



MTN Nigeria Communications PLC

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## Employee Services Policy

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## DOCUMENT CONTROL SHEET

### DOCUMENT HISTORY

Version	Date	Details
1.0	March 2023	<p>Consolidation and optimization of the following documents into one.</p> <ul style="list-style-type: none"><li>• Staff Confirmation Policy</li><li>• Allocation and Retrieval of Tools of Trade Policy</li><li>• MTNN Employee Voice and Data Benefit policy</li><li>• MTN Business Card Policy</li><li>• Employee File Archiving Policy</li><li>• Immigration Policy</li></ul>

### DISTRIBUTION LIST

All MTNN Staff

## APPROVAL PAGE

### Declaration:

The following sign-off represents agreement to the contents of this document,  
All signatories of this document must ensure that their team abides with it until it is superseded by another version

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## MAINTENANCE AND APPROVAL OF POLICY

1. The Employee Services Unit of the HR Division will update this document as circumstances demand, subject to approval of the Chief Human Resources Officer.
2. Non-compliance with this document may be grounds for disciplinary action as defined in the MTNN Disciplinary Policy.

## POLICY SUMMARY

Below is a summary of the policies outlined in this document:

- I. All new employees shall serve a probationary period of six months.
- II. Tool-of-trade items shall be allocated and retrieved from staff in line with set guidelines
- III. All MTN employees shall receive one voice and data SIM cards at no cost.
- IV. All permanent employees are eligible to request for MTN Business Cards to meet business needs.
- V. All employees during their employment with MTNN shall have an employee record file that will be paper based with an electronic backup.
- VI. The Immigration Unit of the Human Resources Division is responsible for all immigration issues relating to MTN staff.

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## 1. INTRODUCTION

This document captures the policies, processes, and procedures employed by MTN Nigeria Communications PLC in the immigration services rendered by MTNN immigration unit; confirmation process for new hires and other employee; ensuring appropriate tool-of-trade items are issued to new/eligible employees upon resumption and facilitate quick employee set-up-time; ensuring that confidential information is accessible only to applicable employees through the various rights and permission given by the IT team; ensuring that tool-of-trade items issued to employees are retrieved upon exit from the Company; providing eligibility guidelines for MTNN Voice and Data benefits; providing clarification on the approval channels for obtaining Voice and Data benefits; management and maintenance of MTNN employee files to ensure completeness and consistency; as well as ensuring that the processes are equitably and fairly administered.

## 2. EMPLOYEE CONFIRMATION

This section seeks to ensure consistency in the implementation of the confirmation process for new hires, and all relevant stakeholders involved in the confirmation process are required to adopt and implement its provisions in evaluating new employees' performance.

### 2.1 Policy Statement

- 2.1.1 Where the employee's job performance during this period is unsatisfactory, the employee's probationary period will be extended for a period not exceeding three months, after which the employment will be terminated on the grounds of poor performance.
- 2.1.2 All new employee appointments will be confirmed in line with the rating scale provided in Section 2.3 below.
- 2.1.3 The outcome of the confirmation process will be categorised as follows:
  - I. **Not Achieved:** Do not Confirm.
  - II. **Partly Achieved:** Defer for three months following which another evaluation is conducted
  - III. **Achieved:** Confirm.
  - IV. **Achieved More Than Required:** Confirm.
  - V. **Exceed Targets:** Confirm.
- 2.1.4 The mandatory requirement for the confirmation of an employee's appointment includes receipt of satisfactory references from the immediate past employer, academic referees, and personal referees (where applicable).
- 2.1.5 An employee's conduct whilst on probation will also be considered during the confirmation process, in line with MTN's Disciplinary process.
- 2.1.6 Employee's credentials (first degree and NYSC) will be verified as part of the confirmation process. In addition, where a second degree is indicated as a mandatory requirement for a job, the second degree will also be verified as part of the confirmation process.

- 2.1.7 During the probation period, employees will receive monthly status updates on the progress of their previous employer reference and credential verification to enable them follow up, where applicable.
- 2.1.8 Where an employee's verification status is unsatisfactory, the employee will be given a maximum of 2 months from the date the feedback is received, to engage the relevant institution for resolution.
- 2.1.9 Where a resolution is reached within the 2-month period, the confirmation process will proceed subject to receipt of satisfactory verification status from the vendor.
- 2.1.10 Where verification status is unsatisfactory and the employee is unable to fulfil the requirements in clause 2.1.9 above, the employee's contract of employment will be terminated.
- 2.1.11 Where an employee has not completed the six months probationary period and needs to proceed on leave, any outstanding probationary period will be completed on resumption from the approved leave. The confirmation due date will be extended to accommodate the approved leave period.
- 2.1.12 Line Managers must draw up a performance improvement plan (PIP) for any employee whose probation period is to be extended for three months due to unsatisfactory performance; and this will form the basis for the final review.

## 2.2 Roles and Responsibilities

- 2.2.1 Employees are required to operate at the level required for the job and maintain that level of performance throughout the probationary period and during their stay at MTN.
- 2.2.2 The Administrator, HR Records is required to ensure proper and complete documentation of employee's record for filing and for verification purposes.
- 2.2.3 The HR Business Partner is required to review confirmation workflow and ensure correctness, completeness and provide feedback where applicable to the line.



- 2.2.4 The Line Manager ("**Rater**") is accountable for providing ratings based on employee's performance during the probationary period and include corresponding comments. S/he is also accountable for ensuring that new employees are confirmed as and when due.
- 2.2.5 The Line Manager's Manager ("**Reviewer**") is required to review the Line Manager's Manager comments and ratings for concurrence.
- 2.2.6 Where an employee within job levels 1 to 3H reports directly to a Level 5 (Executive), employee's Line Manager shall action the workflow both as Rater and Reviewer.
- 2.2.7 The Manager, Industrial Relations and Support Services will confirm to Employee Services Team if there is any infraction recorded for the employee during the probationary period.
- 2.2.8 The Senior Manager, Employee Services will review and approve workflows for employees from Level 1-3, General Manager, HR Operations will approve for employees for Level 3H while the Chief Human Resources Officer will approve workflows for employees on Levels 4 - 6.
- 2.2.9 The Manager, Employee Services is accountable for the efficient and effective completion of the staff confirmation process.

## 2.3 Performance Confirmation Matrix

The confirmation matrix is a rating scale to assist Line Managers in arriving at a decision after assessing an employee on the Confirmation Evaluation Form. The total score will guide employee eligibility for confirmation or otherwise.

Supervisory and Non- Supervisory Employee Rating Scale

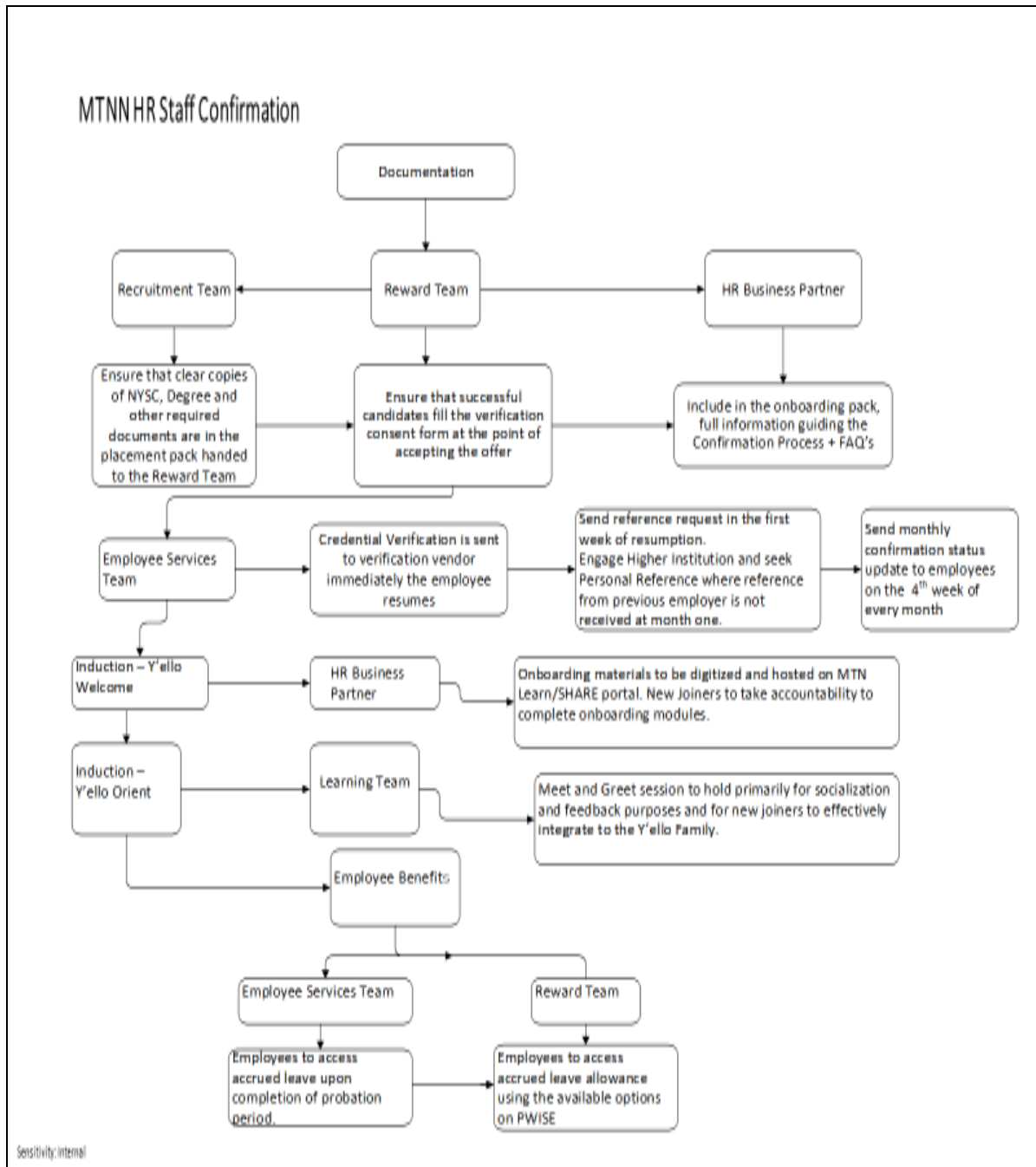
Actual Test Scores and Percentage				Scale	Recommendation
Non-Supervisory		Supervisory			
Score	Percentage	Score	Percentage		
0-20	0% - 39.99%	0-28	0% - 39.99%	Not Achieved	Do not confirm
21-31	40% - 59.99%	29-43	40% - 59.99%	Partly Achieved	Defer for three months following which another evaluation is conducted
32-36	60% -	44-50	60% -	Achieved	Confirm

	69.99%		69.99%		
37-41	70% - 79.99%	51-57	70% - 79.99%	Achieved more than required	Confirm
42-52	80% - 100%	58-72	80%-100%	Exceed Target	Confirm

**Note: Pass mark is 60%**

Employees who achieve 60% percent and above will be confirmed subject to successfully meeting all relevant criteria with regards to disciplinary conduct and receipt of appropriate references and valid credentials. Employees who achieve between 40% - 59.99% percent will have their probationary period extended by three months and will be re-assessed upon completion of the extended three months period. Employees who achieve between 0% - 39.99% will have their contract terminated.

