



Our CSR strategy is designed to complement the SDGs and we evaluate on a regular basis that we are aligned with the relevant goals listed above.

Ethics and Governance



This section addresses the following SDGs:



Our approach

We are committed to high professional standards, with systems and processes in place designed to ensure compliance with anti-bribery, anti-corruption, anti-money laundering and sanctions laws.

Governance of sustainability

We subscribe to the principles of good governance, accountability and transparency to ensure thoughtful development, responsible management and effective implementation of these initiatives across our business. Board level oversight, a Group lead for CSR, and CSR management forums in each country combine our efforts across the Group. Our business impacts a variety of stakeholders and we recognize that we are accountable to them for our performance.

Human rights

IHS Towers conducts business in a manner that respects human rights and we support international efforts to promote and protect human rights. We organize regular worker-management communication in all our operating countries and we continue to commemorate Human Rights Day in our operating companies.

Acting with integrity

Our Executive Ethics and Compliance Committee reviews our ethical behavior and policy development and reports to the Board Ethics and Compliance Committee on a bi-annual basis. The objective of our CSR strategy is also to help build sustainable communities in areas around our tower sites by addressing key community needs related to ethics, healthcare, education, economic empowerment, infrastructure development and green power solutions.

We maintain a zero-tolerance policy on bribery and corruption for all our business dealings. Our IHS Group Code of Conduct, Vendor Code of Conduct and Whistleblowing policies emphasize our commitment to ethical standards, including compliance with anti-bribery, anti-corruption, anti-money laundering and sanctions laws.

2018 Actions:

We continue with our annual requirements for all staff, both new joiners and existing employees, to declare they have read and complied with our Code of Conduct. We have also introduced new online training modules in Anti-Money Laundering and Health and Safety.

Supplier compliance with ethics

IHS Towers integrates our high standards throughout our business and we monitor for abuses in our supply chain. We strive to work only with suppliers who share similar values and we are committed to safety, quality, ethics and compliance. Over the past two years, we have developed a comprehensive approach to procurement including supplier onboarding due diligence.

2018 Actions:

We have revised our Vendor Code of Conduct policy and have created a new online training module for suppliers which is planned to launch in 2019.

We are committed to improving and refining our procedures and systems and will continue to engage with industry bodies to make sure trends and emerging issues are addressed.

Case studies

Governance-related training has also been provided to employees across all our businesses; below are examples of how a number of our operations have supported these in 2018.

Promoting thought leadership on renewables

In Nigeria, we partnered with Thistle Praxis, a sustainability consultancy, to host the Sustainability Conversation VIII forum with the theme: "Mini-Grids, Bridging the Electricity Gap through Renewables".

The forum, held in September 2018 in Lagos, explored the possibilities around mini-grids, as an off-grid small-scale electricity generation solution, as well as highlighted gaps within the renewable energy sector.



Our collaboration with mini-grid developers is an example of our four pillar CSR strategy – by facilitating energy provisions to both rural and suburban communities and therefore enabling not only homes, but also schools, hospitals and businesses to function. The use of mini-grids also leads to a decrease in the use of less environmentally friendly energy sources.

Compliance training in Cameroon

As part of the Company's commitment to ethical business practices and standards, our Cameroon employees, in addition to those in other markets, have been required to complete a series of trainings focused on Anti-bribery, Information Security, Ethical Leadership and Anti-Money Laundering. Moreover, the Group compliance and local HR teams organized a road trip for interactive working sessions with field personnel (in all regions) on the Company's Code of Conduct and other policies.

Internal Audit Awareness initiative supported across our businesses

Our Côte d'Ivoire business lent its support to International Internal Audit Awareness month where auditors led sessions to explain the nature of their work and the relevance to all employees. This year, the theme was "BeAware" and the business took the opportunity to share with all IHS employees the relevant policies, processes and procedures as well as behavioral expectations they need to BeAware of.

