Sustainability Report 2019

IHS
Towers of strength

Better connections. Better opportunities.

About this report

This report describes our Group-wide sustainability activities and performance. It focuses on the four key pillars of our strategic approach to sustainability which we outline on page 4 and details the metrics by which we measure our performance.

The report covers the activities of IHS Towers for the period 1 January 2019 to 31 December 2019. The terms 'we', 'our' and 'us' may refer to either IHS Towers (being IHS Holding Limited and its subsidiaries) and/or any member of the IHS Towers group, depending on the context.

Welcome from Group CEO

Sustainability is a major focus for IHS as we strive to be the world's best emerging markets shared telecommunications infrastructure company. We have a strategic vision to accelerate connectivity and stimulate growth, by entering new regions as well as broadening and deepening services in our existing markets. We are pursuing the latest innovations in infrastructure, hybrid power and connectivity, including fiber and data services. Acting responsibly is fundamental to our approach to business and essential to supporting the delivery of our growth agenda.

❝ Acting responsibly is fundamental to our approach to business. **❞**

Strategic objectives underpin our sustainability

Through our business model, we aim to make a positive impact in society and in promoting shared values. Our investment in telecom infrastructure aims to help connect individuals, businesses and communities to one another. As telecoms connectivity reaches more people, and is consumed in more diverse modes, it creates more jobs, and greater opportunities for people and businesses to thrive and prosper.

In addition to this inherent sustainability in our business model, we have a coherent strategy for further sustainable growth. This sustainability strategy is based on four pillars – Education & Economic Growth, Environment & Climate Change, Our People & Communities, and Ethics & Governance. More detail on each pillar is included in this report.

Focusing on the highest standards of governance

As our organization continues to grow, particularly given the rapidly developing regions in which we operate, it is imperative that we strive for the highest standards of corporate governance, professionalism and transparency. Every subject in this report is the responsibility of the Executive Committee and, ultimately, me, as Chairman and Group CEO.

To increase the transparency and scrutiny we apply to our reporting practices, for our 2019 report, PwC has conducted a limited assurance engagement under the ISAE 3000 Standard on the majority of our sustainability KPIs, see page 31 (KPI table). This is the first time we have sought third party verification, in line with best practice, and, where possible, we are keen to expand the scope of the review next year.

Supply chain and employee accountability

Key initiatives include our Code of Conduct, our Vendor Code of Conduct with accompanying online training, and our Group policies which we regularly review and, where appropriate, update (see pages 14 and 15). Maintaining a zero-tolerance approach towards unethical conduct is one of our highest priorities. This applies to our employees and to our vendors. We are vigilant and proactive in monitoring our vendors, aiming to help them adhere to ethical, health, safety, security, environmental and other applicable requirements.

The health and well-being of our employees is equally paramount and we continue to increase our focus on HSE throughout our operations. We have introduced the Perfect HSE Day concept, which drives a positive HSE culture by counting the number of incident-free 'perfect' days each month. In 2019, we have developed and deployed a new HSE incident management reporting system, and focused particularly on driver safety, leading to a reduction in road-traffic incidents (see page 28).

Sustainable partnerships for impact

In addition to the inherent benefit of connectivity for communities, we also continue to look for other ways we can contribute to the communities in which we are based, to help them excel. We are particularly proud of our new partnerships with UNICEF and USAID, which you can read about on page 29. For the benefit of society and our future workforce, we believe supporting education in the STEM subjects – Science, Technology, Engineering and Mathematics – to be a priority, and you can read about our programs on page 21.

In 2019, we made strong progress thanks to the commitment and hard work of our people. I am incredibly proud of all they have achieved. The initiatives I have mentioned above only scratch the surface of all we have accomplished during the year. I am confident we will continue to build on these achievements in 2020, and to support this, we are working towards introducing new sustainability frameworks including the Global Reporting Initiative (GRI) and the UN Global Compact, along with greater alignment to the UNSDGs, to help further improve and focus our sustainability strategy, performance and reporting.

Sam Darwish
Chairman and Group CEO

IHS Towers at a glance

Who we are

We are one of the largest independent owners, operators and developers of shared telecommunications infrastructure in the world, providing our customers, most of whom are leading MNOs, with critical infrastructure that facilitates mobile communications coverage and digital services for over 260 million people in our five emerging market countries.

Our operations currently span the African continent, bringing the power of mobile communications to millions of people in Cameroon, Côte d'Ivoire, Nigeria, Rwanda and Zambia. In 2017, we announced an agreement to acquire the towers in Kuwait of the Zain Group, a mobile telecommunications company based in the Middle East. In December 2019, we announced an agreement to acquire the infrastructure solutions provider Cell Site Solutions – Cessão De Infraestruturas S.A., based in São Paulo, Brazil. On completion of these transactions in early 2020, we will have approximately 28,000 towers in our portfolio, and span three continents.

Our range of services

IHS provides five different business models offering clients a wide range of services and options:

Colocation and lease agreement

Adding new customers, or new technology for current customers, to existing towers.

New sites

Constructing towers for our customers, handling every step from site analysis to commissioning.

Buy and lease-back

Acquiring an operators' towers and leasing back space, to free up their capital and provide best service and practices.

Inbuilding solutions/DAS

Connected solutions, creating better coverage for large buildings and infrastructure such as offices, hotels, shopping malls, stadiums, and transport systems.