## 2.4 Cross Functional Diagram



## 2.5 Employees Confirmation Processes

S/N	Task	Action	Responsible	Accountable	Consulted	Informed
1	Identification, Documentation & verification	Identify all new permanent employees and ensure that all documents required for verification are available	HR Administrator, Records	HR Administrator, Records	Line Manager, Verification Vendor	HRBP
		Send copies of Degree and NYSC certificates to Verification Vendor for credential verification	HR Administrator, Records	Verification Vendor	Verification Vendor	HRBP
		Send reference request to employee's immediate past employer	HR Administrator, Records	HR Administrator, Records	Employee's previous employer	HRBP
		Notify employee of reference letter and credential verification status last week of every month	HR Administrator, Records	Analyst, HCM	Verification Vendor	Employee
2	Assessment of Performance During Probation Period  (Refer to Appendix for Workflow chart)	Initiate Confirmation Workflow on MTNN Share Portal.	HR Administrator, Records	HR Administrator, Records	HCM Analyst	HRBP
		Confirm any ongoing/pending investigations	HR Administrator, Records	Manager, Industrial Relations and Support Services	Manager, Industrial Relations and Support Services	HRBP
		Evaluate new employee's performance	Rater, Reviewer,	Rater, Reviewer,	HRAR, Analyst HCM	HRBP
		Further reviews/Inputs	HRBP, HRAR, SMES, GM HR OPS, CHRO	HRBP, HRAR, SMES, GM HR OPS, CHRO	HRAR, Analyst HCM	HRBP

3	Employee Confirmation Conclusion	Issue confirmation letter	HR Administrator, Records	HR Administrator, Records	Analyst HCM	HRBP
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## 2.6 Employee Confirmation Procedure

The confirmation procedure is outlined below:

#	Responsibility	Task	Tool	Timeline
1	HRBP	Include in the onboarding pack, full information guiding the Confirmation Process + FAQ's	Y'ello Welcome	1 <sup>st</sup> day of Resumption
2	HCM Analyst/HRAR	Inform new employee to update personal information on HCM	MS Outlook	1 <sup>st</sup> week of Resumption

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3	HRAR	<p>Request for references from the following as applicable:</p> <ul style="list-style-type: none"><li>• Educational/Academic Referee</li><li>• Personal Referee</li><li>• Past Employer Referee</li></ul> <p>Follow-up with previous employers via mail and phone calls to ensure quick receipt of reference.</p> <p><b>Please note:</b></p> <p>(a) New employees with post-NYSC working experience will require a reference from their last employer.</p> <p>(b) New employees with only NYSC experience will require Educational (reference from the higher institution of learning) and Personal References for Confirmation.</p> <p>(c) New employees who were previously employed by an MTNN supplier will require a reference from the supplier.</p> <p>(d) Where reference and/or credential verification feedback is not received by month 3, employee shall be notified by the last week of month 3 to follow up with previous employer and/or higher institution.</p>	MS Outlook	1 <sup>st</sup> day of Resumption
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4	HRAR	<p><b>Receive Required Documents</b></p> <p>(a) Receive Reference Letter, NYSC Verification and Degree Verification – <b>Go to 5</b></p> <p>(b) Where reference letter is yet to be received from previous employer:</p> <ul style="list-style-type: none"> <li>- Inform employee to provide e-mail address of previous employer for further engagement.</li> <li>- Send soft copy of reference to e-mail address of previous employer.</li> <li>- Receive feedback from previous employer. <b>Go to 5</b></li> </ul> <p>(c) Where NYSC verification is yet to be received:</p> <ul style="list-style-type: none"> <li>- Send follow up e-mail to Verification Vendor for credential verification feedback.</li> <li>- Receive feedback from Verification Vendor. <b>Go to 5</b></li> </ul> <p>(d) Where Degree verification is yet to be received:</p> <ul style="list-style-type: none"> <li>- Send follow up e-mail to Verification Vendor for credential verification feedback.</li> <li>- Receive feedback from Verification Vendor. <b>Go to 5</b></li> </ul>	MS Outlook	3rd Month
5	HRAR	(a) Initiate Employee's confirmation workflow on MTNN Share portal. Notify Line Manager via email to action workflow with HRBP in copy.	MTNN Share Portal	5 <sup>th</sup> Month
6	Line Manager (Rater)	Make adequate comments, rate and make recommendations based on employee's performance during the probation period. Find rating guidelines below:	MTNN Share Portal	5 <sup>th</sup> Month

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		<p>(a) Confirm employee (only where employee meets or exceeds expectations).</p> <ul style="list-style-type: none"> <li>- Enter Reviewer's name and submit. <b>Go to 7</b></li> </ul> <p>(b) <b>Defer for 3 months</b> (only where employee needs improvement and shows realistic signs of improving). <b>Go to 15</b></p> <p>(c) <b>Do not confirm</b> (where overall performance is unacceptable). <b>Go to 21</b></p>		
7	Line Manager's Manager (Reviewer)	<p>(a) Review and comments on Line Manager's ratings and ensure it is in line with policy.</p> <ul style="list-style-type: none"> <li>- Provide comment and submit. <b>Go to 8</b></li> </ul>	MTNN Share Portal	5 <sup>th</sup> Month
8	HRBP	<p>(a) Discusses ratings with the Line Manager and look out for gaps/developmental areas to be addressed and provides necessary recommendations. <b>Go to 9</b></p> <ul style="list-style-type: none"> <li>- For Levels 1-3, recommendation is provided by Manager, HRBP.</li> <li>- For Levels 3H &amp; above, recommendation is provided by Senior Manager, HRBP.</li> </ul>	MTNN Share Portal	5 <sup>th</sup> Month
9	HRAR	<p>Receive confirmation workflow and checks for disciplinary issues, queries etc</p> <p>(a) Request for feedback from the Industrial Relations Unit on any pending or on-going investigation/query on employee.</p> <ul style="list-style-type: none"> <li>- Where there is no ongoing investigation/query. <b>Go to 9b</b></li> <li>- Where there is an ongoing investigation/Query, Workflow Continues however Confirmation letter will be held pending feedback from Industrial Relations Unit.</li> <li>- Where feedback from Industrial Relations Unit is positive, <b>Go</b></li> </ul>	MTNN Share Portal	5 <sup>th</sup> Month



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		<p><b>to 10</b></p> <ul style="list-style-type: none"> <li>- Where feedback from Industrial Relations Unit is negative, <b>Go to 21</b></li> </ul> <p>(b) Review inputs by previous approvers, update employee's job summary and confirm that employee has updated personal &amp; educational details on HCM accordingly.</p> <p>(i.) Where the confirmation workflow meets the required standard.</p> <p><b>Go to 10</b></p> <p>(ii.) Where the confirmation workflow doesn't meet the required standard: Notify Line manager, HRBP and restart confirmation workflow. <b>Go to 5</b></p>		
10	SMES GM, HR OPS CHRO	Review previous comments, make recommendations on employee's confirmation, gives approval to conclude the process thus; SM, ES – levels 1-3 GM, HR Operations – levels 3H CHRO – level 4-6	MTNN Share Portal	5 <sup>th</sup> Month
11	HRAR	Complete Confirmation Summary in the workflow. <b>Go to 18</b>	MTNN Share Portal	End of month 5
<b>Delay in Confirmation Workflow</b>				
12	HRAR	<p><b>Where there's a delay in workflow process by an approver</b></p> <p>(a) Send 1st reminder e-mail to the approver copying the HCM Analyst and HR Business Partners.</p> <p>(b) Send 2<sup>nd</sup> reminder e-mail copying the HCM Analyst, HRBP and Manager, Employee Services.</p>	MS Outlook	3 weeks before confirmation date
			MS Outlook	48 hours after 1 <sup>st</sup> reminder

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		(c) Send 3rd reminder copying SM, ES and SM, HRBP who is to advise approver's Line Manager to issue Documented Verbal Warning to the offending approver. (d) If the Line Manager's Supervisor is unable to execute (C), the Senior Manager ES will issue a documented verbal warning to the offending Line Manager and his/her supervisor will be duly advised. (e) After approver has actioned, Workflow Continues.	MS Outlook	72 hrs after second reminder
	Receipt of Negative Reference			
13	HRBP	Where reasons for exit is not stated in reference received (a) Engage employee on issues raised and make a written recommendation.	Verbal Communication	Within 48 hours of receiving reference
	MES	(b) Notify SMES of contents of reference	MS Outlook	
	SMES	(c) Approve or Disapprove Recommendation	MS Outlook	
14	HRBP	Where reference received is negative (a) Engage employee on issues raised, and request for evidence of exit.	Face to face Communication	Within 48 hours of receiving reference
	HRAR	(b) Notify MES of content of reference	MS Outlook	
	HRAR	(c) Request for reference from employer before the last. Go to 4(a)	MS Outlook	
	3 Months' Probation Extension Period			
15	HRBP	Advice new employee explaining why confirmation has been deferred.	Formal Communication	6 <sup>th</sup> month

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16	Line Manager/HRBP	Draft performance agreement for 3 months (probation extension period) in line with policy. If confirmation deferred for 3 months, draw up Performance Agreement with employee and Line Manager to cover the period.		6 <sup>th</sup> month
17	Line Manager/HRBP	<b>Recommendation upon completion of extended 3-month probation period, HRBP provides feedback to either:</b> (a) Confirm – Go to 5 (b) Do not confirm – Go to 21		9 <sup>th</sup> Month
	<b>Confirmation</b>			
18	HRAR	Draft the Confirmation Letter and obtain the SM, ES sign-off for employees from Level 1 – 3, GM HR OPS signs for Level 3H & CHRO signs for level 4-6.	MS Outlook	1 <sup>st</sup> week before confirmation
19	HRAR	Forward endorsed Confirmation Letter to the HR Business Partner for onward transfer to the new employee	MS Outlook	48 hours upon sign off confirmation letter
20	HRBP	Issue employee confirmation letter on the 6 <sup>th</sup> month and send confirmation to ES team that employee has received letter. <b>(End)</b>	Face to face communication	6 <sup>th</sup> month
	<b>Do not confirm</b>			
21	HRAR	Notify MIR & SS of the outcome of the confirmation	Ms Outlook	6 <sup>th</sup> months
22	MIR & SS	Commence the <b>Employment Termination Process for employee.</b>		6 <sup>th</sup> month
		<b>END</b>		

## 2.7 Key Performance Indicators

The Key Performance Indicators are outlined below

S/No	Performance Measure	Basis	Timeframe	Responsibility
1	Turnaround time for advising new employee of confirmation process amongst other policies	This is the time taken to acquaint new employee of existing policies.	Within 1st week of new employee's resumption	HRBP
2	Turnaround time to get required documents ready	This is the duration it takes to get verification feedback from the Verification Vendor for Degree and NYSC certificates as well as Reference feedback from previous employer.	Within three months of employee's resumption.	HRAR
3	Turnaround time for starting the confirmation workflow and notifying employee's Line Manager and HRBP via mail	This is when the confirmation workflow is initiated, and Line Manager is informed via mail on how to action the confirmation workflow.	5 <sup>th</sup> Month of new employee's resumption.	HRAR
4	Turnaround time to action confirmation workflow	This is the time taken by each approver to action workflow pending on them.	72 hours	All the approvers on the confirmation workflow
5	Turnaround time to prepare Confirmation Letter	This is the time taken to prepare confirmation letter and advise HRBP for pick up	To be completed one week before confirmation due date.	HRAR

## 2.8 Associated Forms, Reports, and other Documents

S/N	Title	Purpose	Used By	Distribution
1	<b>Confirmation Evaluation Workflow</b>	This is used for evaluating new employee's performance during probation.	Line Managers	HR Division
2	<b>Performance Agreement</b>	This document is used for drawing up a Performance Agreement for employee whose probation period is extended for 3 months.	HRBP, Line Manager	HR Division

### 3. ALLOCATION AND RETRIEVAL OF TOOL-OF-TRADE

The business faces considerable risks if unauthorised persons gain access to Company assets/information. Hence, upon engagement or disengagement of employment, it is essential that the organisation have an effective way of granting or revoking accesses of employees as well as allocation or retrieval all tool-of-trade items from them. This section is aimed at highlighting guidelines for allocation and retrieval of all company tool of trade items. This policy governs the allocation and retrieval of the following tool-of-trade items: Laptop including all other computer accessories, Medical Card/International Medical Card, Staff ID/Security Access Card/Access Keys, System Access, Test Sims, and Work Permit/CERPAC Cards

#### 3.1 Policy Statement

Tool-of-trade items will be allocated and retrieved from staff according to the guidelines below:

##### 3.1.1 Staff ID/Security Access Cards

- i. HRBP will submit a duly approved Access Request Form to the HR Helpdesk (with a passport photograph attached) for processing.
- ii. The HR Helpdesk will process ID/Access card and provide feedback to HRBP.