The risk management, compliance, Human Resources and Health, Safety, Security and Environment teams worked alongside the internal audit team to convey their message.

Similarly, in Rwanda, in the past year we have extended relevant courses to more members of the management team and wider staff. The courses include Ethical Leadership, Anti-Money Laundering, Anti-Bribery, HSSE-protecting Pro-actively, Information Security, Internal Audit Awareness and Conflict of Interest followed by a declaration.

People



This section addresses the following SDGs:



Our approach

We aim to take care of our people through the promotion of an inclusive, safe working environment for our employees, our subcontractors and the communities we operate in.

Engaging our people

Employee engagement has a direct impact on the success of our business. We seek to foster a vibrant, innovative culture where employees feel valued and fulfilled. We run employee engagement surveys to monitor how our people are being impacted by the business. We pay close attention to our people's feedback – for example, one of our learnings from an earlier employee survey was that we needed to improve our Learning & Development Strategy, which we have continued to do year-on-year through the IHS Academy (see below).

Training and development

We believe in offering our people training and development opportunities that help them improve and learn new skills to feel fulfilled in their work and help meet their career goals.

Our career development process evaluates performance, identifies employee interests, strengths and aspirations, and sets a development path that enables our people to reach their goals. In 2017, we introduced the IHS Academy to make training and development easier and more accessible for our employees.

Diversity and inclusion

Everyone – regardless of gender, age, creed, religion, national origin or sexual orientation – deserves fair treatment in the workplace. IHS Towers promotes a working environment where employees treat one another with dignity and respect, and value the unique contributions of others.

Our Code of Conduct sets out our basic principles to govern how we treat our employees and how they treat one another, including the prohibition of discrimination and harassment. Creating an inclusive environment supports our ambition to see more women work in the telecommunications industry.

2018 Actions:

Throughout 2018, we implemented systems to monitor employee development and promote inter-office transfers when possible to help ensure a constant exchange of cultural awareness and learnings.





Case studies



Making training engaging and fun

The IHS Academy is an online platform for all our employees' learning and competency assessments. It offers tailored, accessible training to our staff. Content is offered across electronic devices and delivered in both English and French. "Gamification" elements make the learning more interesting and fun.

Since we launched the Academy, we have seen in excess of 33,000 course completions to date via the Academy. This is a huge testament to our people and the passion that we have for self-development and the culture of continuous learning. We now have over 1,200 e-learning modules, many of which are bespoke to IHS.



Valuing local heritage and culture

We recognize the importance of supporting diversity and inclusion in our communities. Each of our communities is unique and we aim both to minimize our impact and to support the preservation of cultural heritage.

In 2018, our Zambia team co-sponsored the annual thanksgiving ceremony held in February at Mtenguleni Village. The ceremony gives thanks for the first harvests of the season and it has a long history, passed-on to current generations by ancestors who originated from the Zulu culture. Supporting traditional ceremonies is important because they serve as a unifying factor and springboard for development for various rural areas. The proceeds of traditional ceremonies are used to develop the rural parts of Zambia through supporting specific programs such as investments into the construction of social infrastructure including roads, health centers and women's empowerment projects, as well as other initiatives, for example the eradication of early child marriages in rural areas, agriculture development and rural school support.

Providing a new recreational space "Green Park" in Côte d'Ivoire

In under-privileged areas of Abidjan, children lack clean space where they can play in a healthy environment, and they also do not have access to the internet which contributes further to social exclusion. Our Côte d'Ivoire business offered to partner with the Marcory Council on constructing a new recreational space for children. A site was identified in collaboration with the council and we have now installed a fully equipped new park. The team has created a green space with slides, benches and free wifi access in an area of 500 square meters.