Fiber to the tower

Dark and lit fiber solutions to support customers' digital strategies.
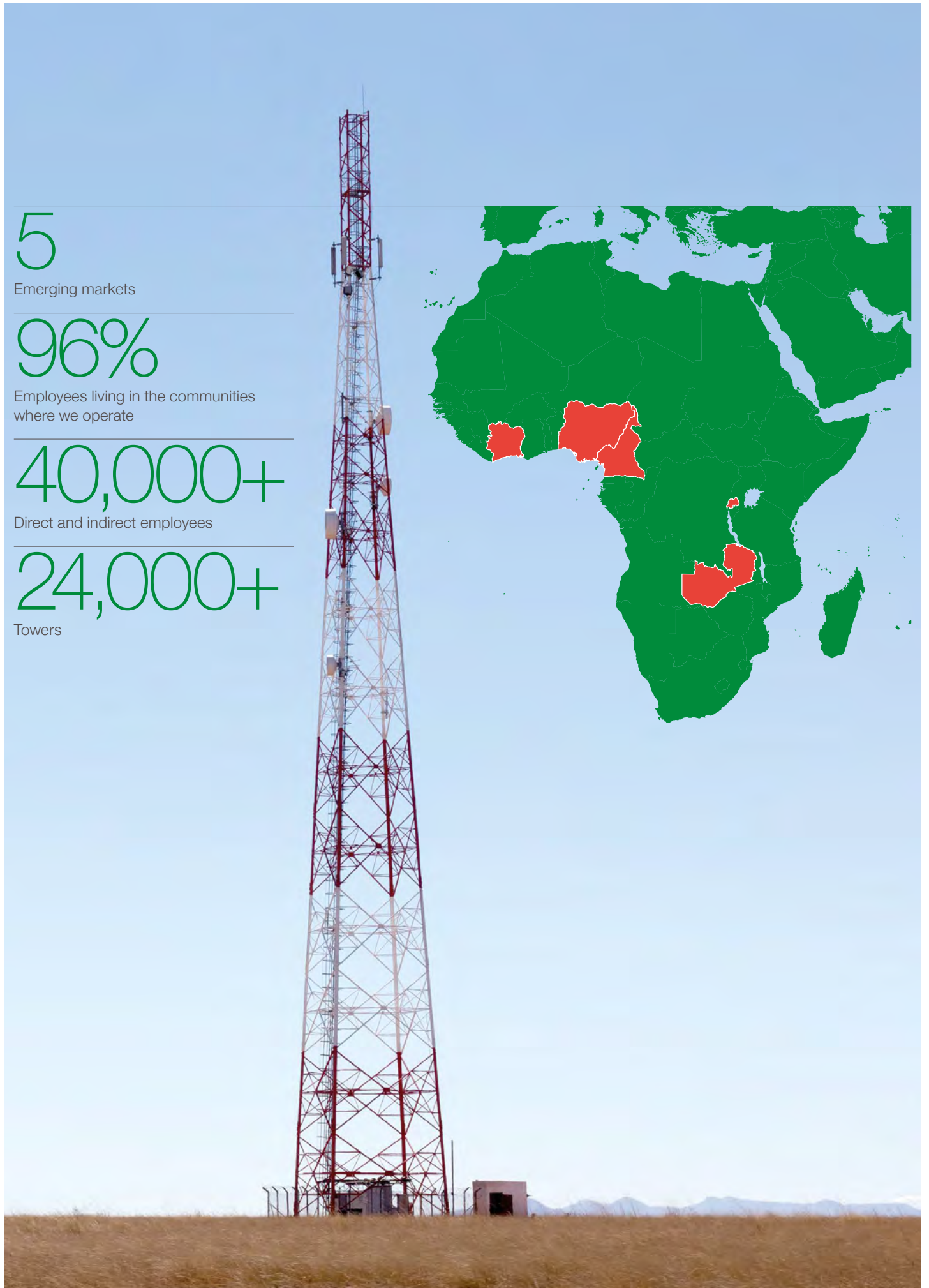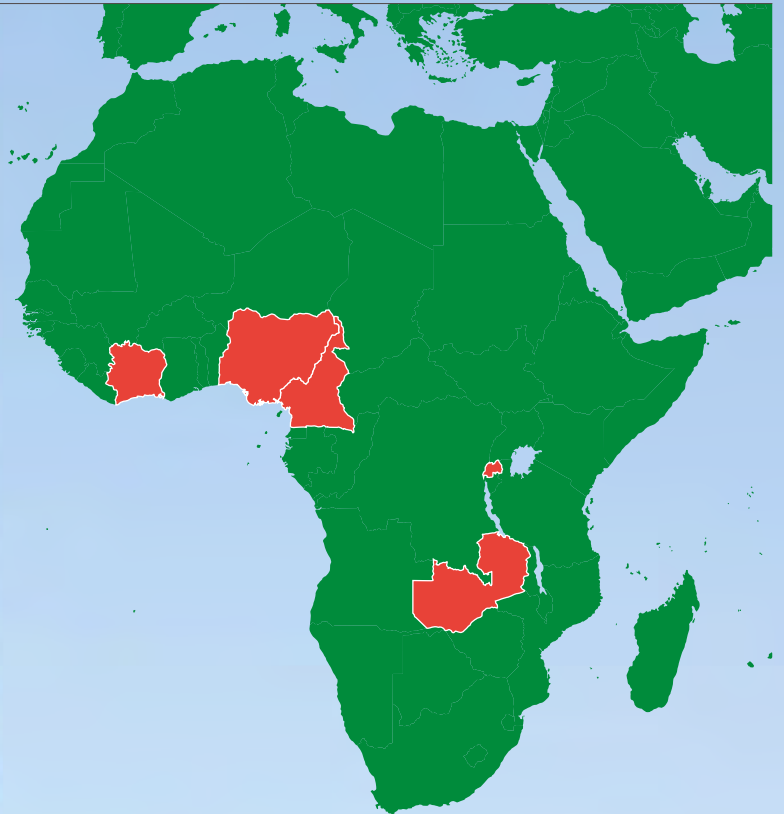
5
Emerging markets

96%
Employees living in the communities where we operate

40,000+
Direct and indirect employees

24,000+
Towers

18 years of success

Our business continues to grow providing telecommunications infrastructure to our customers and facilitating mobile communications coverage for over 260 million people across our footprint.

2001
Established in Nigeria, building telecom towers for MNOs.

2006
Expand to include maintenance services, now for 1,800 towers.

2009
Begin to own towers and lease to MNOs.

Our values

Our values form the bedrock of our operations and have sustained our international expansion.

Customer focus
– Understanding and exceeding our customers' needs
– Developing trusted, reliable and collaborative relationships
– Consistently operating to the highest standards of service and delivery

Integrity
– Being open and honest in everything we do
– Supporting financially and environmentally sustainable growth
– Making socially responsible decisions
– Treating stakeholders with respect

Innovation
– Constantly seeking new and improved ways to deliver our products and services
– Championing engineering and skills development
– Working to create a collaborative and supportive operating environment

Boldness
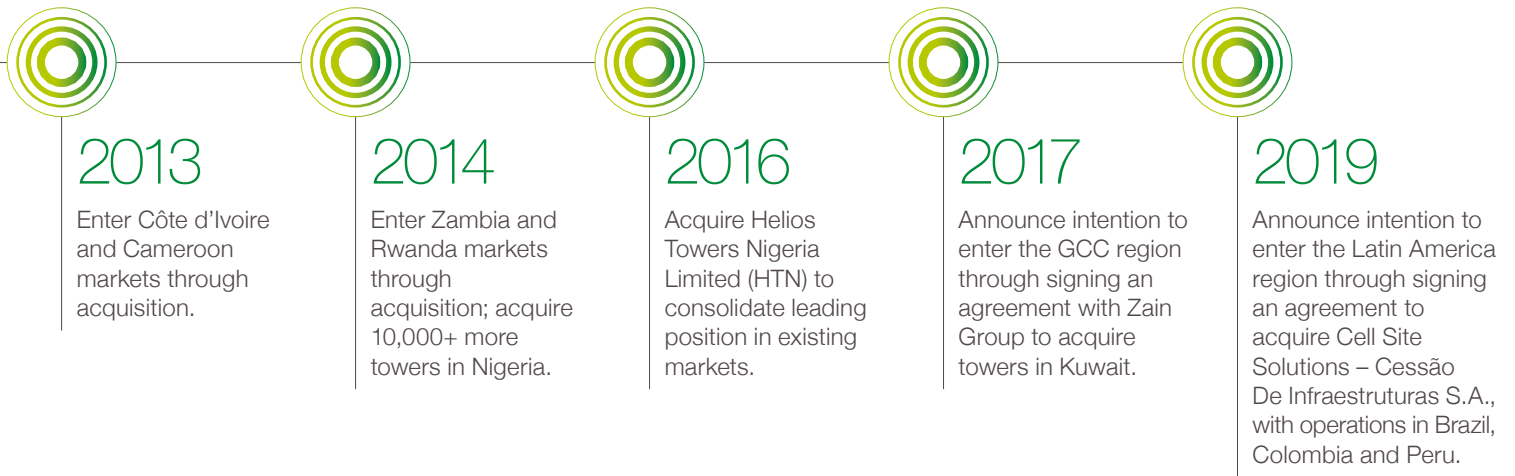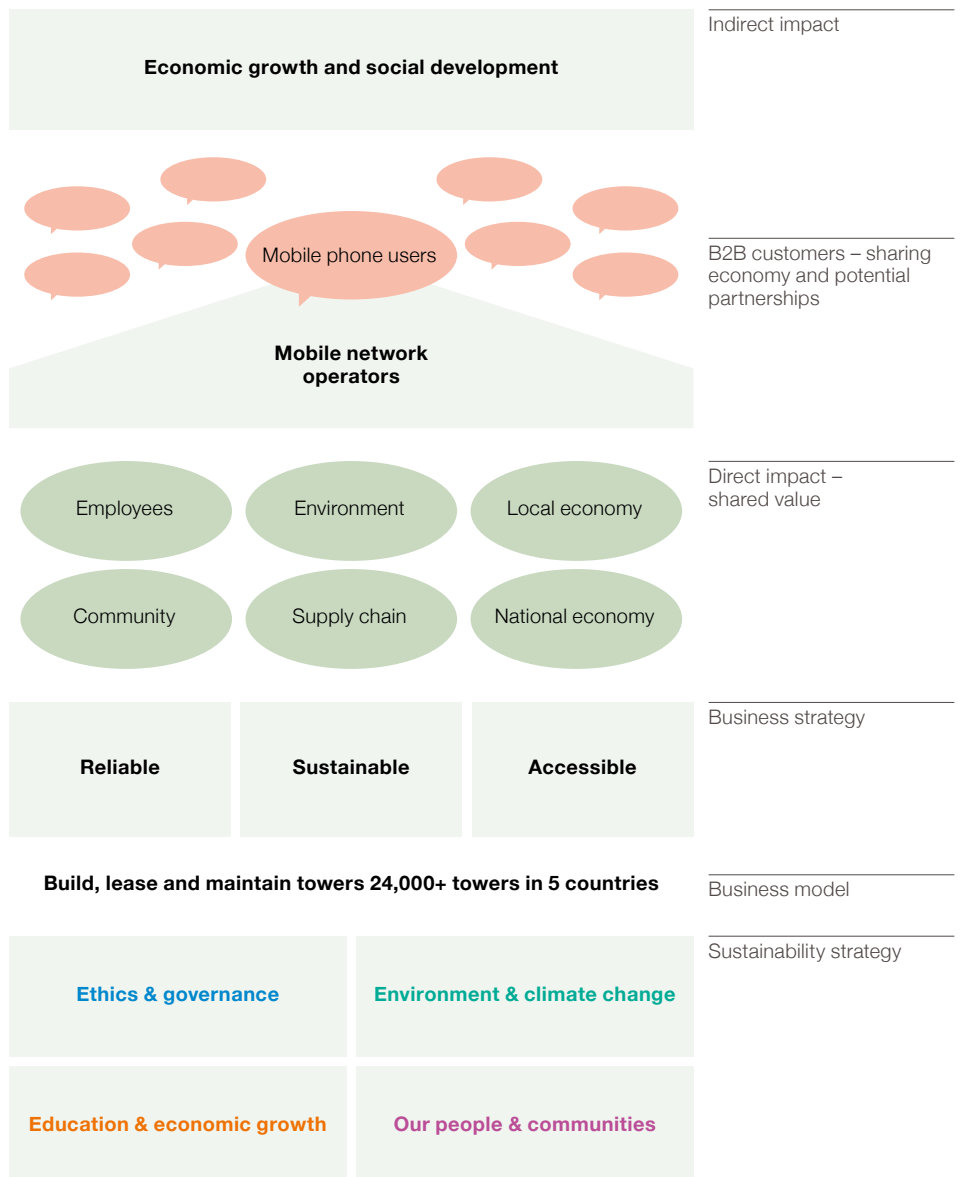– Being courageous in expanding existing markets and developing new ones
– Demonstrating robustness and thoroughness in our analysis and decision making
– Confidently pursuing appropriate financial opportunities
– Always being forward thinking and ambitious