##### 3.1.2 System Access

- I. HRBP will submit a duly approved System Access Request Form to HCM Team
- II. The HCM team will create new permanent employees on Oracle HCM while the contingent workers will be created on Oracle Identity Management (OIM) system.
- III. The HCM team shall capture relevant staff information on Oracle HCM

- IV. The HCM team shall send new hire details including name, job role, division, username, etc. to MTN IT command centre for provision/generation of password.
- V. MTN IT shall generate password and send to HCM team.
- VI. Generated usernames and password shall be forwarded to the HRBP.
- VII. HRBP shall communicate generated usernames and password to new employee.

### **3.1.3 Laptop**

- i. HRBP will notify the IT asset team ten (10) working days before the resumption of new employees to provide new devices to them.
- ii. HRBP will provide necessary documentation such as person number, windows username, and other relevant information for asset documentation.
- iii. The asset team will process employee's request accordingly.
- iv. The asset team will hand over device to the HRBP 48 hours before the new employee is billed to resume.
- v. The HRBP will give a Laptop to new employee upon resumption.
- vi. Please refer to the MTN Nigeria End User Device Policy for more details.

### **3.1.4 Medical Card**

- I. Employees will login to HCM to complete the Family and Emergency contacts for self and eligible dependants as defined by the HR Medical policy.
- II. Employees will receive an email from HR Medical to complete a temporary medical registration form for self and eligible dependants.
- III. Employees will receive an enrolment email from their HMO containing an electronic or physical health card for self and dependants.

### **3.1.5 Work Permit/CERPAC**

- i. Expatriate staff will present International Passport to the Immigration team for sighting.
- ii. Immigration team will validate visa on expatriate's International Passport as appropriate for working in Nigeria.
- iii. Immigration team will process Residence Permit/CERPAC for expatriate staff.

### **3.1.6 Apartment Keys**

- I. Expatriate employee is assigned an apartment based on family size.
- II. Facilities team conducts an inventory of items in the apartment of the Expatriate employee.
- III. Facilities team hands over apartment keys to the expatriate employee.

## **3.1.7 Allocation of tool of-trade to Contingent Workers**

Contingent workers will be allocated tool-of trade only for the contract period at the beginning of their contract. Any extensions of this timeline will require the approval of the Divisional Executive.

## **3.1.8 Retrieval of tool-of-trade Items:**

### **3.1.8.1 Sim Card/Spouse Sim/Smart Phone Device**

- i. Analyst, HCM will instruct Customer Relations Provisioning team to migrate staff phone lines to prepaid commercial tariff plan or as instructed in the deactivation notification.
- ii. Please refer to the Separation Policy for more details.

### **3.1.8.2. Test Sim**

- i. Employees exiting the organisation or changing job roles will submit allocated test SIMs to the HRBP.

### **3.1.8.3 Staff ID/Security Access Cards/Access Keys**

- I. Exiting employee will submit MTN ID/Security Access Cards/Keys to the HRBP.
- II. HRBP will send ID cards of exiting employee to Analyst HCM.
- III. Analyst HCM will send a mail to all relevant units as applicable to deactivate exited employee's systems access accordingly.

### **3.1.8.4 Laptop**

- i. The Information Technology EUD Asset team will receive deactivation instruction of exiting employee.
- ii. The EUD Asset team will follow up with employee's HRBP to retrieve Laptop and all accessories from exiting employee if he/she has no interest in buying back the device.
- iii. All laptops must be cleaned by EUD Asset Team before exiting employees can buyback.

## 3.1.8.5 Systems Access

- I. HRBP/HR Advisor, Vendor Management will notify the HCM team of all resignation notices received.
- II. Analyst, HCM will send a mail to #Deact mailing list for all application owners to deactivate accesses accordingly.
- III. IT Service Desk will deactivate windows access.
- IV. HCM team will deactivate exited employee on Oracle HCM/ OIM accordingly.

## 3.1.8.6 Medical Card

- i. All exiting employees will return all physical medical cards issued to them and their dependants to their HRBP.
- ii. HRBP will send retrieved medical cards to the Medical Team, where applicable.

## 3.1.8.7 Work Permit/CERPAC

All exiting expatriate employees will submit Residence Permit/CERPAC card to the immigration unit through the protocol Team at the airport after immigration clearance.

## 3.1.8.8 Apartment Keys

All exiting expatriate employees will submit the keys to their apartment to the Facilities team.

The Facilities team will conduct an inventory of items in the apartment before expatriate employee leaves the country.

- 3.1.9** The HRBPs should ensure that the Line Manager advises the Information Technology Division to perform a backup of confidential company information in the possession of exiting employees on the last day of work.

**3.1.10** Exit interviews will be facilitated by HRBPs for all permanent employees that exit the Company by voluntary resignation. HRBPs will conduct interviews for employees on Level 1-3, while that for Level 3H and above will be conducted by SM, Business Partnering.

## 3.1.11 Disposal of Laptop Devices



- I. All laptops issued to employees as tool-of-trade item will have a life span of three years.
- II. The Information Technology Division will retrieve the device from the user at the end of three years and issue a replacement.
- III. The user (permanent staff only) will be given the first offer to purchase the device at the net-book value at the end of the three-year period. In the event the user declines purchase option, the device would be decommissioned and sent to the central warehouse for disposal
- IV. Exiting employees are eligible to buy their assigned tool of trade device at the time of exit.
- V. The Fixed Assets Management Team will advise the EUD Asset Team of the net-book value for such laptops.

## 3.2 Roles and Responsibilities

### 3.2.1 Allocation of tool-of-trade items

#### 3.2.1.1 HR Advisor, Vendor Management/ HCM Team/HRBP Team

- i. Ensure all relevant tool-of-trade item forms are completed by the assignee to whom tool is assigned.
- ii. Validate and ensure that only the necessary and required tool-of-trade items are processed for employees and contingent workers.
- iii. HCM team create contingent worker's record on OIM application.

#### 3.2.1.2 Reward Team

Ensure all relevant tool-of-trade items forms completed by new employees are submitted along with their employment acceptance letters.

#### 3.2.1.3 HR Business Partnering

HRBP will ensure that employees are provided with the required tool-of-trade items for their specific job role.

#### 3.2.1.4 HR Helpdesk Administrator

- I. Ensure employees are issued Staff ID cards, SIM cards on day one of resumption.
- II. Ensure contingent workers are issued access cards and SIM cards on day one of resumption.

## 3.2.2 Retrieval of tool-of-trade items

### 3.2.2.1. Exiting Employee

- i. Exiting permanent employee will ensure all Company property in their custody are submitted to their HRBP.
- ii. Contingent workers exiting the organisation will submit all company property in their possession to their Supervisor/Line Manager.

### 3.2.2.2 Line Manager

Submit all company property retrieved from exiting employee to the HRBP.

### 3.2.2.3 HRBP

- i. Ensure Company property in exiting employee's possession is retrieved.
- ii. Submit Company property retrieved from all exited employees 'to the relevant unit. e.g. computer devices sent to EUD Asset Team in IT etc.

### 3.2.2.4 Information Technology Division (EUD Asset unit)

- i. Notify employees of device end-of-life.
- ii. Retrieve device from user.
- iii. Replace retrieved device.
- iv. Ensure the list of retrieved devices is sent to the Fixed Assets Management Unit in Finance Division.

### 3.2.2.5 Finance Division (Fixed Assets Management Unit)

Advise the EUD Asset Team on the current net-book value for laptops and desktops.

### 3.2.2.6 HR Helpdesk Administrator

- i. Advise user of eligibility to purchase the device at end-of-life of the asset.
- ii. Forward the list of interested employees to Finance Helpdesk.

### 3.2.2.7. Finance Helpdesk

Notify Manager, Employee Services when staff makes payment for the device.

## 3.3 Procedure

#	Responsibility	Task	Tool	Timeline
<b>Allocation of tool-of-trade item(s) for new employee</b>				
1	Employee	Complete the necessary online forms to request for SIM card, ID card, applicable IT Device and Company vehicle.	Relevant Forms	Upon acceptance of offer of employment.
2	HRBP	Ensure that forms are properly filled and signed off by the Line Manager. HRBP to endorse form(s) where necessary and forward to the HR Helpdesk/EUD Asset team for processing.	Relevant Forms	10 working days before employee's resumption.
3	HR Helpdesk	Review form for correctness and forward to MES.	Relevant Form	Within 24 hours of receipt
4	MES	Review and sign off on the form.	Relevant Form	Within 24 hours of receipt
5	HR Helpdesk	Forward request form to the relevant units for final processing.	Dispatch	Within 24 hours of approval
6	HR/IT/Finance	Process request.		Within agreed timelines.
<b>Retrieval of tool-of-trade item(s) upon Resignation</b>				

#	Responsibility	Task	Tool	Timeline
7	HRBP	On notification of employee's disengagement from the company, the following will apply: Advise employee of the Exit Management Process done on HCM (proper clearance with all relevant units) and ensure the return of all company property.	Face to face communication  Oracle HCM	Within 24 hours of receipt of resignation notice
8	HRBP	Notify and follow up with Employee Services to check that all clearance parties have actioned the clearance.	MS Outlook  Oracle HCM	24 hours upon approval of resignation on Oracle HCM by the Analyst, HCM.
9	Line Manager	Ensure that exiting employee does a proper handover.	Handover Note	Within the notice period
10	HRBP	Retrieve all Company property in employee's possession.	Face to face Communication	Staff Last working day
<b>Retrieval of tool-of-trade Item(s) upon Termination/Dismissal</b>				
11	HRBP	Issue appropriate letter to employee and retrieve all company property in ex-employee's possession.	MS Outlook	Immediately
12	HRBP	Where employee has any	MS Outlook	Immediately

#	Responsibility	Task	Tool	Timeline
		tool-of-trade item in a location outside of the office premises, the HRBP will make necessary arrangement with the employee to return the items accordingly.		
13	HRBP	Notify Employee Services Unit to deactivate all accesses.	MS Outlook	Immediately
14	Analyst, HCM	Instruct all the relevant units to deactivate all accesses accordingly	MS Outlook	Immediately
15	Analyst, HCM	Communicate staff exit to the Reward Team and other relevant units.	MS Outlook	Immediately
16	Reward Team	Notify employee of his exit entitlements or indebtedness as appropriate.	Formal Letter	On last day of work
<b>Disposal of laptop devices</b>				
17	IT	Notify employee of device end-of-life.	MS Outlook	One month before device end-of-life
18	IT	Retrieve laptop from user.	Face to face	At asset end-of-life
19	IT	Replace laptop	Face to face	At asset end-of-life
20	IT	Send a list of retrieved	MS Outlook	At asset end-