Case studies

The fight against Malaria and HIV/AIDS in Cameroon

Appropriate and affordable healthcare remains an important challenge in Cameroon; especially for communities living in rural areas. These populations are devastated each year by malaria, HIV/AIDS and other illnesses because they are inaccessible, remote areas making it very difficult for people to receive quality care from medical practitioners. To contribute to efforts implemented by the Government, IHS Cameroon has organized several health campaigns throughout the nation including:

- Implementing a malaria campaign for more than 350 people in Birpondo, in East Cameroon. The campaign was designed to increase awareness of the disease, to diagnose patients, provide free medication and mosquito nets to community members who attended the event.
- Supporting 50 under-privileged children by paying for them to undergo biological monitoring in recognized institutions and centers in the Littoral region. These tests are critical in determining how to adjust their treatment but often they are not able to afford them, thus receiving sometimes unsuitable treatment.
- Sponsoring a team of medical practitioners to support communities living in remote areas. The team travelled to Bafunda village (West Region) to provide free medical check-ups, eye exams, prescription glasses, dental care and lab exams to over 600 people. The medical team also offered free cervical cancer exams to almost 40 women.

Providing Water and Food Centers in Ekiti, Kwara, Adamawa and Yobe States, Nigeria

In Nigeria, we commissioned and constructed two boreholes in Alore community, Kwara State and Ekiti State University in Ado Ekiti, Ekiti State as part of our commitment to community development. The water project will directly impact an estimated population of 1,000 people in Alore Community and 3,000 in Ado Ekiti.

IHS Nigeria successfully built two more Community Food Service Centers in Adamawa and Yobe State in order to aid the socio-economic revival of crisis ravaged communities in the north-east parts of Nigeria. We believe these facilities help feed over 20,000 people annually and provide training and employment for approximately 200 women.

Powering our communities

Access to electricity is a key development indicator, as electricity offers improved phone charging options, lighting, opportunities for learning and cooking capabilities, among other benefits. When IHS Towers began replacing old generators with cleaner burning models, we saw an opportunity to support the development of our local communities.

In 2016, IHS Nigeria commenced a partnership with SOS Children's Villages, a global charity supporting children without parental care and families at risk, with a donation of 11 refurbished generators across six locations throughout Nigeria. Since 2016, IHS has continued to support SOS Children's Villages with regular maintenance of the donated generators as well as supplying over 12,000 liters of diesel quarterly to SOS Children's Villages locations throughout Nigeria.

In 2018, we continued our focus on recycling old generators, wherever possible, across all our countries of operation. Instead of deconstructing them and recycling the parts, we donated the generators to schools, orphanages and hospitals where they could benefit the most vulnerable of our stakeholders: children and the sick or wounded. In 2018, under this initiative we donated over 60 recycled generators.

People

continued



This section addresses the following SDGs:



Employees in the community

We actively encourage our employees to volunteer locally. In 2017, we introduced our Employee Volunteering Framework (EVF) in Nigeria. The EVF outlines roles, responsibilities and processes that give structure and consistency to our volunteering initiatives and maximize their impact. Volunteering and community building programs go hand in hand. Community building initiatives help our employees see that when they work for us they become part of something bigger.

Regular employee feedback and input helps us determine project priorities and has shaped much of our community involvement initiatives.

2018 Actions:

In 2018, we had over 760 employees across our business participate in volunteering activities. A number of local volunteering programs targeted the health of remote communities in Cameroon and hygienic food preparation in Nigeria. Education and empowerment are also focus areas of our community building programs, and are highlighted on page 10.

Health, Safety & Environment (HSE)

We are committed to offering a safe working environment for our employees. In 2017, we introduced our HSE Policy that documents our commitment to ensure the occupational Health and Safety of our employees, contractors, visitors and the public.

We identify the key hazards and environmental aspects of our operations and provide training and communications to raise awareness. We also require our vendors and subcontractors to provide a safe working environment for their employees.

Investment in Health and Safety is a priority across the Group. We are working towards engaging all staff in Health and Safety and providing professional accreditations, including National Examination Board in Occupational Safety and Health (NEBOSH).