2013
Enter Côte d'Ivoire and Cameroon markets through acquisition.

2014
Enter Zambia and Rwanda markets through acquisition; acquire 10,000+ more towers in Nigeria.

2016
Acquire Helios Towers Nigeria Limited (HTN) to consolidate leading position in existing markets.

2017
Announce intention to enter the GCC region through signing an agreement with Zain Group to acquire towers in Kuwait.

2019
Announce intention to enter the Latin America region through signing an agreement to acquire Cell Site Solutions – Cessão De Infraestruturas S.A., with operations in Brazil, Colombia and Peru.

Our value chain: the connectivity ripple effect

As telecoms connectivity reaches more and more people, it enables access to education, creates more jobs and more opportunities for shared prosperity, having a direct impact on multiple SDGs.

Economic growth and social development

Indirect impact

Mobile phone users

Mobile network operators

B2B customers – sharing economy and potential partnerships

| Employees | Environment | Local economy |
| Community | Supply chain | National economy |

Direct impact – shared value

| Reliable | Sustainable | Accessible |

Business strategy

Build, lease and maintain towers 24,000+ towers in 5 countries

Business model

Sustainability strategy

| **Ethics & governance** | **Environment & climate change** |
| **Education & economic growth** | **Our people & communities** |

Better connections. Better opportunities.

At IHS Towers, our vision is to help create a connected world, where telecommunications promotes continued economic growth and social development.

Our approach to sustainability

There are many advantages to living in a connected world. As telecoms connectivity gradually reaches more and more people, there is a ripple effect – a growing value chain where, as more individuals, businesses and communities make connections, more jobs are created, and there are more opportunities for people and businesses to thrive and prosper.

According to the 2019 GSMA Mobile Industry Impact Report:
– **1.4bn** people in emerging markets used mobile connections to improve their own or their children's education
– **1.3bn** people in emerging markets used mobile connections to access health services
– **1.1bn** people in emerging markets used mobile connections to access government services
– The number of people using smartphones in emerging markets is forecast to increase from 67% in 2019 to 70% in 2025, an additional 600 million people (source: GSMA Mobile Economy 2020 report)

At IHS Towers, we have a direct impact on enabling these better connections and the opportunities they create – a positive impact we are determined to accelerate.

We invest in networks – in purchasing, building, and maintaining telecom towers and fiber connectivity. We lease them to our customers, most of whom are leading mobile network operators, helping create a unique shared economy. We are providing the increased and improved infrastructure that enables all of these connections. And we are creating jobs.

Through our business model and sustainability strategy, we invest to ensure that as many people as possible gain the full benefits of mobile connectivity.

The impact connectivity has on the SDGs

A lack of information curtails development. Three years into the 2030 Agenda for Sustainable Development, according to a GSMA report, the mobile sector is increasing its impact across all 17 Sustainable Development Goals as a result of wider mobile reach and better networks.

According to GSMA:

Three industry-specific characteristics explain how mobile telecommunications continues to increase its contribution across all the SDGs:
– Deployment of infrastructure and networks
– Access and connectivity
– Enabling services and relevant content

Access to information has an impact in a number of different ways:
– Affordable and accessible educational content
– Provision of essential humanitarian assistance
– Mobile-enabled health, agriculture and utility services
– New business models, improved trade and enhanced productivity

And more urgency is needed, from governments, the mobile industry and other sectors, to:
– Accelerate mobile connectivity
– Connect the final one third of the global population
– Consider the SDGs when creating new solutions that address global societal and environmental challenges

The four pillars of our sustainability strategy

Aligning with the UN Sustainable Development Goals

The SDGs call for governments, business and society to 'end poverty and create a life of dignity and opportunity for all, within the boundaries of the planet.' We have identified 11 of the 17 SDGs to focus on, and we will be using these to inform future targets, so we can track and better measure our impact.

Ethics & governance

We strive to be a best-in-class responsible business, promoting the highest standards everywhere we operate. Our focus is on conducting business fairly and highlighting the sustainability agenda.

Our people & communities

We are building a diverse and inclusive workforce, and contributing to the success of the communities in which they live. Our focus is on helping our employees and communities thrive.

Environment & climate change

We look to minimize the impact of our operations and protect our shared environment by investing in more renewable energy sources such as solar and hybrid power systems. Our focus is on investment and innovation to create leading-edge engineering solutions and operational excellence, and to raise awareness of environmental issues.

Education & economic growth

We aim to enable mobile access, to help increase the number of people benefiting from connectivity. Our focus is on strengthening education opportunities and supporting the development of business and enterprise.