#	Responsibility	Task	Tool	Timeline
		devices including the names of users to the Fixed Assets Management and the HR Helpdesk Teams.		of-life
21	Fixed Assets Management	Advise HR of the end-of-life value of the Devices.	MS Outlook	At asset end-of-life
22	HR Helpdesk	Send a mail to users advising them of their eligibility to purchase the devices.	MS Outlook	At asset end-of-life
23	HR Helpdesk	Forward list of users who are interested in purchasing their laptops to Finance Helpdesk.	MS Outlook	At asset end-of-life
24	Employee	Make Payment for device.		Within one month of allocation of device.
25	Finance Helpdesk	Inform MES of payment of device	MS Outlook	Within one week of payment
26	MES	Authorise IS Services to release Device to users.	MS Outlook	At asset end-of-life
27	IT	Release device to user.	MS Outlook	At asset end-of-life

## 3.4 Key Performance Indicators

The Key Performance Indicators are outlined below

S/No	Performance Measure	Basis	Timeframe	Responsibility
1	Turnaround time for creating new employee on HCM/OIM	This is the time taken to create new employee on HCM/OIM	1 week before employee's resumption.	Reward Team/HR Advisor, Vendor Management/HR Helpdesk Administrator
2	Turnaround time for ensuring windows access is created	This is the time taken to ensure the windows access for new employee is active.	Within hours of new employee's resumption.	Analyst HCM
3	Turnaround time for providing new employee with all tool-of-trade items (with the exception of company car)	This is the time taken to provide the new staff with all tool-of-trade except company car	Within one week of resumption.	HRBP
4	Turnaround time for notifying HRBP/HR Advisor, Vendor Management of employee's resignation.	This is the time taken to notify HRBP/HR Advisor, Vendor Management of employee's resignation.	Within 24hrs of receipt of resignation letter.	Line Manager
5	Turnaround time for notifying HCM Team of employee's resignation.	This is the time taken to notify the HCM Team of employee's resignation.	Within 24hrs of receipt of resignation letter.	HRBP/HR Advisor, Vendor Management
6	Turnaround time for retrieving company property from exiting employee.	This is the time taken to retrieve company property in the possession of an exited employee.	On exiting employee's last working day.	HRBP/Line Manager

S/No	Performance Measure	Basis	Timeframe	Responsibility
7	Turnaround time for notifying employee of the device end-of-life cycle.	This is the time taken to notify employee of the device end –of-life cycle.	Within 48 hours of receiving prompt from IS on device end-of-life.	EUD Asset Team
8	Turnaround time for advising on the net-book value for disposed devices.	This is the time taken to advice on the net-book value of the device to be disposed.	Within 48 hours of receiving prompt from EUD Asset Team on device end-of-life.	Fixed Asset Management



## 4. VOICE AND DATA BENEFITS

This section seeks to provide guidance on issuance of Voice and Data benefits to staff. It covers all voice and data tools, accesses, as well as applications that may be used to achieve business goals. This includes voice SIMs, data SIMs, and test SIMs.

### 4.1 Policy Statement

#### 4.1.1 General

- 4.1.1.1 Employees will be provided with a subsidy to support the purchase of a smart phone device such as Android, IOS and Windows devices every two years as stated in the HR Reward policy.
- 4.1.1.2 Phone Subsidy for expatriates' will be provided to the phone subsidy limit applicable to their job level.
- 4.1.1.3 Where newly promoted employees have received phone subsidy within the past two years; they will receive a pro-rated amount equal to the difference between the phone subsidy for their previous level and their new level.

#### 4.1.2 Employee Billing

##### 4.1.2.1 Voice/Short Messaging Service

- i. N30, 000 (Thirty Thousand Naira) for monthly Airtime and Data allowance will be credited into employees' phone lines on the 1st of every month.
- ii. Unused balance of monthly Credit will be Nil by midnight at the end of the month
- iii. At end of the monthly cycle, employees may request their call usage records to enable them to identify and reconcile business calls made using their personal money.
- iv. The value of airtime in excess of the monthly discount for personal calls and data usage will be credited into employee's airtime wallet once approved by employee's line manager.
- v. Roaming charges incurred on business and personal calls made during business trips abroad will be charged according to the relevant country's rate. There will be no additional discount for the calls beyond the N30, 000 credited monthly into the employees 0803200 line.

- vi. All voice calls, video calls, text messages and MMS to and from any number in the staff CUG range will be billed at zero value to the employee (i.e. free of charge)
- vii. All phone numbers assigned to staff will be provisioned on the staff prepaid service plan (Yanfuyanfu by default and migrated to Betatalk after 6 months if Permanent Staff does not change service plan). Service class 98 for non-permanent staff.
- viii. The Customer Relations Division may adjust these platforms from time to time as required. Such changes will be communicated to employees.
- ix. Replacement of lost SIM cards shall be at the employee's cost.

## 4.1.3 Spouse Benefits

- I. Eligibility for spouse SIM applies to legally married partners of MTNN employees.
- II. Spouses of MTNN employees are entitled to a one-off spouse phone subsidy.
- III. The Spouse SIM and airtime is awarded to the employee as part of the benefit included in the employee's Total Cost of employment (TCOE), however registration of the SIM is the responsibility of the spouse as the user of the SIM. An employee cannot request for the CDRs of a spouse SIM.
- IV. As the registered user of the line, the spouse has full ownership of the SIM and accordingly, the spouse has full authority over the SIM. An employee of MTN Nigeria who is also a spouse of another employee is only entitled to the employee benefits and not the spouse benefit.
- V. An employee cannot benefit twice under this policy regardless of status.
- VI. Where the spouse of an employee or contingent worker joins the company as a permanent employee, the employee may choose to retain their spouse/contract line, but it must be migrated to prepaid commercial line and a new staff line given to the employee.
- VII. In the event of the dissolution of marriage or death of a spouse, the employee will notify the Employee Services Unit to suspend crediting and/or migrate the spouse line to prepaid commercial line as applicable.
- VIII. Where an employee reconciles with previous spouse, the 3201 number will be migrated back to the spouse tariff plan.

- IX. However, where an employee remarries a different person, the number range 0903201 will be given to the new spouse.
- X. Permanent employees whose spouses are Employees of Outsourced Service Providers seconded to MTNN are eligible to have their spouse line but configured on the prepaid commercial tariff plan.

## **XI. Billing of Spouse Benefit**

- a. Monthly credits of N6,000 on calls made will be provided for all spouses (VAT inclusive).
- b. Spouse of level 1 to 4 employees will be activated on the pre-paid platform.
- c. Executives may choose between the pre-paid and post-paid platforms for their spouses.
- d. Spouses of Executives with post-paid lines are on SC415 post-paid plan. They are entitled to a credit limit of N50,000 and monthly airtime of N6,000. Any excess above N6,000 will be sent to the executive to make payment through the bank, top up channels or deducted from the executive's salary upon receipt of approval to do so.
- e. Executives may increase credit limit to accommodate their spouse's phone bills when they roam, since they are paying bills in excess of N6,000. In this case the amount to be deducted from the executives' monthly salary or paid by the executive will be any amount in excess of N6,000.
- f. All calls to and from any number in the staff CUG range of numbers will be zero-rated for spouses (i.e. free of charge).
- g. Text messages, calls to Helplines and post-paid balance enquiry lines are free of charge.
- h. Benefit applies to legally married spouses of MTN employees only.

## **XII. Data/Modem/Test/Test Phones**

- a. Test SIMs, Data SIMs and/or modems/ Test Phones may be issued as tool-of-trade items for business purposes only.
- b. All requests for Data SIM, Modems require the approval of the Line Executive and such requests processed through the Human Resources

Division (Manager, Employee Services). With the consent of the Divisional Budget Account Holder.

- c. The use of Test SIM will be monitored by the Provisioning Unit of Customer Relations Division.
- d. All applicable costs incurred on the use of Data SIM, Test SIM, Modems and Test Phones will be for the account of the relevant Division/Department and will be charged to their cost centre accordingly.
- e. Test SIMs are strictly for project/business purposes and must have clear timelines (end date) after which they must be deactivated.
- f. The Customer Relations Division will follow through on all requests for Test SIMs.
- g. Divisions/Departments that require phones with specific functionalities to conduct test, and evaluation or who utilise such phone features for the benefit of the company will motivate and request for the phone through the procurement process.

### **XIII. Desk or Soft (Microsoft Lync) Phones**

- a. All employees will be granted access to Microsoft Teams and allocated its accompanying accessories. This is a software-based phone that can be installed on Desktop and Laptops.
- b. All assigned desk phones will be attached to Assignee's MSISDN.
- c. Desk phones will be used for internal calls between staff or MTNN on-net number ranges. Access to initiate external calls will be granted only to Divisional Executives. Granting of access to other employees will be subject to the approval of the Divisional Executives.
- d. Bills related to desk phone usage will be captured as separate line items on employee's monthly Staff Bill Invoice, employees will be required to cover all phone bill costs incurred from usage of these phones. The bill reconciliation process shall apply.

### **XIV. Termination of Employment Contract**

- 
- a. Employees leaving the service of the company will be required to return all applicable tools of trade items to the Human Resources Division through the HRBP.
  - b. Employees may choose to retain their SIM card upon exit from the company. Eligibility is as contained in the Separation Policy.
  - c. Where employees are entitled to and elect to retain their phone/spouse lines according to the Separation Policy the employee's line will be migrated out of the employee CUG platform. Staff voice and data benefits due to them will cease to apply.
  - d. Contractors/consultants who received devices for business or testing purposes are expected to return the devices upon their exit from the Company.

## 4.2 Associated Forms

- Voice and Data Online Request form.

## 5. BUSINESS CARD ISSUANCE

This section is aimed at providing guidance on the process of issuing business cards to employees in order to enhance their networking capabilities with external clients and other key stakeholders to drive business results.

### 5.1 Policy Statement

5.1.1 Line Manager's approval is required for business card requests to be granted to permanent employee.

5.1.2 Business Cards will be issued to eligible employees who request with approval. This will be renewed every two years on request. Exceptions will apply to employees who may request business cards more frequently as a result of the nature of their role such as:

5.1.2.1 Employees on level 3 and above;

5.1.2.2 Employees in customer facing roles such as may exist in the Sales and Distribution, Enterprise Business, Marketing, Corporate Services, Sourcing, Customer Relations and other Commercial functions, may receive additional cards as may be required and

5.1.2.3 Employees who have changed job roles (promotions/transfers) or changed primary work location on a permanent basis.

5.1.3 The General Manager's approval will be required for all requests for additional Business Cards.

5.1.4 Employees on secondment, job rotation, acting assignment, project work or any other temporary assignment are not eligible to request for new business cards.

5.1.5 HR will forward the returned Business Cards to the MTNN Warehouse. The item(s) will be disposed of in line with MTNN asset disposal policy.

### 5.2 Roles and Responsibilities

#### 5.2.1 Employee

I. Request for Business Card using the Online Request Form as required.

II. Generate QR Code

#### 5.2.2 HRBP

Validate, endorse request, and forward Business Card requests to the Line Manager/General Manager for approval.