2018 Actions:

Training our employees in Health and Safety continued to be an important priority in 2018. We introduced an online HSE training module to help employees comply with best practice occupational Health and Safety. It teaches employees how to protect themselves, their workplace and their communities and offers an opportunity to review and commit to our HSE Policy.

We have strengthened our HSE management resources and processes. We have also improved our HSE monitoring framework and place more attention to root cause analysis and associated remediation.

Environment and Energy



This section addresses the following SDGs:



Our approach

Climate change is one of the biggest challenges facing the world today. We seek to understand, manage and minimize the environmental impact of our business and operations on our local communities and the wider environment. Our specific focus is on energy efficiency and carbon emissions reduction, waste management and enabling access to clean water.

Managing environmental impacts

IHS Towers seeks to protect the places where we work and the wider environment. We seek to understand the environmental impacts of our business and operations and this year we put in place systems, processes and standards that will help us to manage those impacts more responsibly.

We have organizational oversight of all Health, Safety and the Environment (HSE) efforts globally. To ensure our efforts are effective and tailored to the markets we operate in, we lead and manage all HSE programs locally with the support of HSE committees in each region. Our HSE policy encourages active involvement of our employees, partners and stakeholders in improving HSE throughout our business.

2018 Actions:

In 2018, we developed skills across the HSE department by training our teams in ISO 14001 “Environmental Management Systems”. We will use the new skill base to inform improvements to the Group’s environmental programs, policies and procedures and inspire innovation.

Energy and emissions

IHS Towers recognizes our responsibility in addressing climate change and we have set a path to reduce our use of fossil fuels by trying to implement efficiencies and increasing our use of renewable energy where possible.

2018 Actions:

We are embedding our environmental approaches throughout our business. We continue to focus on and monitor carbon emissions against a 2015 benchmark and we continue to deliver significant reductions.

Our sustainability agenda includes matters such as continued monitoring and reduction of CO₂ emissions, improved waste management, battery and generator recycling. We also continue to invest in ecofriendly power solutions across the Group including solar panels and deep cycle batteries.

In 2018, we sought to achieve energy efficiencies in the following ways:

- We added 494 solar panels to our towers so they now use hybrid technology for power.
- We invested \$48 million and installed 877 new towers in Nigeria that are powered only by our bespoke hybrid power systems including solar panels, generators and battery systems.
- Over 250 million kgs CO₂ were saved in 2018 in comparison to our 2015 benchmark when we saved over 20 million kgs¹.
- For our sites that still depend on diesel, we focused on switching older generators over to more modern and efficient models.

1. The figures are based on actual emissions plus calculated savings.



Case studies

Combatting Plastic Pollution in Nigeria

In support of the 2018 World Environment Day theme, “Beat Plastic Pollution”, IHS Nigeria has been tackling plastic pollution through a number of initiatives including:

- Holding internal awareness sessions at all regional offices and organizing for volunteers to clear plastic waste in their immediate surroundings.
- Introducing an internal plastic recycling scheme for employees.
- Partnering with the Nigeria Conservation Foundation (NCF), United Nations Information Centre (UNIC) and a number of corporations to host a symposium on World Environment Day, with the aim to curb plastic pollution.



EcoGeste in Cameroon

IHS Cameroon launched an initiative called “EcoGeste” which aims to increase children’s awareness of environmental issues and ways to adopt more environmentally friendly behaviors. The team organized an outing for children from SOS Children’s Villages to an Easter event in the city of Douala. This was an opportunity to reach out to almost 6,500 children (over three days) and to discuss topics such as deforestation, energy and water saving, waste disposal and plastic pollution.

Case studies

Investing in education in Nigeria and Zambia

Studies show that girls who do not attend school are more likely to get married younger, have less knowledge of family planning and have larger families. Meanwhile, a limited education may place a ceiling on a girl's ability to contribute to her family's economic security. In Nigeria, where it is reported that girls are less likely than boys to attend school, we identified an opportunity to contribute to the sustainable development of our local communities by making a positive difference to girls' education.