Managing sustainability at IHS Towers

Group Sustainability is overseen by the Executive Committee, which reports directly to our Board. Our local-entity CEOs approve programs in accordance with their local community needs, using the four pillars of the Group's sustainability strategy as the basis.
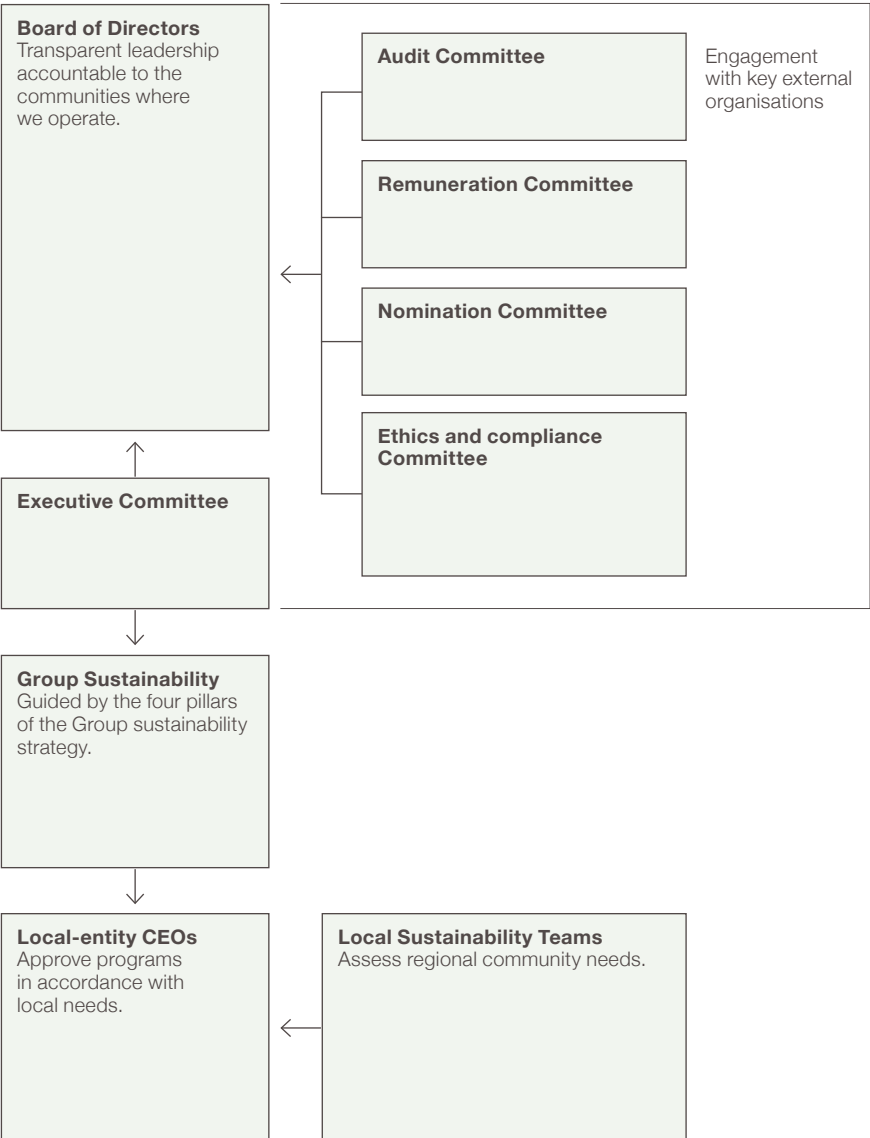
In terms of maintaining good corporate governance, in 2019, a number of our sub-committees started to undertake some of our governance. For example, the Audit Committee, Remuneration Committee, Nomination Committee and Ethics and Compliance Committee took on responsibility for monitoring the integrity of our financial statements, auditing, reviewing internal financial controls and key accounting policies, financial reporting judgements, ethical and compliance policies and procedures, facilitating succession planning and remuneration policies and practices.

In August 2019, we appointed two new non-executive directors to the Board. This further strengthens our corporate governance, providing the level of robustness required to pursue our sustainable growth strategy of enhancing telecommunications infrastructure in Africa and emerging markets beyond.

We review our Group sustainability strategy annually, and our local teams assess regional community needs to help inform the sustainability programs in their own countries. Each country endeavors to implement at least two programs for each pillar focused on local priorities. These are discussed with in-country management and relevant stakeholders as necessary, ahead of Group approval.

The Group Executive Committee receives reports on these programs and initiatives quarterly, and the Board is also updated regularly.

Sustainability Reporting Structure

Board of Directors
Transparent leadership accountable to the communities where we operate.

Audit Committee

Remuneration Committee

Nomination Committee

Ethics and compliance Committee

Engagement with key external organisations

Executive Committee

Group Sustainability
Guided by the four pillars of the Group sustainability strategy.

Local-entity CEOs
Approve programs in accordance with local needs.

Local Sustainability Teams
Assess regional community needs.

Transparency and disclosure are increasingly important to our stakeholders. To ensure we meet the highest standards, we are enhancing our sustainability metrics and working towards reporting in line with the GRI (Global Reporting Initiative). This will further evolve our sustainability strategy and create closer alignment with the SDGs.

Stakeholder engagement

The IHS team communicates regularly with regulators, government, shareholders, investors, bondholders, employees, customers, suppliers, industry bodies, host communities and the media as and when appropriate. We ensure we listen to all stakeholders, responding to their feedback and addressing any areas of concern, so we can align our business interests with their needs as appropriate.

IHS receives stakeholder feedback through several channels, including regular dialogue with shareholders, bondholders, and regulators, opinion surveys, consultations with customers and involvement in industry-wide discussions.

2019 Awards

IHS Nigeria, The SERAS CSR Awards, November 2019.

IHS Zambia, CSR Network Awards, December 2019.

IHS Cameroon, Cameroon Corporate Award, December 2019.

Strategic pillar

Ethics & governance

Promoting exceptional standards of governance wherever we operate.

We aim to be an exemplary responsible business, promoting exceptional standards of governance wherever we operate, and conducting our business to the highest ethical standards. We also promote sustainable development and the global sustainability agenda internally, within our sector and beyond.

Our approach

Strong governance is one of our greatest priorities, which is why we strive to align our processes with global best practices and highlight transparency as key to effective and sustainable governance.

To maintain the highest ethical standards, we operate various internal checks and balances. Our IHS Group Employee Code of Conduct, Vendor Code of Conduct and Whistleblowing and Non-Retaliation Policy, as well as our ABC policy, all underscore our zero-tolerance policy to bribery and corruption, and are designed to ensure that everyone who works at or with IHS, does so with integrity and accountability.

Under our Whistleblowing and Non-Retaliation Policy, covering issues such as ethics, health & safety and harassment, a dedicated service provider is available 24/7 for all employees, contractors or other third parties to anonymously report concerns. All cases are investigated, and actions taken as necessary, with escalation to the Audit Committee where appropriate, ensuring Board level oversight and accountability.

The IHS Internal Audit team regularly audits sustainability and compliance initiatives. A separate Compliance team is responsible for ensuring employees are aware of, and adhere to, various ethical policies including the provision of donations.

Highlights of the year

105
priority suppliers trained on our Vendor Code of Conduct

48
supplier audits undertaken
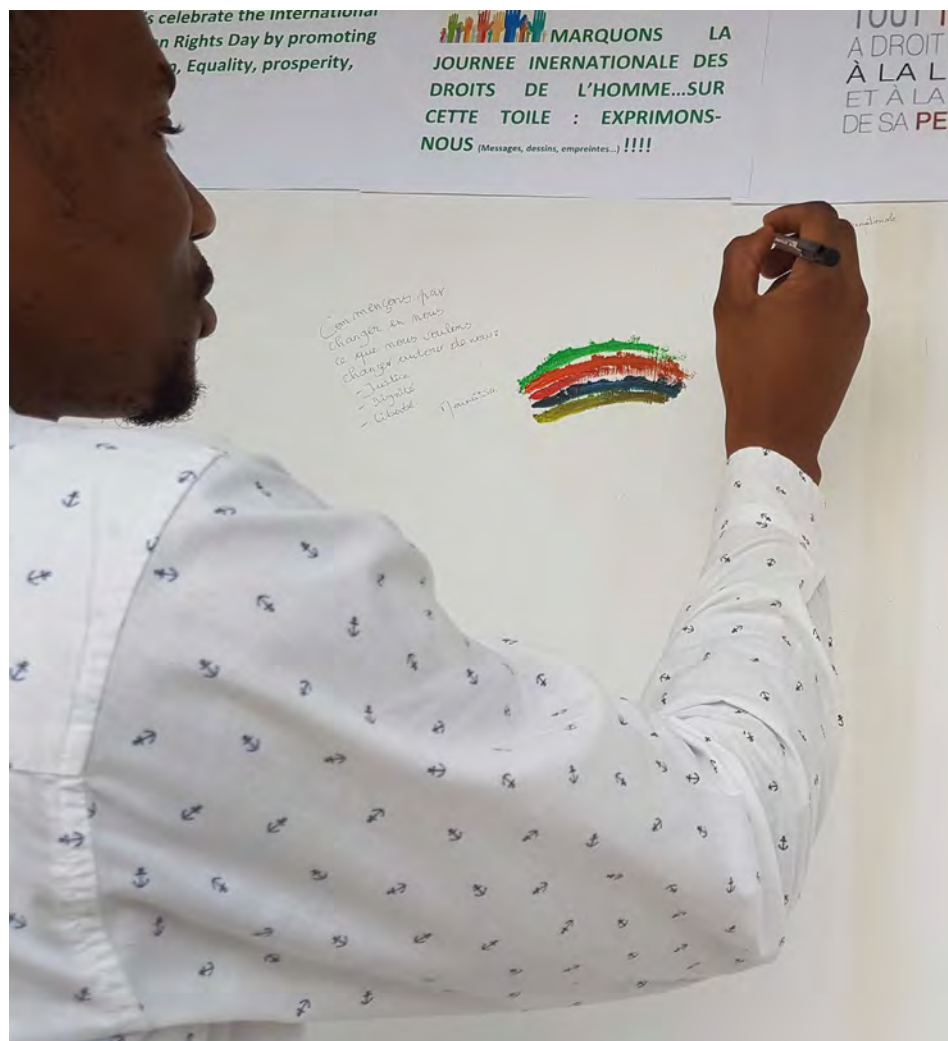
Strategic areas of focus

We focus on the following two areas of strategic importance:

Promoting fair business practices

Promoting sustainability

Relevant SDGs

Promoting fair business practices

Our responsibilities: We strive for the highest standards of integrity and accountability and aim to be an industry-leading responsible business.