## 5.2.3 Line Manager

Approve request for permanent employees.

## 5.2.4 General Manager

Approve request for additional business card requirement.

## 5.2.5 MTN Sourcing

Source Business Card Vendor and provide rates

## 5.2.6 HR Helpdesk

- I. Engage vendor to process Business Cards
- II. Ensure Turnaround Time (TAT) by vendors
- III. Dispatch Business Cards to employees.

## 5.3 Procedure for Generating QR Code for Business Card

In line with MTNN's workplace digitization plan, the adoption of QR codes on Business Cards is paramount. As such, every employee is expected to generate QR codes for their business cards.

5.3.1 To generate QR code for your business card, all you have to do is click the link below and follow the steps to fill your contact details.

5.3.2 Click <https://www.qrcode-monkey.com/#vcard>

5.3.3 Fill in the necessary details:

- First Name
- Last Name
- Organisation
- Position
- Phone (Mobile, +234...)
- Email
- Website: [www.mtn.ng](http://www.mtn.ng)

**\*Skip other fields in this section**

- 5.3.3.1 No need to set colours or customize design.
- 5.3.3.2 No need to add image (but you can use the MTN logo if you wish).
- 5.3.3.3 Select the '1800x1800' Px quality (on the right).
- 5.3.3.4 Click 'Create QR Code' to generate your QR Code.
- 5.3.3.5 Click 'Download PNG' to download to your desktop (in Downloads folder).
- 5.3.3.6 Transfer this image to your phone via Email, Bluetooth etc. and save it in your photo's gallery!

## 5.4 Key Performance Indicators

The Key Performance Indicators are outlined below:

Performance Measure	Basis	Timeframe	Responsibility
Turnaround time for processing business card request	This is the time taken to print the Business Cards.	Within 3 weeks of receiving request.	HR Helpdesk

## 5.5 Associated Forms

- i. Online Business Card Request Form.
- ii. Click: <https://www.qrcode-monkey.com/#vcard> to generate QR Code

## 6. EMPLOYEE FILE ARCHIVING

This section aims to ensure adherence to the applicable laws regarding the duration for which employee records may be archived as well as the availability of the records when needed within the parameters of the laws that govern archiving.

### 6.1 Policy Statement

#### 6.1.1 Creation of Employee File

- I. Physical and electronic filing of employee data for new hires will be completed within one month of employment.

#### 6.1.2 Employee File Movement



- I. HR is the custodian of all employees' files, no employee file shall be released without the prior approval of the GM HR OPS, SMES or CHRO.
- II. Request for information/document in employee files should be addressed to the Manager, ES.
- III. Request for employees' files will only be granted for sighting purposes. However, where there is need to extract a portion of information, the specific document requested for may be granted upon approval in photocopies e.g., legal, and forensic requests.
- IV. Employee records are confidential, as such all photocopied documents must be destroyed immediately after use by requesting department.
- V. The entire employee file will only be released in exceptional cases in the overall company interest with the CHRO's approval and returned within 48 hours of receipt.
- VI. Upon return, the HR Administrator Records shall check file/s before release and after return to ensure completeness of employee records. He/she must demand immediate return within 24 hours and escalate to Manager, Employee Services where certain documents are missing in the returned file.

## 6.1.3 Updating Employee Files.

When additional documents are received from other departments for employee's file, these documents will be added to the existing file accordingly. These documents include:

- i. Reference / Introduction letters
- ii. Exit Documents
- iii. Change of Employment letter
- iv. Leave Certificate
- v. Warning / Query Letter
- vi. Additional Qualification/ Professional
- vii. Marriage Certificate
- viii. Applications for study leave

## 6.1.4 Archiving of Employee File

Upon exit, employee's file will be archived within one month and stored for ten years, following which the physical file will be destroyed.

## 6.1.5 Employee File Content

6.1.5.1 Documents stored in employee's file can be broadly categorized into two:

- i. Compulsory
- ii. Additional

6.1.5.2 Compulsory documents include:

- i. Personal Data - This comprises employee personal information or information that may lead to the identification of an employee such as Academic Credentials, NYSC Certificate, Marriage Certificate, Religion, Date of Birth, birth Certificate where necessary and additional qualification / professional certificates.
- ii. Employment Data - This consists of all employment details such as offer letter, interview evaluation form, staff placement form, change in employment letter, letter of promotion, review letter, bonus letter, Applications for study leave and Career break, Exit Documents etc.
- iii. Leave Data - This section of an employee file contains all leave supporting documents such as Leave Certificate
- iv. Disciplinary Data - This contains all disciplinary information such as Query and Warning forms and their respective supporting correspondence.

6.1.5.3 Additional documents which may be stored in employee's file include the following:

- i. Voice & Data Request/Activation Form
- ii. Marriage Certificate (if married)

## 6.2 Roles and Responsibilities

6.2.1 The General Manager, HR Operations will approve the release of employees' files whose job levels are Senior Managers and above.

6.2.2 The Senior Manager, Employee Services will approve the release of employees' files whose job levels are Managers and below.

6.2.3 The Manager ES will:

- i. Monitor all employee file requests and approvals within HR to ensure process compliance.
- ii. Provide oversight of the archiving policy in MTNN to drive compliance.
- iii. Recommend any necessary change to the Unit's processes to drive service delivery excellence.

## 6.2.4 The HR Administrator (Records) will:

- i. Be responsible for all employee file movements and ensure proper sign off for the release of such files.
- ii. Check completeness of file content and store accordingly.
- iii. Open a physical file for every MTNN employee, populate with relevant documents and ensure electronic backup of such documents.

## 6.3 Procedure

S/N	Task	Activities	R	A	C	I
1	New Employee Data	Send new hire notification to members of #Activate mailing list	ARWD	ARWD	Potential employee	HR
		Create new hire on Oracle HCM	AHCM	AHCM	ARWD BP	BP
		Upon receiving documents from the Reward department, check for completeness of files content and forward to filing room.	HRAR	HRAR	ARWD	Analyst HCM
		Open a physical file for each	HRAR	HRAR	ARWD	Analyst

		employee and populate with relevant document and backup same electronically.			BP	HCM
		Vet physical and electronic file against checklist before file is stored.	HRAR	HRAR	ARWD BP	Analyst HCM
2	File Removal And Return	Upon receipt of request or information from employee's file, the Admin Records shall forward request to the SM for approval.	HRAR	HRAR	Analyst HCM	SMES/ CHRO
		Approve release of employee's file if job level is GM & above.	CHRO	HRAR	MES	SMES
		Approve release of employee's file if job level is SM.	GM, HR OPS	HRAR	MES	SMES
		Approve release of employee's file if job level is Manager & below.	SMES	HRAR	MES	HRAR
		Upon receipt of approval, log details in File Movement Register and ensure all relevant columns are completed.	HRAR	HRAR	MES	MES
		Release employee's file to requester.	HRAR	HRAR	MES	MES
		Ensure file is collected within 48hours	HRAR	HRAR	MES	MES
		Check returned file to ensure	HRAR	HRAR	Analyst	MES

		completeness of file contents.			HCM	
3.	File Archiving	Upon receipt of exit instruction, resignation letter and other exit documents are filed electronically and physically.	HRAR	HRAR	Analyst HCM	Analyst HCM
		Close and put file in storage area for 10 years following which the physical file will be destroyed.	HRAR	HRAR	Analyst HCM	MES

**Key:**

R Responsible

A Accountable

C Consulted

I Informed

**6.4 Key Performance Indicators**

Quantifiable performance measurements used to define success factors and measure progress toward the achievement of goals of Policy Governance.

S/No	Performance Measure	Basis	Time Frame	Responsibility
1	Turnaround time for physical backup	This is the time between when employee data are received from the Reward department and when files are opened and backed up.	1 Month	HR Admin, Records
2	Turnaround time for employee file archiving	This is the time between when employee resigns and when the employee's	1 week	HR Admin, Records

		file is archived.		
3	Timeframe for the storage of physical archived files	This is the time employee file will be retained in physical archive.	In line with the details in the data retention policy document	HR Admin, Records
4	Timeframe for the storage of electronic archived file	This is the time employee file will be retained in electronic archive.	In line with the details in the data retention policy document	HR Admin, Records
5	Timeframe for the return of requested employee file	This is the time when employee file was taken and when it should be returned. However, where file is required for more than 48hrs, the CHRO's approval must be sought.	48hours	HR Admin

## 6.5 Associated Forms

HUMAN RESOURCES		MTN	
<u>EMPLOYEE DATA CHECKLIST</u>			
Employee Name.....	Employment Date...../...../.....		
Employee Number.....	Division.....		
Job Title.....	Department.....		
Description of Contents	Outstanding Document	Submitted Document	Remarks
<b>RECRUITMENT DATA – Recruitment Unit:</b>			
Signed off staff placement form			
Job Profile			
Interview Evaluation sheet			
Career Aspiration form			
Curriculum Vitae			
WAEC Certificate			
University Certificate			
Post-Graduate Certificate			
NYSC Certificate/Exemption Letter			
Birth Certificate/Declaration of Age			
<b>EMPLOYMENT DATA – Reward Unit:</b>			
Signed copy of Contract of Employment/Offer Letter(Acceptance)			
Oath of Confidentiality			
Employee Personal Data form			
Marriage Certificate/Children Birth Certificate (where applicable)			
System Access Request form			
Voice & Data Request/Activation form			
<b>CONFIRMATION DATA – Employee Services Unit</b>			
Employee References Personal/Academic(2)			
Employee Reference Corporate (1)			
Confirmation Evaluation form			
Confirmation Letter			
<b>OTHER DATA</b>			
Query/Warning Issued			
Exit Information			

## 7. IMMIGRATION SERVICES POLICY

The immigration services policy is essentially for ensuring MTNN's continued compliance to Nigeria Immigration laws and regulations. The policy is also to facilitate efficient immigration processing, reduce turn-around-time and help to effectively onboard new joiners in line with Immigration and Expatriation requirements. The Immigration Unit of the Human Resources Division is responsible for all immigration requests/issues relating to MTN staff.

Objectives of the immigration policy are as follows:

- a. To ensure that MTNN complies with Nigerian Immigration laws.
- b. To enlighten MTNN staff on the requirements for applying for visas and ensure correct documentation prior to visa application.
- c. To ensure all International Assignees working with MTNN have the required immigration documents to do so.
- d. To enlighten Line Managers/requesting departments about appropriate visas required by prospective foreign consultants and contractors.

### 7.1 Eligibility of The Immigration Services

- I. Full-time MTN staff and expatriates/repatriates on official assignment and with duly authorised travel requests
- II. Contract staff on official assignment, with duly approved travel requisitions.
- III. Foreign consultants and their dependants with duly approved travel requisitions
- IV. Board of Directors, Executives and their dependants travelling for both official and personal reasons

### 7.2 Immigration Services Processes

The under-listed processes and procedures of the Immigration Unit are geared towards ensuring that all employees working with MTNN have the right visas in compliance with the Nigeria Immigration Laws.



### 7.2.1 Subject to Regularization (STR) Visa

- I. An STR visa is a special type of visa granted to any expatriate coming into the country for long-term employment. An expatriate with an STR visa utilizes a slot on the approved expatriate quota issued to the company. An STR visa is issued as a single-entry visa valid for 90 days from the date of entry into Nigeria and must be regularized as soon as the expatriate arrives in the country.
- II. After regularisation, a CERPAC residence permit is issued to the expatriate for a period of one year and it's subject to annual renewal.
- III. The Procurement of Expatriate Quota Approval for the organisation is facilitated by MTNN approved Vendors through the Ministry of Interior. This is to enable our expatriates obtain their STR visas.