Queen Amina is an all-girls school located in Kaduna State, Northwest Nigeria. In 2017, IHS Towers embarked upon a works program which it completed in the first quarter of 2018 to rehabilitate Queen Amina, providing 2,900 students with a refreshed, conducive learning and teaching environment. Among the beneficiaries are 60 teaching staff who are now better equipped to deliver quality education to the girls at the school.

Our investment of \$1.5 million over two years is expected to see a return in improved exam results. Beyond improving facilities for the students at Queen Amina, our support has helped to raise the profile of girls' education in Nigeria.

Mphango Primary School is in Chongwe, a rural area just outside Lusaka in Zambia. The primary school caters for local children from the ages 7–20 years. It offers an invaluable opportunity for students to obtain an education and be better placed to take advantage of opportunities to better their lives and those of their families. The school was established in 1986 and has been reliant on Government and charitable funding to sustain operations. In 2018, IHS undertook the rehabilitation of various parts of the school, including the replacement of the roofs on two classroom blocks, the installation of hardwood doors, as well as the replacement and installation of windows and window frames on all the classrooms in the school. Classrooms were re-plastered and the teachers' offices were given a facelift. It is anticipated that the school will see a decrease in pupil dropout rates as students can now consistently attend lessons due to improved classroom infrastructure conditions. These factors should also help increase teacher retention which may also aid class performance.



Ensure education for all

Public education is free in Cameroon and significant efforts have been put in place to allow children to gain access to education. However, physical access (bad road conditions, isolated areas) is still a problem and there are many villages where children have to travel several kilometers to go to the closest school. In addition to the distance challenge in these areas, many schools are not equipped well enough to accommodate the demand; and even when the children are registered for public school and try to attend daily classes, extreme poverty makes it difficult for parents to buy school supplies.

IHS donated school supplies and furniture to the Ndog-Bessol Government Primary School in the Center Region. The School, located in an area where there is almost no grid coverage, received 40 school benches, and pupils/teachers were gifted backpacks, exercise books, pens, pencils and stationery.

Innovation Hub for Internally Displaced Children

Nigeria's economy is one of the fastest growing economies with the youngest population in Africa. We believe it is important that young people are encouraged to participate in technology education and training, leadership and innovation so they are well positioned to contribute to the economy. They could be involved in start-up tech firms that aim to create jobs and solve community problems.

IHS initiated and supported projects targeted at upscaling Nigerian youths in Science, Technology, Engineering and Maths (STEM). One such initiative is the establishment of the Innovation Hub at the Learning Center in Borno State which is one of the North East States affected by the nine years' insurgency crisis.

The Innovation Hub provides a platform to teach children, aged between 8–18 years from the Internally Displaced Persons camps, computer technological appreciation skills. Currently, over 320 children have been engaged with:

- Coding with the aid of the Robot Turtle Board game
- Robotics using the Edison Robot
- Learning to fly a drone
- The Rapid Typing Tutor software

Our support for the Hub is geared towards equipping and providing training to over 1,000 children from 2018–2020.

Education and Empowerment



This section addresses the following SDGs:



Our approach

IHS Towers is committed to being a powerful driver of social and economic change in our communities. By building strong relationships with and promoting the well-being of our local communities, we can make a positive difference to people's lives while maintaining our social license to operate. We believe that education is key to social and economic development and we concentrate many of our community building initiatives on strengthening local education systems.

Engaging with our communities

All our country operations develop local community programs based on an assessment of local needs, which is informed by ongoing engagement in our communities. These programs are signed off by the CEO in each country.

Each project or initiative is tracked by measuring project impact and performance against initial commitments. We continue to engage in partnerships and projects that address local development challenges and will be actively exploring opportunities to scale successful projects and increase the reach of our community building initiatives.