A grounding in integrity

To help ensure our employees demonstrate our values, the IHS Academy – our online training platform of over 1,990 training courses and resources – includes modules relating to integrity, good governance and best practices within the telecoms sector. For new employees, mandatory courses include a Global Induction Program and our Code of Conduct.

The Code of Conduct covers our responsibilities:
– To co-workers, business partners and the company
– To the community
– In meeting our legal obligations

It also addresses important regulatory areas, including our zero-tolerance policy on bribery, corruption and money laundering, and our commitment to abide by all applicable import and export laws including economic sanctions.

Promoting sustainability

Our responsibilities: To promote responsible business and sustainable development internally, within our sector and beyond.

Advocating sustainable practices across Nigeria

In October 2019, IHS Nigeria sponsored the Power and Telecommunications Synergy Conference, attended by more than 500 people, with representatives from over 50 companies in the telecommunications and power sectors. The aim was to explore the benefits of integrating power solutions into the Nigerian Broadband Plan, and to bring about shared prosperity through the SDGs.

A key output of the conference was the creation of the Telecommunications Sustainability Working Group (TSWG), a collaborative effort to ensure sustainable practices recommended by the conference are implemented effectively across Nigeria. Members of the TSWG include internet providers, regulatory bodies and relevant non-government bodies from both the private and public sector.

In 2020, IHS will continue to take a leadership role in TSWG. The working group plans to: develop a sustainability guideline for the industry; engage with the Government at various levels by hosting ministerial dialogue; implement an advocacy event at the next IHS Telecoms and Power Conference; and publish an annual report that highlights the contribution of the telecommunications and technology industries to sustainable development goals.

Improved reporting

In Nigeria, several 2019 initiatives focused on sustainability reporting. Working with the Global Reporting Initiative, IHS Nigeria held a roundtable discussion on the SDGs for over 50 sustainability development

IHS Nigeria tower site.

practitioners, discussing how to improve disclosure, and the business case for advocating and addressing the SDGs.

Teaching the SDGs in Nigerian schools

Alongside the charitable organization WeforGood, 51 IHS employee volunteers ran a four-week teaching program for nearly one thousand junior secondary school students in Lagos. The sessions gave the students a thorough knowledge of the 17 SDGs and, at the end of the classes, the students were evaluated with an assessment-based questionnaire. The top-scoring students from each class were acknowledged in a prize-giving ceremony in July 2019.

Training secondary school girls in ICT/coding skills.

1,000
schools in Lagos received a four-week teaching program from IHS volunteers

Vendor Code of Conduct

We work closely with all our suppliers and explain from the outset our desire for rigorous standards. However, we acknowledge areas of improvement our vendors may have, and work to help them achieve the same high standards to which we hold ourselves accountable. Health and safety conditions are a typical example, where we have made a strong investment ourselves, and are now looking outwards to our vendors, focusing on helping them make improvements based on what we have learnt. We seek to set an example, to offer training and to share best practice.

In 2019, we launched a revised Vendor Code of Conduct, with a strong focus on HSE as well as best labor practices and behavior. We applied our new Vendor Code of Conduct to our supplier base during the year and provided training for the management teams of critical vendors across all five operating countries.

The Code is a comprehensive document, specific to vendors, and available on the IHS website. It lets suppliers know what we expect of them, in relation to ethics, compliance and safety. We have conducted supplier audits across all countries of operation, aiming to help suppliers comply with, and uphold, our high standards of integrity and ethics. We have also developed online HSE training material on our company-wide online training platform, the IHS Academy, to enable vendors to train their own staff. This supportive approach has been well received by vendors. Throughout 2020 and beyond, we will be further developing the Vendor Code of Conduct and HSE training and working with our vendors to conduct more 'train the trainer' sessions.

❚❚ We have developed online HSE training material in our company-wide online training platform, the IHS Academy, to enable vendors to train their own staff. **❚❚**

Strategic pillar

Environment & climate change

Minimizing the impact of our operations and protecting our shared environment.

This is one of the biggest challenges facing the world today and in recognition of this, we work hard to minimize the impact of our operations and protect our shared environment. Across our tower sites we deploy solar and hybrid power sources to reduce our CO_2 emissions and we continue to deploy the latest innovations to mitigate our environmental impact.

In addition, our in-country sustainability teams engage with local communities to raise awareness of environmental issues and ensure we work together to protect our local environments.

Our approach

According to research by McKinsey, Africa has ample resources for producing renewable energy, with an estimated 10 terawatts or more in potential overall capacity when solar is included. We strive to be at the forefront of developing renewable solutions for our towers and sites. We do this by investing in sustainable energy and engineering solutions and systems that help manage our environmental footprint more responsibly.

As we expand our global infrastructure portfolio, we will continue to pursue renewable energy solutions and reduce our dependence on diesel. We use solar energy, hybrid power systems and deep-cycle battery technology wherever possible.

In addition to energy efficiency and reducing carbon emissions, we also focus on managing waste, and enabling access to clean water through community-based borehole initiatives.

Highlights of the year

320m kg

We saved over approximately 320m kgs of CO_2 (2018: over 250m kg)

39,934

We recycled 39,934 batteries (2018: 22,595 batteries)

Strategic areas of focus

We focus on the following two areas of strategic importance:

Resource efficiency

Respecting our shared environment

Relevant SDGs

| 7 AFFORDABLE AND CLEAN ENERGY | 11 SUSTAINABLE CITIES AND COMMUNITIES | 13 CLIMATE ACTION |

Resource efficiency

Our responsibilities: We are making significant investments in innovative technologies that help reduce carbon emissions and noise pollution.

Investing in resource efficiency

In recent years, we have invested over $600 million across the Group in new green energy and hybrid solutions. Throughout 2019, new initiatives included hybrid solar solutions, hydromix solutions, increased connections to the grid where possible, new direct current generators and innovative energy storage mechanisms and batteries. Our local Chief Technical Officers manage these new projects in each country, and they are reviewed by the Executive CAPEX Committee. We track energy and CO_2 savings at both a local and Group level.

We have also developed cutting-edge Network Operating Centers to monitor our tower sites for power, access and diesel supply, in real time, to ensure our diesel deliveries are as efficient as possible. We have integrated image processing artificial intelligence and battery trackers into our remote monitoring systems and have deployed LPG generators to help further reduce CO_2 emissions. We are also working to deploy new bespoke batteries from one of the world's most innovative battery producers to help decrease our generator running times.

A community renewable energy initiative

As part of our commitment to reducing greenhouse gas emissions, IHS Nigeria helped construct a bio-digester gas plant at the Ikorodu Mini Abattoir in Lagos State. The project entailed the development and maintenance of a 20 cubic-meter anaerobic digester system. This converts biomass (abattoir waste) to renewable natural gas, electricity and heat. As an energy source with no carbon footprint, it helps mitigate the negative impacts of climate change. Its main beneficiaries include local farmers and low-income households. The plant, supported by our implementing partners, Friends of The Environment, was opened in July 2019.

Respecting our shared environment

Our responsibilities: It is our duty to minimize the impact our operations have on our shared environment, to safeguard the wellbeing of our communities and to protect the wider world. We also work to help raise awareness of environmental issues within our local communities.

Improving environmental understanding in Cameroon

In recent years, Cameroon has made great efforts to align its environmental protection laws with worldwide requirements. However, it has not always been easy to communicate its laws and regulations on sustainable development in a way that makes it practical for the end user to implement. Therefore, the Ministry of Environment, Protection of Nature and Sustainable Development (MINEPDED) brought together all environmental laws into a single document. Following its publication, our Sustainability team organized a full-day workshop led by the MINEPDED for IHS employees, sub-contractors and business partners. It gave all participants a much-appreciated opportunity to review the environmental regulations applied to the telecommunications industry, and to receive feedback from the Ministry on optimal solutions for IHS Cameroon. Recommendations made by the Ministry included environmental audits on IHS facilities either as a strategic evaluation or evaluation by agro-ecological zone. In terms of waste removal and management,

suppliers and other third parties should be approved by the Ministry and should IHS purchase refrigeration equipment it must be free from unauthorized gas – CFCs and HCFCs are prohibited in Cameroon. During the workshop, a total of 14 recommendations were made. IHS Cameroon is fully committed to each of these and is on track to complete by Q3 2020.