**Eligibility of STR Visa:** All foreigners coming to Nigeria for a long-term employment.

#### 7.2.1.1 Required Documentation - Issuance of STR Visa

- I. Valid international passport with minimum of six months validity.
- II. Letter of offer of employment from MTNN.
- III. Acceptance of offer from Expatriate.
- IV. Copy of MTNN's expatriate quota approval.
- V. Expatriate's educational certificates/curriculum vitae vetted by Nigeria Mission abroad.
- VI. Duly completed form IMM22 for STR visa.
- VII. For the position of the Chief Executive Officer an extract of the board resolution is required.
- VIII. An STR visa is only obtainable from a country where the applicant is domiciled for at least six months.

#### 7.2.1.2 STR Immigration Services Procedures

S/No	Responsibility	Task	Output	Timeline
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S/No	Responsibility	Task	Output	Timeline
1	Coordinator, Employee Services/Requesting Department	Send an email to Immigration unit requesting for STR visa documentation for an expatriate who is being hired directly by MTNN. The STR request form is then sent to the new hire via email.	Prepare back-up letter	Within 48 hours
2	Advisor, Immigration	Contact prospective new hire to send in his educational qualifications and CV for the review and to request for quota allocation from Ministry of Interior as required.	To determine job position	Within 48 hours
3	Expatriate/Consultant	Scan the required documents and send to the requester.	Scanned documents	Within 24 hours
4	Advisor, Immigration	Receive expatriate's CV/educational qualification, for submission to Ministry of Interior.	Allocation of quota position	Within 24 hours
5	Advisor Immigration / Administrator, Immigration	Prepare all back up letters, scan same and forward to expatriate to enable him to obtain his/her STR visa.	Enable application for STR visa	Within 24 hours

S/No	Responsibility	Task	Output	Timeline
6	Expatriate	Arrive with the necessary visa, go to Coordinator, Employee Services for registration. The Expatriate will be required to return to his/her home country to obtain the required STR visa where they are unable to present necessary visa.	Travel documents	Within 24 hours

## 7.2.2 CERPAC Forms

### 7.2.2.1 CERPAC Processes

- I. CERPAC forms are the forms used for the regularisation of an expatriate's stay in Nigeria or renewal of his residence permit.
- II. The CERPAC residence permit is the property of the Nigeria Immigration Service and must be returned to the Immigration Unit by the expatriate on completion of contract with MTNN for onward delivery to the Nigeria Immigration Service.
- III. CERPAC form is valid for three months from the date of purchase. The three months validity is to enable the Nigeria Immigration Service to process a green card for the expatriate staff.

### 7.2.2.2 Required Documentation for the Regularisation of Stay

- I. Application letter from the employer requesting regularisation of stay and accepting immigration responsibility on behalf of the expatriate.

- II. Letter of appointment/employment.
- III. Acceptance of offer of Appointment/Employment.
- IV. STR visa form with three passport size photographs on a white background, one of the photographs should be attached to the bottom right-hand side of the CERPAC form titled "Receipt and Temporary card".
- V. Enclose also one facial portrait measuring 4 x 3 (inch) on a white background.
- VI. Quota approval.
- VII. Vetted credentials.
- VIII. National passport with a valid STR (Subject to Regularisation) visa and photocopies of relevant pages will be required for verification of documents presented.
- IX. Completed CERPAC form.
- X. All completed forms and documents will be submitted to the Nigeria Immigration Service, Abuja for further verification and clearance.
- XI. When the expatriate forms and documents are received, verified, and endorsed by the Nigeria Immigration Service, an Immigration and CERPAC stamp will be applied to the expatriate Receipt /Temporary card.
- XII. The Receipt/Temporary card is to be returned to the applicant after authentication.

## 7.2.2.3 CERPAC Procedures

S/No	Responsibility	Task	Timeline
1	Expatriate	Arrive in Nigeria with an STR visa valid for three months from the date of entry into the country.	Within 1 day
2	Advisor, Immigration	Collect passport from expatriate, validates the STR visa to confirm its genuineness and if expatriate's passport was duly stamped at the port of entry by the immigration officer on duty.	Within 1 day

S/No	Responsibility	Task	Timeline
		Confirm the validity of STR to Expatriate.	
3	Advisor, Immigration / Administrator, Immigration	Make copies of expatriate's passport data page, entry visa and the STR visa page.	Within 1 day
4	Advisor, Immigration / Administrator, Immigration	Take a copy of expatriate's passport data page to the designated bank as advised by Immigration authorities to purchase CERPAC form.	Within 1 day
5	Advisor, Immigration / Administrator, Immigration	Complete the forms using the information contained on the expatriate's passport data page. Make copies of completed CERPAC form attaching all the necessary documents for onward processing by the Immigration Advisor at Immigration Headquarters, Abuja.	Within 30 days of expatriate's arrival or once every month.

### 7.2.3 Temporary Work Permit (TWP)

#### 7.2.3.1 Temporary Work Permit (TWP) Processes

- I. This visa is only granted to expatriates travelling to Nigeria to provide specialized skilled services on a temporary basis such as installation of machinery, repair of broken-down equipment, training of indigenous staff and after sales installation services. It is used as a single-entry visa for 90 days from the date of entry into Nigeria. If a holder of a TWP visa travels out of the country, the visa becomes invalid and a new TWP must be applied for if expatriate wishes to return to the country.
- II. Under the Nigeria Immigration Act, continuous use of a Temporary Work Permit to work in Nigeria beyond a period of three months is illegal. It is

required that expatriates visiting Nigeria do not abuse the use of Temporary Work Permit by consecutive and/or continuous. The Nigeria Immigration Service has advised that upon two consecutive use of TWP by the same expatriate, the company will source for a local replacement for the role in a situation where there is no expatriate quota position to accommodate the expatriate.

- III. The Immigration Unit requires two weeks' notice from the date of submission of all TWP requests for processing.

## 7.2.3.2 Eligibility

Expatriates invited by MTNN to provide specialized services such as after sales installation/repairs of machines, trainings, and equipment. etc.

## 7.2.3.3 Required Documentation

- I. Request letter from MTNN accepting immigration responsibility addressed to the Comptroller General of Immigration, Abuja.
- II. TWP is only obtainable from the office of the Comptroller General of Immigration in the Nigeria Immigration Service Headquarters, Abuja.

## 7.2.3.4 Temporary Work Permit (TWP) Procedures

#	Responsibility	Task	Tool	Timeline
1	Requesting Unit/ Department	Send an email requesting for a Temporary Work Permit for an expatriate.	MS outlook	Within 24 hours
2	Immigration Unit	Reply the mail requesting for:  Purpose of visit, Duration of stay and Proforma invoice where applicable.	MS outlook	Within 24 hours

#	Responsibility	Task	Tool	Timeline
3	Requesting Unit	Send a mail stating the above as requested by the Immigration Team.	MS outlook	Within 24 hours
4	Advisor, Immigration	Upon receipt of mail from the requesting Unit, write an application for TWP to be approved by the Comptroller General of Nigeria Immigration Service.	Hard copy	Within 24 hours
5	SM, ES or Manager, IR & HRSS	Review the letter and sign off for onward delivery to Nigeria Immigration Service.	Hard copy	Within 24 hours
6	Advisor, Immigration	Process the TWP in Abuja; this could take up to three days or more.	Immigration Headquarters, Abuja	Within 72 hours
7	Advisor, Immigration	Pick up the TWP cable, forward original TWP cable via Nitel to Nigerian Embassy/High Commission nearest to expatriate's location of residence and a copy to the expatriate via email to enable him to apply for his visa.	Nitel/MS outlook	Within 24 hours of the pickup of Cable
8	Expatriate	Pick up the letter of invitation and visa cable sent to him for his visa application. Pick up his TWP visa and come to Nigeria to commence work.	Passport	Within 5 working days

## 7.2.4 Migrant E-Registration

### 7.2.4.1 Migrant E-Registration Processes

- I. This is an e-registration for non-Nigerians. A migrant is any person who is not a citizen of Nigeria.
- II. All non-Nigerians resident in Nigeria or visiting Nigeria with the intention to remain in the country in excess of 90 days are required by law to register.
- III. Newly recruited expatriates will be required to register for their E-Registration and biometrics data capturing at the registration centre.

## 7.2.4.2 Eligibility

Expatriates on our quota and accompanying spouse/dependants above 18 years of age.

## 7.2.4.3 Required Documentation for the Migrant E-Registration Capturing

- I. Letter of Introduction from the company accepting Immigration Responsibilities on behalf of the Expatriate.
- II. Photocopies of current CERPAC form(s)/Green card
- III. Complete Registration form
- IV. Two (2) Passport sized photograph of the non-Nigerian taken recently.
- V. Photocopies of expatriates' quota approval
- VI. Photocopies of Letter offer of appointment
- VII. Photocopies of Letter of acceptance of offer
- VIII. Photocopies of Resident Permit or vetted copy of Visa Application and credentials from our Foreign Mission
- IX. Photocopies of "STR" Entry visa and Airport Border Immigration "Visitors Pass" endorsed in the passport.
- X. National passport of the non-Nigerian (for inspection only).
- XI. Physical presence at the Registration Centre.

## 7.2.4.4 Biometric Data Capture Procedures

S/No	Responsibility	Task	Tool	Timeline
1	Immigration Unit	Send out mails notifying the expatriate about the availability of	MS outlook	Within 24 hours



S/No	Responsibility	Task	Tool	Timeline
		the forms.		
2	Expatriate Employee	Complete the forms with passport photograph and returns to Immigration unit.	Hard copy	Within 48 hours
3	Immigration Unit	Collate all the required documents with accompanying letter and submits to the E-Registration Centre of Nigeria Immigration Service.	Hard copy	Within 72 hours
4	Advisor, Immigration	Liaise with the Immigration Officers for data upload and schedule for image and biometrics capture.	Physical presence copy	Within 48 hours
5	Advisor, Immigration	Follow up with Nigeria Immigration Service – E-Registration Centre for the confirmation slip.	Nigeria Immigration Service E-Registration Centre	1 week
6	Advisor, Immigration	Notifies the expatriate once the slips are ready for collection.	MS outlook	Within 48 hours

## 7.2.5 Business Visa

### 7.2.5.1 Business Visa Processes

- I. This visa type is granted to expatriates travelling to Nigeria for business meetings.
- II. The Immigration Officer on duty at the point of entry will determine the duration of stay of any expatriate on a business visa. The Nigerian Mission Overseas may grant multiple business visas to expatriates who make multiple

business trips to Nigeria on presentation of letters of invitation from their business associates in Nigeria.

- III. It is strictly against the Nigeria Immigration Act for an expatriate on a business visa to engage in any type of employment in Nigeria, whether paid or unpaid. Business visas are extendable by three months and any extension above three months will be referred to the attention of the Comptroller General of Nigeria Immigration Service, for further consideration.

## 7.2.5.2 Eligibility

Businessmen/women and Investors coming to MTN Nigeria for business discussions. This class of visa is obtainable only from Nigeria Missions abroad.

## 7.2.5.3 Required Documentation

- I. A request letter from the company in Nigeria accepting immigration responsibility.
- II. Evidence of sufficient fund
- III. A valid return ticket.

## 7.2.5.4 Validity

- The validity of stay is 30 days; it can be extended if required up to three times.
- Not valid for any type of employment.

