

MTN Nigeria Communications PLC



MTNN Separation Policy

Document Number: **MTNN1-HR-HRO – POL – 000027**

Version: 1.1

October 2023

CONFIDENTIALITY
No part of this document may be disclosed verbally or in writing, including by reproduction, to any third party without the prior written consent of MTN Nigeria Communications PLC. This document, its associated appendices and any attachments remain the property of MTN Nigeria Communications PLC and shall be returned upon request.

MTNN Separation Policy



Document Control Sheet

Document History

Edition	Date	Details
Version 1.0	January 2012	Final Draft
Version 1.0	July 2021	Policy has been updated with current trends.
Version 1.1	October 2023	Localized Policy.

Distribution List

Department
All Employees

Policy Owner	Chief Human Resources Officer	Esther Akinnukawe
--------------	-------------------------------	-------------------

MTNN Separation Policy

MTN

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All signatories of this document must ensure that their team abides with it until it is superseded by another version.



Name	Job Title	Department
Prepared By:		
Folakemi Taiwo	Senior Manager, Employee Services	HR Operations
Checked By:		
Ajibola Opeoluwa-Calebs	General Manager, HR Operations	HR Operations
Approved By:		
Name	Job Title	Signature & Date
Esther Akinnukawe	Chief Human Resources Officer	 Electronically signed by: Esther Akinnukawe Date: Nov 7, 2023 14:54 GMT+1
Hassan Jaber	Chief Operating Officer	 Electronically signed by: Hassan Jaber Date: Nov 9, 2023 09:17 GMT

TABLE OF CONTENTS

DOCUMENT CONTROL SHEET	II
APPROVAL PAGE	III
1.0 INTRODUCTION	1
2.0 PURPOSE	1
3.0 SCOPE	1
4.0 RESPONSIBILITY AND ACCOUNTABILITY	1
5.0 LIST OF ABBREVIATIONS	2
6.0 TERMINOLOGY.....	2
7.0 POLICY	3
8.0 GENERAL PRINCIPLES.....	5
8.1. PHONE NUMBER RETENTION	5
8.2. RECORD KEEPING.....	6
8.3. CESSATION OF BENEFITS.....	6
8.4. TRANSFER OF PENSION FUNDS CONTRIBUTION	7
8.5. PREPARING TO EXIT	7
8.6. SECURITY	7
8.7. EMPLOYEE INDEBTEDNESS	8
8.8. EXIT INTERVIEW	8
8.9. REQUEST FOR REFERENCE.....	9
8.10.ANNOUNCING EMPLOYEE EXIT.....	9
9.0 TYPES OF EXITS.....	10
10.0 RESIGNATION	10
11.0 TERMINATION	16
12.0 DISPLACEMENT	16
13.0 INCAPACITATION.....	18
14.0 RETIREMENT PROCESS	18
15.0 DEATH.....	22
16.0 DISMISSAL	23
17.0 SUMMARY DISMISSAL	23
18.0 WITHDRAWAL OF SERVICE	23
19.0 TRANSFER OF PENSION FUNDS.....	24
20.0 NOTIONAL SHARE OPTIONS	27
21.0 ROLES AND RESPONSIBILITIES	27
22.0 MTNN DISCIPLINARY CODE.....	29
23.0 DOCUMENT RETENTION.....	29

1.0 Introduction

This policy provides guidelines for effective management of employee disengagement in adherence to the Nigerian Labour Laws whilst protecting the organisation from loss of property including loss of intellectual property.

2.0 Purpose

- 2.1 Separation is a natural occurrence in the cycle of employment. The separation process should treat exiting employees with dignity and ensure limited exposure to litigation whilst protecting the organisation from loss of property including loss of intellectual property.
- 2.2 This policy sets the tone for ensuring that the employee's experience when disengaging from the organization is harmonious.

3.0 Scope

- 3.1 This policy governs the separation of permanent employees from the organization. Separation can be either voluntary or involuntary in nature.
- 3.2 The policy refers to employees at all levels.
- 3.3 Outsourced vendor employees covered in this document is only for the purpose of their phone lines and deactivation of accesses.

4.0 Responsibility and Accountability

- 4.1. The Employee Services Unit of the HR Division will update this guide as circumstances demand, subject to approval of the Chief Human Resources Officer.
- 4.2. Non-compliance with this document may be grounds for disciplinary action as defined in the MTNN Code of Conduct and Disciplinary Matrix.

MTNN Separation Policy



4.3. All exceptions to this policy are to be fully motivated for and documented by those seeking the exception and agreed to by the COO.