Environmental activities on World Environment Day

Each year, we celebrate the UN World Environment Day on 5 June. For 2019, IHS Nigeria ran an employee education program on tackling air pollution, and how to conserve the environment. We also organize country-wide tree planting initiatives across the majority of IHS entities, in-line with national programs. In addition, to promote good health and strengthen relations within our communities, IHS employees regularly clean up local operating environments. For extra impact, we run these programs on World Environment Day across all operations. In addition to our immediate environment, we also address other areas such as internally displaced persons' camps.

Cleaning up for commemoration

In Rwanda, our quarterly Umuganda initiative – an environmental clean-up – focuses on improving the natural environment in the Gasabo District of Kigali. In 2019, IHS staff helped local community members clean up an area that included the memorial center, in preparation for the 25th Genocide commemoration ceremony.

IHS Cameroon plants trees for World Environment Day.

Strategic pillar

Education & economic growth

Strengthening education opportunities and supporting the development of business and enterprise.

We aim to enable mobile access, to help increase the number of people benefiting from the learning opportunities connectivity brings. Our focus is on strengthening education opportunities and supporting the development of business and enterprise.

Our approach

We believe education is key to social and economic development and we concentrate many of our community-building initiatives on strengthening local education systems. Through our commitment to education we aim to cultivate the next generation of problem-solvers and support the development of small and large businesses. Science, technology, engineering and mathematics (STEM) is the primary focus of our programs. The importance to future prosperity of teaching STEM subjects is well documented, and we have made great strides towards improving access to these subjects. Through connectivity and our support of entrepreneurs, we are providing the tools to help local businesses start up.

Highlights of the year

6,500+

visitors to our new business center kiosk in Kaduna

4,500+

pupils and teachers across Nigeria attending classes from our Mission-T program

Strategic areas of focus

We focus on the following two areas of strategic importance:

Creating lifelong learning opportunities

Helping businesses succeed

Relevant SDGs

Creating lifelong learning opportunities

Our responsibilities: In tandem with improving mobile connectivity using our business model, we create and manage educational programs so people can take advantage of the opportunities connectivity creates.

Promoting STEM initiatives with younger students

In Nigeria, we initiated the Mission-T Program, working with TechQuest, to improve ICT education and participation. We hosted the Technovation Exhibition in Onikan, Lagos, in support of our initiative to improve the teaching of STEM in secondary schools in Nigeria. The event also launched the IHS STEM app for secondary schools which features 65 interactive modules on the Nigerian ICT, Robotics and Coding curricula. Alongside this, the program has implemented teacher training, classroom teaching and 3D-printing classes for the benefit of over 4,500 pupils and teachers in Oyo, Rivers and Kano states.

In Nigeria, we also supported International Day for Women and Girls in Science on 11 February, by organizing a science fair for young girls in three areas – Engineering & Robotics, Coding & Programming and Basic Science. It included practical lessons and experiments designed to demystify science and stimulate interest in it. We also ran career talks and visits to IHS base stations for various communities across the country. Over 178 students participated in the programs.

In April, the Zambia team worked with the national regulator, government ministries and the UN Development Program to organize an event engaging over 200 young women in ICT. In Côte d'Ivoire, we officially opened the IT Lab at Monga Orphanage, donating computers and installing internet access for the orphanage's 100 children. The aim is to help generate more interest in STEM fields and create the next generation of technology leaders. While in Zambia, female engineers from IHS visited local secondary schools to present talks on the importance of STEM subjects and the related career opportunities for women.

Supporting STEM in higher education

We strive to deepen individuals' specialist knowledge by working with local universities and other higher education institutions. In Cameroon, we sponsored professional internships for four students from Douala University to spend two months gaining field and office experience with the Power Engineering department. We also invited 12 female students from Douala University to visit the Network Operating Center and participate in a discussion forum with IHS staff. In addition, two engineering students from Ngaoundere University joined IHS for a two-month professional internship. In 2020, IHS Cameroon plans to expand this program from six to ten annual interns.

University interns receive 'on-the-job' training.

In Abidjan, Côte d'Ivoire, we donated five computers to Babi Lab Coding School, which teaches valuable ICT and coding skills to approximately 100 people, aged 16 to 24, from underprivileged communities.

In Rwanda, in collaboration with LEAPR, a community of scientists and technologists, we launched the Space and Telecom Fellowship Program. Under this program, IHS covered the costs for 25 students to spend September in our Kigali office gaining practical work experience while helping develop a passion for telecoms and ICT. In Nigeria, we ran a series of events in Lagos, Abuja and Kano focused on how to create a female talent pipeline for growth in the STEM sectors. While in Zambia, we made a donation to upgrade ICT facilities at the School of Engineering, University of Zambia, to help 100 students pursue their STEM education with the latest equipment and facilities.

Helping businesses succeed

Our responsibilities: By improving the connectivity of businesses, we're enabling their start-up and development. Through a range of programs, we further support and train entrepreneurs, enabling them to successfully run their ventures.

Supporting local enterprise

In 2018, IHS Nigeria donated a business center kiosk to a local women's association to run. This is in addition to the kiosk operated via Babban Gona's 'Last Mile' farmers' program in Kaduna. Since the kiosks opened in April 2018, they have matured into one-stop shops for goods and mobile services, providing access to competitively priced consumer goods, free mobile charging and internet services, while reducing travel costs for residents.

The kiosks enjoy sustained patronage from the local community, and sales volumes have risen steadily each quarter, demonstrating their commercial potential. By 31 December 2019, they had attracted over $40,000 in revenue for local entrepreneurs, with an average visit of 116 people per day.

More importantly, the initiative provides additional means of enhancing the livelihoods of its operators in a mainly rural environment. The benefits are two-fold: helping rural entrepreneurs set up a business, and retaining the income earned within the local economy.

We intend to build on this successful initiative by creating a new enhanced model that has more impact and achieves more value for communities. The improvements include developing new kiosks to run on solar power, and in 2020 we are exploring new kiosk partnerships to roll this initiative out across the country more broadly.

ICT Hubs and tech support

IHS Nigeria supported the KAD-ICT Hub in hosting the 2019 Kaduna ICT festival, one of the largest STEM programs for students and teachers in northern Nigeria. Over 700 people attended, including secondary and university students. We awarded winners of the school innovation competition computers and school supplies.

The Hub serves local and multinational companies who outsource their tech support. It also provides a space for young Nigerians to develop tech start-ups with reduced overhead costs.

700+

people attended the 2019 Kaduna ICT festival, supported by IHS Nigeria

Mission-T Program deliver ICT teacher training.

Our people & communities

Promoting an inclusive work environment and the wellbeing of the local communities where we operate.

We are building a diverse and inclusive workforce, currently around 2,000 strong, and strive to create a safe and healthy working environment for them. Our primary focus is on helping those employees to thrive and contributing to the long-term success of the communities in which they live.

Our approach

According to Gallup, 89% of workers at companies that support wellbeing initiatives are more likely to excel and recommend their company as a good place to work. As such, our focus will always be on helping our employees. And as 96% of our employees live in the communities where we operate, we are also helping their communities to thrive. The HR Director in each country ensures consistency in our approach to employee wellbeing and how we apply Group policies. They report to the Group HR Director who is a member of the IHS Executive Committee. We manage HSE through the Operations team, who focus on ensuring day-to-day activities uphold the highest levels of HSE best practice. As an example, in Nigeria, our new road safety, driver education, incentive and training initiatives have helped reduce staff and contractor road accidents from 36 reported in 2018 to 24 in 2019 (see page 28 for more information).

Highlights of the year

1,513
Health, Safety and Environment (HSE) training completions

91%
on-time incident reporting in Q3, rising from 46% in Q1 of 2019

Strategic areas of focus

We focus on the following two areas of strategic importance:

Creating an exemplary workforce

Building strong communities

Relevant SDGs

3 GOOD HEALTH AND WELL-BEING

4 QUALITY EDUCATION

5 GENDER EQUALITY

8 DECENT WORK AND ECONOMIC GROWTH

10 REDUCED INEQUALITIES

11 SUSTAINABLE CITIES AND COMMUNITIES

13 CLIMATE ACTION

Creating an exemplary workforce

Our responsibilities: By providing a safe and healthy working environment, and developing a performance culture for learning, we create opportunities for our people and their communities to prosper.