IHS Towers' education and empowerment strategy is focused on building strong education systems and prosperous and socially inclusive communities. The goal is to help local community members realize their potential principally through enhanced education systems as well as by supporting micro, small and medium-sized enterprises (SME) which develops skills and creates more job opportunities in our communities.

2018 Actions:

Aligning with IHS Towers' role in the telecommunications sector, in 2018, IHS Zambia co-sponsored the Zambia Information and Communication Technology Authority (ZICTA) Discussion Forum which shared valuable insights on "Big data for big impact" in honor of World Telecommunications and Information Society Day (WTISD).

In Nigeria, IHS Towers sought to build knowledge and raise awareness around CSR by hosting our second CSR review conference in conjunction with the sustainability consultancy, ThistlePraxis. Over 100 top sustainability and external relations experts and CSR professionals attended.

Improving education

We believe education is key to social and economic development, and feel a real difference can be made by helping young people enjoy an enhanced education which will hopefully lead to them securing better opportunities later in life.

IHS Towers supports continued growth in the education system and access to education. We aim to support strengthening local education through a variety of programs, focused on:

- Enhancing schoolchildren's skills
- Creating spaces that are better equipped for effective learning
- Breaking down barriers for disadvantaged children so they can access quality education.

2018 Actions:

In 2018, our iRead program in Nigeria used IHS Towers-provided Kindle Fire tablets to help improve vocabulary and foster a robust reading culture. iRead worked with students from schools in Lagos, Abuja and Kano across the year. In 2018, we also delivered for a second year our six-week Financial Literacy program, in partnership with Junior Achievement Nigeria, in primary schools in Lagos and Abuja. The program is designed to educate pupils on financial management and entrepreneurship skills and this year benefited over 300 students.

Our Skills for Life empowerment program aims to build capacity of youths in our local communities, improving their economic futures and quality of life for all. It is a vocational and entrepreneurial training program that affords youths with little or no access to formal education to acquire skills to earn a living. In 2018, we reached over 400 youths through the Skills for Life program and we are keen to increase that number in 2019.

Education and Empowerment

continued



This section addresses the following SDGs:



Empowering people

Our approach to trying to empower people in the communities where we operate is based on continuous stakeholder engagement, local skills development and job creation. By developing skills and creating local job opportunities, IHS Towers can facilitate people moving into decent and stable work, a strong indicator of a community's potential to develop sustainably.

Local jobs

As a Company committed to using business to enhance social and economic wellbeing, we strive to hire locally wherever appropriate, and develop local entrepreneurs and micro, small and medium-sized enterprises (SMEs).

We initiate and support investments that enhance digital access and inclusion, which connects people and businesses to entrepreneurial and professional opportunities. We also work to upskill our vendors to improve systems and processes and help young people improve their employability.

Local upskilling

We seek to identify gaps in our suppliers' internal processes so that we can provide support and training to upgrade and improve their systems.

Breaking gender barriers to careers in telecommunications

In keeping with the science and technology sector in general, the telecommunications industry has historically employed a higher percentage of men to women. As a Company that sees strength in diversity, we believe that telecommunications can benefit greatly from having more women in the workforce.

2018 Actions:

We equip entrepreneurs and SMEs with training, skills and resources that aim to help accelerate their growth into stable, sustainable businesses. For example, in 2018 we completed the pilot phase of our "Business Center Kiosks" concept in Nigeria. The kiosks function as business centers with computer, printer and web access, e-commerce training and a point of sales for FMCG products. In 2019, following the implementation of assessment recommendations, we will be rolling out the initiative more widely in Nigeria.

Case studies

Supporting adult education in Côte d'Ivoire

According to official figures, the literacy rate for women in Côte d'Ivoire is around 47%. To help improve these figures, we organized classes for 25 women in underprivileged areas over a nine-month period. The main purpose in organizing these courses was to enable these women to learn to read and write as well as numeracy. The benefits for those women taking part have included helping their children with their homework and starting a small business (for example selling fruit).