## 7.2.5.5 Business Visa Procedures

S/No	Responsibility	Task	Output	Timeline
1	Requesting Unit	Send a mail to Immigration & Protocol Unit requesting for an invitation letter for the expatriate/consultant.	MS outlook	Within 24 hours
2	Advisor, Immigration	Seek clarification where required and process request.	MS outlook	Within 24 hours

S/No	Responsibility	Task	Output	Timeline
3	Requesting Unit	Provide clarification where applicable and provide an approval for the request from a Senior Manager or above to enable us to process the invite letter.	MS outlook	Within 24 hours
4	Advisor, Immigration / Administrator, Immigration	Prepare invitation letter and forward to SM, ES or Manager, IR & HRSS	Invitation letter	Within 24 hours
5	SM, Employee Services or Manager, IR & HRSS	Review the letter and sign off.	Hard copy	Within 48 hours
6	Administrator, Immigration	Notify requester to pick up letter for onward delivery to the Expatriate.	MS outlook	Within 24 hours

## 7.2.6 Visa on Arrival

### 7.2.6.1 Visa on Arrival Processes

Visa on Arrival is an approval granted by NIS to an intended visitor to Nigeria upon arrival at any port of entry into Nigeria.

### 7.2.6.2 Eligibility

Every intended traveller/businessperson who must have applied and obtained an approval online to arrive in Nigeria.

### 7.2.6.3 Required Documentation

- I. International Passport valid for 6 months
- II. Invitation Letter
- III. Application for Visa on Arrival by the traveller
- IV. Payment of the visa on arrival online by the traveller

#### 7.2.6.4 Validity

The visa on arrival approval is valid for 14 days from the date of approval for the traveller to arrive at any point of entry in Nigeria.

#### 7.2.6.5 Visa on Arrival Procedures

S/No	Responsibility	Task	Output	Timeline
1	Requesting Unit	Send a mail to #Immigration & Protocol Unit requesting for visa on arrival and also stating the reason.	MS outlook	Within 24 hours
2	Advisor, Immigration	Notify requester to apply online and pay online after the application.	MS outlook /NIS website	Within 24 hours
3	Advisor, Immigration / Administrator, Immigration	Prepare invitation letter and forward to Manager, IR & HRSS or SM, ES	Invitation letter	Within 24 hours
4	Manager, IR & HRSS / SM, Employee Services or	Review the letter and sign off.	Hard copy	Within 48 hours
5	Administrator, Immigration	Notify requester to pick up letter for onward delivery to the Expatriate.	MS outlook	Within 24 hours
6	Requesting Unit/Traveller	Expects feedback for the application if it is approved or declined.	MS outlook	Within 48 hours
7	Traveller	Receives the approval and board his/her flight to the final point of entry in Nigeria where the visa will be issued after	In person	Within 24 hour/ on arrival

S/No	Responsibility	Task	Output	Timeline
		biometrics at the airport.		

## 7.2.7 Medical Visa

### 7.2.7.1 Medical Visa Processes

1. This is the visa granted/issued to staff or dependants travelling abroad for medical treatment.
2. This visa is issued at the embassy/high commission in Nigeria.

### 7.2.7.2 Eligibility

1. Staff/dependants sponsored by MTN for treatment abroad.
2. MTN Foundation beneficiaries who are on sponsored medical trips.

### 7.2.7.3 Required Documentation

- I. An invitation letter from the treating doctor/hospital abroad with the details of the patient and escort.
- II. Filled visa application form by the applicant.
- III. Letter from the treating doctor/hospital in Nigeria.
- IV. International passports for the patient and escort.

### 7.2.7.4 Validity

The validity of the visa is based on the duration for the treatment abroad.

### 7.2.7.5 Medical Visa Procedures

S/No	Responsibility	Task	Output	Timeline
1	Medical Unit	Send a mail to #Immigration & Protocol Unit requesting for an introductory letter to the embassy on behalf of the patient with his/her invitation	MS outlook	Within 24 hours

S/No	Responsibility	Task	Output	Timeline
		letter.		
2	Advisor, Immigration	Seek clarification where required and process request.	MS outlook	Within 24 hours
3	Medical Unit	Provide clarification where applicable.	MS outlook	Within 24 hours
4	Advisor, Immigration	Receives invitation letter from the hospital and accompanying documents such as – International passport and visa form etc.	Hard copy	Within 48 hours
5	Advisor, Immigration / Administrator, Immigration	Prepare introduction letter and forward to SM, ES or Manager. IR & HRSS	Introduction letter	Within 24 hours
6	SM, Employee Services or Manager, IR & HRSS	Review the letter and sign off.	Hard copy	Within 48 hours
7	Administrator, Immigration	Notify requester and schedule for document submission at the embassy.	MS Outlook	Within 48 hours

## 7.2.8 Monthly Returns of Expatriates Quota Utilization

### 7.2.8.1 Monthly Returns of Expatriates Quota Utilization Processes

- I. This process is required in compliance with the Nigerian Immigration Service that all companies with duly certified true copy of expatriates' quota position make and submit monthly returns of expatriates' quota utilization to the Immigration Headquarters in Abuja and Lagos State Command.

- II. This refers to the number of expatriates' quota position utilized from the approved quota. Hence the need to file a return on a monthly basis to the Nigerian Immigration Service, giving an update on the quota position.
- III. Expatriates' quota database must be updated whenever quota positions are allocated to expatriates.

## 7.2.8.2 Eligibility

All expatriates placed on quota.

## 7.2.8.3 Monthly Returns Submission Procedures

S/No	Responsibility	Task	Tool	Timeline
1	Administrator, Immigration	Update monthly returns capturing all MTNN expatriates' staff biodata and forward same to the Immigration Advisor for review.	MS outlook	Within 24 hours
2	Advisor, Immigration	Prepare monthly returns at the end of every month then forward same to the Manager, IR & HRSS	Monthly Return	1 week to end of current month
3	Manager, IR & HRSS	Review monthly return for delivery to Immigration Headquarters in Abuja and Lagos State command.	Hard copy	Within 24 hours
4	Advisor, Immigration	Submit the signed monthly return document to the respective NIS offices	Hard copy	Before end of 1 <sup>st</sup> week of subsequent month

## 7.2.9 Tracking of Visas and Residence Permit Expiry Dates

### 7.2.9.1 Tracking of Visas and Residence Permit Expiry Dates Processes

- I. All MTNN expatriates are placed on a quota position database where the validity of their residence permit and re-entry visas are monitored to facilitate prompt renewal.
- II. All expatriates whose visas are due to expire are duly informed two months before the expiry date to facilitate prompt action. These expatriates are required to submit their passports and that of their family members, where their family members are in-country, to the Immigration Unit to facilitate renewal to avoid unnecessary delay.

### 7.2.9.2 Procedures for Tracking of Visas and Residence Permit Expiry Dates

S/No	Responsibility	Task	Tool	Timeline
1	Administrator, Immigration	Update and track the database on a weekly and monthly basis then notify the Immigration Advisor accordingly. Monitor and track visa /residence permits that are due for renewal.	Database	Within 24 hours
2	Advisor, Immigration	Compile the list and contact concerned Expatriate requesting for supporting documents for visa renewal. Process appropriate visa from Abuja accordingly.	MS outlook	Within 24 hours



## 7.2.10 Processing of Visas for MTNN Sponsored Trips

### 7.2.10.1 Visas for MTNN Sponsored Trips Processes

Immigration Unit supports all visa applications for MTNN sponsored trips where embassies allow representation and in situations where representation is not allowed, the applicants are expected to be there in person.

#### 7.2.10.2 Eligibility

- I. MTNN Permanent staff
- II. MTNN Expatriates
- III. Contract staff

#### 7.2.10.3 Required Documentation

- I. International passport data page
- II. Invitation letter
- III. Signed travel requisition or an approval from the Divisional Executive or General Manager
- IV. Recent passport photographs

#### 7.2.10.4 Procedure for Processing a Visa for an MTNN Sponsored Trip

S/No	Responsibility	Task	Tool	Timeline
1	Requester	Send email notification to #Immigration & Protocol Unit informing them of the MTN sponsored trip.	MS outlook	Within 24 hours
2	Advisor, Immigration / Administrator, Immigration	Reply the mail requesting for the under listed items. <ul style="list-style-type: none"> <li>• Applicant's passport</li> <li>• Invitation letter</li> <li>• Vaccination card (where applicable)</li> <li>• Duly filled visa application form</li> </ul>	MS outlook	Within 24 hours

S/No	Responsibility	Task	Tool	Timeline
		<ul style="list-style-type: none"> <li>Passport photographs</li> <li>Duly signed Travel requisition/ Motivation.</li> </ul>		
3	Requester	Send the above listed items to Immigration Unit for onward processing.	Hard copy	Within 24 hours
4	Administrator, Immigration	Review the documents to confirm that all documents submitted are properly filled.	MS outlook	Within 24 hours
5	Administrator, Immigration	Prepare a back-up letter to be signed by the SM, Employee Services or Manager, IR & HR Support Service.	Hand - sent	Within 48 hours
6	Administrator, Immigration	Send visa application to the embassy or visa submission centre for processing.	vehicle	15 working days

## 7.2.11 Procurement of E-Passports

### 7.2.11.1 Procurement of E-Passports Processes

Immigration Unit also assists MTNN staff by providing them professional guidance on how to acquire the E-passport, complete the online forms, make payments online, go for scanning and pick up.

### 7.2.11.2 Eligibility

MTNN Permanent staff

### 7.2.11.3 Required Documentation

- I. Photocopies of duly completed E-passport application forms filled online.
- II. Back-up letter from Immigration Unit addressed to the Passport Control Officer for those going on official purposes or medical trip.

## 7.2.12 Assisted Services

### 7.2.12.1 Assisted Services Processes

- I. Preparation of introductory letters to foreign embassies/High Commissions in Nigeria for MTNN staff.
- II. Processing of visas for all MTNN sponsored trips where representations are allowed.
- III. Assist other MTN Group members in processing and procuring visas.
- IV. Supporting MTNN Executives, Group Executives, and all levels of Directors in submission and follow up of visa applications when required.

### 7.2.12.2 Letter of Introduction

This is the letter prepared by the Immigration Unit as supporting document for MTNN employees who wish to file visa applications to any of the embassies in Nigeria. This is processed via a formal request by the staff. The introductory letter should state:

- That the Applicant is a staff of MTNN.
- The applicant's job title.
- Name as stated on the international passport, passport number and expiry date.

### 7.2.12.3 Required Documentation

- I. Full name of applicant requesting for the introductory letter.
- II. Applicant's job title/ designation with MTNN – to be confirmed from MTNN Staff List.
- III. A copy of the passport data page for the staff.
- IV. A copy of duly signed invitation letter or hotel reservation where applicable for self-sponsored trip.
- V. Processing period for introductory letters is 48 hours from the date of request.