Reducing road traffic incidents

There are approximately 250,000 extra vehicles added to Nigerian roads each year but with disproportionately low spending on road infrastructure. And with approximately 3.3 million kilometers driven by IHS staff and contractors each month, road traffic incidents unfortunately occur. To reduce the number of accidents, we've set higher standards, trained staff in defensive driving, installed telematics in vehicles, and introduced driver observation cards and reward schemes. This has greatly improved driving safety in Nigeria, with a consequent reduction in accidents. We are also working with the Nigerian Traffic Office on a nationwide road safety campaign for children.

Increased training

Driven by the Perfect HSE Day initiative, we curated a collection of 15 courses designed to inform and engage employees around important HSE topics. These were rolled out in Q4 to all Nigerian employees as training assignments, supported by accompanying communications e.g. emails and posters in the office. From rollout to the end of the year, 900 employees took at least one of these 15 courses, totalling 6,915 course completions (recorded as part of our overall learning and development courses completions. We've also introduced specific HSE training for selected suppliers, raising the profile of safety throughout the supply chain.

Running safe, secure tower sites.

Leadership and management

It is vital for company leadership to demonstrate its full commitment to HSE compliance and set the right 'tone from the top'. At IHS, personal messages from the Group CEO, the Nigeria CEO and other senior executives have reinforced the safety message and resonated with employees and contractors. For the day-to-day management of HSE issues, we've introduced a new HSE management system, and completed and published our new HSE manual, which is in line with ISO45001. This will act as a roadmap for all IHS markets to progress to full ISO45001 accreditation.

To underline the general improvement in HSE culture, on-time incident reporting started at 46% in Q1 of 2019 but by Q3 had risen to 91%.

Contractor engagement is seen as a vital part of driving a positive HSE culture through the entire IHS supply chain and takes place at top management level as well as through their dedicated HSE Managers. Key initiatives on driving safety, electrical safety, waste disposal and environmental compliance, and personal protective equipment (PPE) have been rolled out with PPE usage also being enforced in real time using motion detection cameras on IHS sites.

A positive approach to HSE

It is our duty to keep everybody safe and healthy at work and in our communities, to ensure they go home unharmed from a day's employment. We also endeavor to take steps to ensure we leave our local environment in the same, if not better, condition as when we arrived. As such, HSE has been a major focus for us in 2019.

Improving the everyday safety culture
The goal at the start of 2019 was to capture the hearts and minds of our workforce. In effect, to establish a culture throughout the business where we look after ourselves, our colleagues, our environment and the communities in which we operate. To do this, we created the Perfect HSE Day initiative.

Given the nature of our business, we face hazards daily – road traffic, falls from height or falling objects, and electrical safety. A 'Perfect HSE Day' is one with no recordable incidents or illnesses, no road traffic incidents and no significant environmental spills. It's a positive approach where we can tally up the perfect days, rather than look negatively at numbers of incidents. And with each perfect day, we can say 'why not every day'?

We launched the campaign across Nigeria, our largest and therefore most hazardous environment, with awards and recognition programs, local HSE champions and internal communications including videos and posters. We also issued STOP work cards to all IHS field personnel and main contractor staff, encouraging them to stop and report any safety concerns.

Some of the benefits include higher employee morale and engagement, and less incident-related absenteeism.

The Perfect HSE Day is one with no recordable incidents or illnesses, no road traffic incidents and no significant environmental spills.

Looking forward to 2020

It's clear from our work that a good HSE culture can also improve business performance, but culture change takes time, and perseverance. With that in mind, we are rolling out our key initiatives across Cameroon, Côte d'Ivoire, Rwanda and Zambia – including the Perfect HSE Day campaign, the HSE manual and its online training, and the Group HSE management system. Together, these are the key to the consistency needed to achieve ISO 45001 accreditation across the Group and to play a leading HSE role in the countries in which we operate.

Ultimately, our aim is to create an interdependent workforce and supply chain that looks out for itself and our communities.

Improving the safety and security of our people and assets is critical to the success of IHS, and in keeping our customers network at the highest operational level for the benefit of businesses and communities. For example, in Nigeria, this is being improved using motion detection cameras and artificial intelligence to identify when non-authorized personnel are present on IHS sites. This technology is supplemented using Rapid Response Teams who are mobilized to intervene on unlawful acts of theft or vandalism throughout Nigeria. This latest initiative is also backed up by continuing community relations in the areas in which we operate.

Promoting employee health

Employee health and well-being is of paramount importance to us. In Zambia, on World Cancer Day, we hosted a health awareness day for all staff in Lusaka addressing cancer and lifestyle diseases. The event included providing testing options for blood pressure, sugar-levels and eyesight, as well as HIV testing and counselling. We also made off-site cervical and prostate cancer tests available.

Promoting diversity

All countries lent their support for International Women's Day on 8 March. In Nigeria, we co-hosted a Women in Leadership conference attended by over 200 aspiring young female leaders. In Côte d'Ivoire, we organized a forum for around thirty women from IHS and other telecoms companies, with a theme of 'Balance for Better'. In 2020, we are launching a Group-wide mentoring program for our female colleagues, to further enhance their professional development and ensure there are no limitations to how far they can progress at IHS. We will not tolerate discrimination, bullying or harassment. We value the opinions of all employees and conduct a regular, anonymous employee engagement survey.

Our STOP work cards to encourage safety concern reporting.

The IHS Academy

The IHS Academy – our online training platform of training courses and resources, celebrated its second anniversary in 2019. The platform helps us maintain a culture of continual learning and everyday development for all direct, and some indirect, IHS employees. There are over 1,990 courses available, many of which have been designed specifically for IHS, and employees have completed over 40,000 courses. In 2019, we launched the Personal Development Plan, which enables employees to create personalized learning plans.

The most popular IHS Academy courses for 2019, included:

806
people trained in
Developing Team Objectives

737
people trained in an
Introduction to Health & Safety

731
people trained in an
Electricity Safety Module

721
people trained in an
Fire Safety Module

Building strong communities

Our responsibilities: The wellbeing of the communities within which we operate is a key priority, and we have developed sustainability programs that aim to improve the daily lives of those within our communities.

Creating partnerships to support community programs

In August 2019, with a view to focusing on longer-term programs, IHS Nigeria and UNICEF worked together on the Child Friendly Communities Initiative, a program encompassing health, well-being and education. The Nigeria Sustainability team also established a partnership with USAID (the US Agency for International Development), making a financial donation to support the purchase of more than 60,000 HIV test kits to advance ongoing HIV/AIDS awareness, prevention, and management activities in Bayelsa State, Nigeria.

" Without more sustained and stepped-up actions, 650 million people will still be left without access to electricity in 2030. Nine out of 10 of them will be living in sub-Saharan Africa. "

World Health Organization

IHS Cameroon donates refurbished generator to Hôpital Le Beni.

Generating power in local communities

Access to electricity is a key development indicator as, among other benefits, it offers improved lighting to support emergency health procedures in hospitals, and enables schools, orphanages and other institutions to offer sustainable learning opportunities. In 2016, we launched our Group-wide Generator Recycling Program which helps serve a community and reduce the number of generators sent to landfill. Whenever we upgrade a hybrid power site, we donate working generators to institutions in need, such as schools, orphanages, NGOs, hospitals and community centers. In 2019, we donated a total of 46 generators across all our markets. Since the program started, we have donated over 263 generators, helping organizations support community members throughout our five countries of operation.

Providing access to clean water

We work closely with local community leaders and authorities to provide a reliable water supply to the communities surrounding our towers. In Zambia, we ran a two-phase borehole drilling project which created boreholes in ten rural communities, providing a safe, clean water supply to over 10,000 people. In Côte d'Ivoire, we donated and installed water pipes in the village of Ziplignan, 350km from Abidjan. We were able to connect the village to the water supply of a nearby village, providing the 6,500 inhabitants with their first constant water supply.