Sponsoring learning for bright minds

In 2018, IHS Rwanda renewed its commitment to support the First Lady Imbuto Foundation. We have funded scholarships for 100 children from poor backgrounds who showed strong academic potential and we made a commitment to diversify the program to include technology projects.

Our donation included funding for the Foundation's mentorship program and training for a number of IHS Towers staff to become Imbuto Foundation mentors. In addition, our Rwanda business provided internships to five engineering students from Université Libre de Kigali to work with our engineers on-site to gain hands-on, practical experience.



Key Performance Indicators 2018

ESG area	CSR pillar	Guideline	KPI	2017 data ²	2018 data
Environmental	Environment and Energy	We regard it as our duty to try and minimize the impact of our operations on the environment and to protect the places where we work, along with the wider environment.	<ul style="list-style-type: none"> – Approximate CO₂ emissions saved³ – Total number of batteries recycled⁴ – Batteries deployed 	Over 200m kg 13,683 16,323	Over 250m kg ⁵ 22,595 51,277
Social	People	We aim to take care of our employees through the promotion of an inclusive workplace culture and we focus on creating a safe working environment for the public and our subcontractors.	<ul style="list-style-type: none"> – Total number of employees – % female employees – % employee attrition – Total number of online compliance course completions⁶ – Overall learning and development course completions (via the IHS Academy) – Code of Conduct training completions for new joiners 	n/a n/a n/a 2,321 7,557 n/a	1,914 19.8% 9.45% 8,964 30,155 91.7%
	Education and Empowerment	Globally, education is the key to social and economic development and we concentrate many of our community building initiatives on strengthening local education.	<ul style="list-style-type: none"> – Total Community spend – Total number of donations under the Generator Recycling Program – Total number of CSR projects 	\$466,939 113 86	\$857,383 58 104
Governance	Ethics and Governance	We are committed to high professional standards and we have systems and processes in place designed to ensure compliance with anti-bribery, corruption, anti-money laundering and sanction laws.	<ul style="list-style-type: none"> – Total number of ABC training completions – Total number of AML training completions – Total of Information Security Management training completions – Total of HSE training completions – Total of Ethical Leadership training completions 	1,104 n/a 1,216 n/a n/a	1,773 221 1,782 1,742 546
		Our Board of Directors is comprised of a majority of Non-Executive Directors and provides oversight and strategic direction for the Group. The Board functions are supported by a number of committees including an Audit Committee.			

2. Our validation procedures have improved throughout 2018. Whilst we believe our 2017 numbers are robust they have not been subject to the same level of scrutiny as those from 2018.

3. Assumptions:

1. We have considered all towers where there have been diesel saving initiatives deployed which includes hybrid solutions, solar panels, efficient generators, new batteries, grid connections, etc.
2. Diesel saving is calculated as the diesel usage variation pre- and post- implementation (excluding incremental usage of new equipment if they have been deployed the same month of the measurement).
3. Some new towers (Build To Suit) have been included in the towers with diesel initiatives deployed, with usage pre-implementation assumed to be in line with the average of each country portfolio.
4. In Cameroon, Côte d'Ivoire, Rwanda and Zambia diesel savings are based upon actual usage (consumption), whereas in Nigeria it is based upon delivery to site (allocation).
4. Once batteries are deemed no longer powerful enough for IHS sites, they are sold for recycling or reuse to an appointed agent of a regulatory body or to an independent third party, depending on the market.
5. Compared to over 20 million kg CO₂ emissions saved in 2015 which was before the rollout of hybrid power systems.
6. This number includes the following courses: Anti-bribery, Information Security, Health, Safety and the Environment: Protecting Proactively, Ethical Leadership, Anti-money Laundering.