## 7.2.12.4 Procedure for requesting for an Introductory Letter

S/No	Responsibility	Task	Tool	Timeline
1	MTNN Employee	Send email to #Immigration Unit.	MS outlook,	Within 24 hours
2	Advisor, Immigration / Administrator, Immigration	Upon receipt of request, seek clarification if required.	MS outlook	Within 24 hours
3	Administrator, Immigration	Prepare introductory letter.	Hard copy	Within 48 hours
4	SM, Employees Services or Manager, IR & HRSS	Review and sign off the letter.	Hard copy	Within 24 hours
5	Concerned MTN staff	Pick-up letter.	MS outlook	Within 24 hours

## 7.3 Summary of Immigration Unit's Processes

S/No	Task	Activities	R	A	C	I
1	CERPAC Forms	Ensure CERPAC forms are purchased for the regularization/renewal of residence permit.	AI	Advisor, Immigration	Advisor, Immigration	Manager, IR&HRSS
2	Regularization of Stay	Ensure all Expatriates' residence permits are regularized within three months of their arrival.	AI	Advisor, Immigration	Manager, IR&HRSS & Advisor, I&P	SM, ES
3	Temporary Work Permit	Request for TWP is made to the Nigeria Immigration Service.	AI	Advisor, Immigr	Manager, IR&HRSS	SM, ES

S/No	Task	Activities	R	A	C	I
				ation		
4	Business visa	Process request for business letter within 48hrs.	AI	Advisor , Immigr ation	Manager, IR&HRSS	SM, ES & GM, HR OPS
5	Monthly returns of Expatriates' Quota	Ensure expatriate quota monthly return is made to Nigeria Immigration Service State Commands by the 10 <sup>th</sup> of every month.	AI	Advisor , Immigr ation	Manager, IR&HRSS	SM, ES & GM, HR OPS
6	Tracking of visas	Ensure all visas are tracked for quick release.	AI	Advisor , Immigr ation	Manager, IR&HRSS & Advisor, Immigrati on	SM, ES
7	Introductory letters	Ensure all introductory letters are issued within 48 hours of receiving the request.	AI	Advisor , Immigr ation	Manager, IR&HRSS & Advisor, Immigrati on	SM, ES & GM, HR OPS

**KEY**

R Responsible

C Consulted

A Accountable

I Informed

**7.4 Roles and Responsibilities**

S/No	Activities	Responsibilities
1	<ul style="list-style-type: none"> <li>Initiate a request for Expatriate Quota allocation and renewal</li> <li>Approve the placement of expatriates on MTN</li> </ul>	Chief Human Resources Officer

S/No	Activities	Responsibilities
	Nigeria Expatriate Quota	
2	<ul style="list-style-type: none"> <li>Approve the placement of expatriates on MTN Nigeria Expatriate Quota</li> <li>Approve introductory letters for staff travel</li> </ul>	General Manager, HR Operations
3	<ul style="list-style-type: none"> <li>Approve introductory letters for staff travel</li> <li>Provide oversight for all activities in the Immigration Unit</li> </ul>	Senior Manager, Employee Services / Manager, Industrial Relations & HR Support Services
4	<ul style="list-style-type: none"> <li>Monitor Immigration processes to ensure continued compliance to Nigeria Immigration Service regulations</li> <li>Approve introductory letters for staff travel</li> <li>Recommend necessary changes in the Unit's processes to drive efficient and effective service delivery</li> <li>Manage day to day operations of the immigration team.</li> </ul>	Manager, Industrial Relations & HR Support Services
5	<ul style="list-style-type: none"> <li>Ensure all immigration requests are processed under the provisions of the Nigeria Immigration Act</li> <li>Liaise with relevant stakeholders at the Nigerian Immigration to facilitate the issuance of visas</li> <li>Liaise with relevant officials of Embassies and High Commissions for visa processing</li> <li>Advise the organization on immigration matters on an ongoing basis.</li> <li>Ensure expatriate residence permits and visas are processed within stipulated time frames</li> </ul>	Advisor, Immigration
6	<ul style="list-style-type: none"> <li>Prepare letters for obtaining STR visas, temporary work permits and business visas for all expatriate staff.</li> <li>Process visas for MTNN national staff on</li> </ul>	Administrator, Immigration

S/No	Activities	Responsibilities
	<p>company-sponsored overseas trainings/business trips.</p> <ul style="list-style-type: none"> <li>Forward monthly returns of expatriate quota utilization to the relevant Government Departments within the Federation.</li> <li>Prepare bi-monthly returns of cash expense to Finance Department through IFS.</li> </ul>	
7	<ul style="list-style-type: none"> <li>Contact the Immigration Unit in HR to present their international passport to HR for validation and registration.</li> <li>Carry valid immigration documents at all times.</li> <li>Comply with the rules and regulations of the Nigeria Immigration Services.</li> <li>Ensure submission of CERPAC card to the Immigration Unit when exiting the organisation.</li> </ul>	Expatriates/Contractors

### 7.5 Key Performance Indicator

The Key Performance indicators are outlined below:

Performance measure	Basis	Timeline	Responsibility
Turnaround time for procuring CERPAC forms	This is the time required to purchase CERPAC form from the designated bank as advised by Immigration authorities.	Within 48 hours of expatriate arrival	Advisor, Immigration
Turnaround time for preparing business and introductory letter	This is the time required to prepare any type of letter.	Within 48 hours	Advisor, Immigration
Turnaround time for	This is the time taken to	Within 72 hours	Advisor,

Performance measure	Basis	Timeline	Responsibility
processing TWP application documents	process TWP application documents.		Immigration
Expatriate Quota renewal	This is the time required to renew the validity of the organisation's Expatriate Quota.	Every two years	Advisor, Immigration
PUR	Permanent until Reviewed – This is the quota position approval for Chief Executive Officer/Managing Director.	Reviewed every ten years or when there is a change of CEO who is an expatriate	Advisor, Immigration
Procurement of visas for business trips and training	This is the time taken to process visas for all categories of business trips.	According to the specified timeline	Advisor Immigration / Administrator, Immigration
Monthly Returns	To be submitted before end of first week of subsequent month	Every Month	Advisor, Immigration



## 8. TERMINOLOGY

Abbreviation	Description
Advisor, Immigration	Advisor, Immigration
AI	Administrator, Immigration
ARWD	Analyst Reward
BP	Business Partner
Business Visa	This is a class of visa issued to persons travelling for business meetings or business discussions and the duration of stay is 30 days. This can be extended to 90 or 180 days respectively through Nigeria Immigration Services after purchasing the necessary documents.
CEO	Chief Executive Officer
CERPAC	Combined Expatriates Residence Permit and Aliens Card
CG	Comptroller General
CHRO	Chief Human Resources Officer
Company	MTN Nigeria
Confirmation Date	This refers to the date in which an employee has satisfied all the requirements for confirmation. However, if confirmation date falls on a weekend or public holiday, the next working day becomes the confirmation due date.
Confirmation Letter	Letter to an employee confirming his appointment with the organisation.
Contingent worker	These are third party employees seconded to MTNN by a service provider. The Agreement between the Service Provider and MTNN is managed by the HR Division.
COO	Chief Operating Officer
E-Registration	This is an electronic registration for Migrants who will be residing/working in Nigeria for more than 90 days.
GM HR Ops	General Manager HR Operations
Green Card	This is a card that allows a non-Nigerian to reside and work in Nigeria as specified on the permit or to accompany a resident or citizen of another country as a dependant.
HCM	Human Capital Management
HR	Human Resources
HR Division	Human Resources Division
HRAR	Human Resources Administrator, Records

Abbreviation	Description
HRBP	Human Resources Business Partner
HRHA	Human Resources Helpdesk Administrator
HRO	Human Resources Operations
International Assignee	<p>"International Assignee" is the term used to describe anyone on a posting outside their country of residence. The various categories of international assignees are:</p> <ol style="list-style-type: none"> <li>1. Long-term assignments: This refers to international (expatriate) assignment, usually lasting longer than one year and involves relocating the employee and/or his/her family to the host country.</li> <li>2. Short-term assignments: This refers to employees going abroad for a specified period (usually for three to twelve months); the family may or may not accompany the employee.</li> </ol>
IR	Immigration Responsibility
IT	Information Technology
Manager, ES	Manager, Employee Services
Manager, IR & HRSS	Manager, Industrial Relations & HR Support Services
Medical Visa	This is a class of visa issued to persons embarking on medical treatment abroad.
MES	Manager, Employee Services
MIR & SS	Manager, Industrial Relations and Support Services
MTNN	MTN Nigeria Communications PLC
Negative Reference	This occurs where reference received from employee's previous employer indicates doubtful integrity, fraud, dishonesty and other such integrity related misdemeanours or behavioural patterns. .
NIS	Nigeria Immigration Service
NYSC	National Youth Service Corp
OIM	Oracle Identity Management
PA	Performance Agreement
PCO	Passport Control Officer
Permanent Staff/Employees	<ol style="list-style-type: none"> <li>1. Permanent National Employee</li> <li>2. MTN Expatriate Employee</li> </ol>
Probation Period	This is a six-month assessment period which commences from the date of employment. Probation can be extended by additional three months where confirmation is deferred.
SA	South Africa

Abbreviation	Description
SM, ES	Senior Manager, Employee Services
SMS	Short Message Service
Subject to Regularization Visa (STR)	This class of visa allows non-Nigerians to reside and work for a long term in Nigeria.
Temporary Staff	There are two categories 1. Direct Contractors: This refers to expatriates contracted directly by MTN Group. 2. 3rd Party Contractors: This refers to expatriates contracted by MTN through an Agency.
Temporary Work Permit (TWP)	This is a class of visa that grants entrance to non-Nigerians for a short-term assignment up to a period of 60 days; the visa can be extended after the expiration of the 60 days duration for up to 90, 180 and 360 days respectively.
USSD	Unstructured Supplementary Service Data
VAS	Value Added Services
Vendor	Approved MTNN service provider contracted to verify and authenticate credentials submitted by employees.
Visa on Arrival	This is an approval granted by NIS to an intended visitor to Nigeria. The visa will be issued upon arrival in Nigeria. This must be paid for after the applicant must have uploaded his/her details online during the visa application process.

## 9. RELATED POLICIES, PROCESSES AND PROCEDURES

- I. Exit Clearance Form (automated)
- II. Exit Interview Form (automated)
- III. ID Access Request Form
- IV. IS User Device Policy
- V. Medical Registration Form
- VI. MTN Nigeria Recruitment Procedure
- VII. MTNN Conditions of Service Manual
- VIII. MTNN Disciplinary Policy
- IX. MTNN Global Sourcing and Supply Chain Policy
- X. MTNN Leave Policy
- XI. MTNN Separation Policy

- XII. MTNN Voice and Data Online Form
- XIII. Remote Access Policy
- XIV. Salary Authorisation Deduction Form
- XV. Travel Policy

## 10. DOCUMENT RETENTION

10.1 This policy, including all its supporting and/or related processes, procedures and standards must be reviewed every 3 years as stated in the MTN Nigeria Master Policy by the accountable team member within the HR Division to determine any gaps and to assess, amongst others:

- 10.1.1. The policy's alignment with business objectives and applicable best practices.
- 10.1.2. The policy's relevance to the MTN Nigeria's environment based on the risk profile of the organisation and changes in the technology adopted by the business; and
- 10.1.3. Gaps in coverage resulting from organisational changes.

If the policy is not reviewed, within the required time frame, the policy will continue to operate until the review occurs.

10.2 Any updates to the policy will be presented and approved by the appropriate management representative.

**Signature:**  *Electronically signed by:  
Folakemi Taiwo  
Date: Mar 17, 2023 14:52 GMT+1*  
**Email:** folakemi.taiwo@mtn.com

**Signature:**  *Electronically signed by: Ajibola  
Opeoluwa-Calebs  
Date: Apr 27, 2023 11:31 GMT+1*  
**Email:** Ajibola.Opeoluwa-Calebs@mtn.com












# Employee Services Policy

Final Audit Report

2023-04-27


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