Enhancing health provision

In rural areas in emerging markets, a significant proportion of people's health remains at risk due to the widespread lack of access to primary healthcare. Our Nigeria and Cameroon teams support medical outreaches in several remote communities through our mobile health clinic, Wellness-On-Wheels, also known as WoW. The program helps create awareness about preventable diseases and family planning. It also provides immunization, malaria diagnosis and treatment, HIV counselling and testing, tuberculosis testing, and diarrhea (safe water) services to communities that are hard to reach or have limited medical services. In 2019, over 2,000 people benefited from WoW health services in Nigeria and Cameroon.

Each year we commemorate the United Nations World Malaria Day on 25 April. Across all markets in 2019, teams organized donations of mosquito nets and repellent to underprivileged communities and ran country-wide awareness campaigns.

In Cameroon, we organized a free medical clinic in the North Region offering medical check-ups, eye exams, prescription glasses, dental care and lab exams to 782 people. We also provided kits to 25 expectant mothers. These contain mosquito nets, malaria medication, prenatal vitamins, newborn clothing and accessories. Groups of IHS employees also visited orphanages and social centers, taking donations such as non-perishable goods, food, clothes, medication, as well as a financial contribution from the company.

In Côte d'Ivoire, we organized a blood donation day in February, in conjunction with a blood transfusion center and some of our subcontractors, resulting in the collection of 86 blood packets. In Zambia, we provided support to the traditional annual Ncwala ceremony of the Ngoni people of Eastern Province, which brings together the entire community in a thanksgiving celebration. To commemorate the 25th anniversary of the Genocide Against Tutsi, Rwanda staff visited a memorial site in Ntarama, Eastern Province and volunteered their time to rebuild parts of the local community.

In Nigeria, we have provided funding to the Bakhita Villa Project Lagos, designed to provide counselling and vocational training for female victims of human trafficking returning to the country.

Key Performance Indicators 2019

ESG category	Sustainability pillar	Guidance	KPI	2018	2019
Environmental	**Environment & climate change**	We look to minimize the impact of our operations and protect our shared environment by investing in more renewable energy sources such as solar and hybrid power systems.	– CO_2 emissions savings[1]	Over 250m kg	320m kg
			– Diesel consumption (litres)	N/A	285,748,110
			– Total number of batteries recycled	22,595	39,934[A]
			– Total number of batteries deployed	51,277	103,986[A]
Social	**Our people & communities**	We are building a diverse and inclusive workforce, and contributing to the success of the communities they live in.	– Total number of employees[2]	1,914	1,807[A]
			– Female employees (%)	20%	19%[A]
			– Employee attrition (%)	9%	9%[A]
			– Overall learning and development courses completions (via the IHS Academy)	30,155	40,075[A]
			– Code of Conduct training completions (%)	92%	85%[A]
			– Total number of donations under the Generator Recycling Program	58	46[A]
	Education & economic growth	We aim to enable mobile access, to help increase the number of people benefiting from connectivity.	– Total sustainability spend ($)	$857,383	$1,005,332[A]
			– Total number of sustainability initiatives	104	119[A]
	Ethics & compliance	We strive to be a best-in-class responsible business, promoting the highest standards everywhere we operate.	– Total number of Anti-Bribery and Corruption (ABC) training completions	1,773	1,823[A]
			– Total number of Anti-Money Laundering (AML) training completions[3]	221	N/A
			– Total number of Information Security Management training completions[4]	1,782	N/A
			– Total number of Health, Safety and Environment (HSE) training completions	1,742	1,513[A]
			– Total of Ethical Leadership training completions[5]	546	N/A
Governance			– Female board members (%)	N/A	17%[A]
			– Board committees		The Board of Directors has established a number of Committees to facilitate the efficient and effective execution of its duties, including an Audit Committee, Remuneration Committee, Nomination Committee and Ethics and Compliance Committee.

Independent Limited Assurance Report to the Directors of IHS Holding Limited

The Board of Directors of IHS Holding Limited (IHS) engaged us to provide limited assurance on the information described below and set out in IHS's Sustainability Report 2019 for the year ended 31 December 2019.

pwc

Our conclusion
Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Selected Information for the year ended 31 December 2019 has not been prepared, in all material respects, in accordance with the Reporting Criteria.

This conclusion is to be read in the context of what we say in the remainder of our report.

Selected Information
The scope of our work was limited to assurance over the information marked with the symbol 'A' in IHS's Sustainability Report 2019 (the 'Selected Information'). The Selected Information and the Reporting Criteria against which it was assessed are summarised in the table below. Our assurance does not extend to information in respect of earlier periods or to any other information included in IHS's Sustainability Report 2019.

Professional standards applied and level of assurance
We performed a limited assurance engagement in accordance with International Standard on Assurance Engagements 3000 (Revised) 'Assurance Engagements other than Audits or Reviews of Historical Financial Information', issued by the International Auditing and Assurance Standards Board. The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

Selected information	Total
Total number of batteries deployed	103,986
Total number of batteries recycled	39,934
Total number of employees	1,807
Female employees (%)	19
Employee attrition (%)	9
Total sustainability spend ($)	1,005,332
Total number of sustainability initiatives	119
Total number of donations under the Generator Recycling Program	46
Overall learning and development courses completions (via the IHS Academy)	40,075
Code of Conduct training completions (%)	85
Total number of Anti-Bribery and Corruption (ABC) training completions	1,823
Total number of Health, Safety and Environment (HSE) training completions	1,513
Female board members (%)	17

Our independence and quality control

We complied with the Institute of Chartered Accountants in England and Wales (ICAEW) Code of Ethics, which includes independence and other requirements founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour, and which is at least as demanding as Part A and Part B of the IESBA Code of Ethics. We apply International Standard on Quality Control (UK) 1 and accordingly maintain a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements. Our work was carried out by an independent team with experience in sustainability reporting and assurance.

Understanding reporting and measurement methodologies

The Selected Information needs to be read and understood together with the Reporting Criteria (IHS's 2019 Reporting Principles, Criteria and Methodologies that can be found at https://www.ihstowers.com/sustainability/[i]), which IHS is solely responsible for selecting and applying. The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measurement techniques and can affect comparability between entities and over time.

The Reporting Criteria used for the reporting of the Selected Information are as at 31 December 2019.

Work done

We are required to plan and perform our work in order to consider the risk of material misstatement of the Selected Information. In doing so, we:
– made enquiries of IHS's management, including the sustainability team and those with responsibility for sustainability management and group sustainability reporting;
– evaluated the design and operation of the processes and controls in place for managing, recording and reporting the Selected Information, including controls over third party information (if applicable) and performing walkthroughs to confirm our understanding;
– assessed the risks that the Selected Information may be materially misstated and determined the nature, timing and extent of further procedures;
– performed limited substantive testing on a selective basis of the Selected Information to check that data had been appropriately measured, recorded, collated and reported; and
– considered the disclosure and presentation of the Selected Information.

IHS's responsibilities

The Directors of IHS are responsible for:
– designing, implementing and maintaining internal controls over information relevant to the preparation of the Selected Information that is free from material misstatement, whether due to fraud or error;
– establishing objective Reporting Criteria for preparing the Selected Information;
– measuring and reporting the Selected Information based on the Reporting Criteria; and
– the content of the Sustainability Report 2019.

Our responsibilities

We are responsible for:
– planning and performing the engagement to obtain limited assurance about whether the Selected Information is free from material misstatement, whether due to fraud or error;
– forming an independent conclusion, based on the procedures we have performed and the evidence we have obtained; and
– reporting our conclusion to the Directors of IHS.

This report, including our conclusions, has been prepared solely for the Board of Directors of IHS in accordance with the agreement between us, to assist the Directors in reporting IHS's sustainability performance and activities. We permit this report to be disclosed in the Sustainability Report 2019 for the year ended 31 December 2019 at https://www.ihstowers.com/sustainability/[i], to assist the Directors in responding to their governance responsibilities by obtaining an independent assurance report in connection with the Selected Information. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Board of Directors and IHS for our work or this report except where terms are expressly agreed between us in writing.

PricewaterhouseCoopers LLP

PricewaterhouseCoopers LLP
Chartered Accountants
London
31 July 2020

i The maintenance and integrity of IHS's website is the responsibility of the Directors; the work carried out by us does not involve consideration of these matters and, accordingly, we accept no responsibility for any changes that may have occurred to the reported Selected Information or Reporting Criteria when presented on IHS's website.