4.4. The next review date for this document is October 2026.

5.0 List of Abbreviations

Abbreviation	Description
IA&FS	Internal Audit and Forensic Services
CEO	Chief Executive Officer
MIR&SS	Manager, Industrial Relations & Support Services
AE&IR	Advisor, Employee & Industrial Relations
MES	Manager Employee Services
GM, HRO	General Manager, HR Operations
HR	Human Resources
HR ES	HR Employee Services Unit
HRBP	Human Resources Business Partner
CHRO	Chief Human Resources Officer
MTNN	MTN Nigeria Communications PLC
MTN ERS	MTN Employee Retirement Scheme
NSO	Notional Share Options
OE&P	Organizational Effectiveness & Performance
PFA	Pension Fund Administrator
PRA	Pension Reforms Act
RSA	Retirement Savings Account
NHF	National Housing Fund
SM ES	Senior Manager, Employee Services

6.0 Terminology

Term	Definition
Displaced Employee	An employee, who as a result of a job re-design or reorganization or other related changes, is not appointed to a substantive position in the (new) organization.
Disabling	This refers to a situation where an employee remains on sick

MTNN Separation Policy



Term	Definition
Chronic and Terminal Illness	leave beyond the stipulated 36 days in a 3-year cycle. In the period of continued sick leave, the employee would receive full pay in the first 3 months and half pay in the next 6 months, following which the Disabling Chronic and Terminal Illness process will be considered.
Early Payout Option	This option allows exiting employees to access payment of certain percentage of their total pension contributions; while the remaining will be transferred into their RSA provided, after one (1) month of exit. Only qualified exiting employees who are members of the approved MTN Employees' Retirement Scheme (MTN ERS) will benefit from the scheme's Early Payout Option.
Matching	This is a three-month period required to identify and place a displaced staff in a role which they are competent to perform.
Separation	This refers to the end of the employee/employer relationship.

7.0 Policy

7.1 The rules governing the terms of Separation, e.g. notice period, retirement age and rules applicable to employee benefits are recorded in:

7.1.1 Contract of Employment

7.1.2 MTNN Conditions of Service Manual – MTNN0-HR-HRO-POL-000023

7.2 All forms of notice of separation must be in writing, signed and dated by the initiating party.

7.2.1 Where separation is at the employee's instance, the notice of separation letter must be acknowledged by employee's line manager by appending his/her signature and date of receipt.

7.2.2 Where an exiting employee amends the effective exit date, a revised notice of separation letter must be

MTNN Separation Policy

The MTN logo is located in the top right corner of the page. It consists of the letters "MTN" in a bold, sans-serif font, enclosed within an oval border.

endorsed by the Line Manager and HRBP and uploaded on HCM to invalidate the previous notification. Employee Services will acknowledge the revised notice of separation letter.

7.3 Employees must upload their notice of separation letters on HCM for necessary approvals and commencement of applicable separation processes and procedures.

7.4 Where an employee seeks to withdraw a notice of separation, a formal letter of withdrawal must be made and signed by the employee, endorsed by the Line Manager and the HRBP.

7.4.1 The approvals of the Divisional Executive and the CHRO are required to withdraw a notice of separation.

7.5 Employees who intend to exit the organization while on any form of approved absence are required to formally resume and serve the required notice period (per job level) or pay in lieu of notice where the required notice is not served. The effective exit date will be the last day worked prior to commencement of the approved absence.

7.6 Payment(s) in lieu of notice by the party initiating employment separation shall be in line with the employee's job level as stated below:

Job Level	Notice Period
During probation period	Two (2) weeks
Level 1 & 2	One (1) month
Level 3 & 3H	Three (3) months
Level 4, 5 & 6	Six (6) months

7.7 Official work-hours on Day Zero (effective exit date) for exiting employees will end at 12noon. This is to allow HR Business Partner (HRBP) to finalise clearance before close of business while the remaining hours can be used for socialising/send-forth party etc.

- 7.7.1 You shall not for the period of 24 months after your exit from MTNN be directly or indirectly engaged in the capacity of employee, representative or in any other capacity in the business of any competition situated in the Federal Republic of Nigeria.

8.0 General Principles

8.1. Phone Number Retention

- 8.1.1 All employees are eligible to retain their staff phone numbers upon exit. This provision also extends to spouse and data lines that had hitherto been in their possession.
- 8.1.2 Outsourced vendor employees seconded to MTNN will be eligible to retain their phone numbers upon exit.
- 8.1.3 Outsourced vendor employees who are hired into new permanent roles in MTN are eligible to retain their old CUG phone numbers on the prepaid commercial tariff plan. However, where the CUG phone number is in 3200 series, the number will be migrated to the permanent staff tariff plan for employee's use as a permanent employee.
- 8.1.4 Permanent and Expatriate employees who exit the organisation through other exit modes apart from termination and dismissal will have their staff phone lines migrated to MTN Alumnus tariff plan.
- 8.1.5 Outsourced vendor employees who exit the organisation due to fraud/crime related infractions are not eligible to retain their CUG numbers.
- 8.1.6 Phone numbers (voice, data & spouse) of employees who pass on during their employment with the Company will cease to receive staff phone benefits after two months of employee's demise.

MTNN Separation Policy



- 8.1.7 Bills incurred on the staff line(s) in the two months period after demise will be transferred to the Divisional budget.
- 8.1.8 In the case of dissolution of marriage or death of spouse, an employee is required to notify the Employee Services Unit through the HRBP to stop all spouse benefits on the line.
- 8.1.9 Where an employee reconciles with previous spouse, the 3201 number will be assigned spouse benefits. However, where an employee remarries a different person, another spouse number range different from 3201 will be given to the new spouse with the attendant spouse benefits.

8.2. Record Keeping

- 8.2.1 Separation reasons shall be identified and recorded in the file of exiting employees. For example, exits arising from disciplinary action or Incapacitation will not be recorded as resignation.
- 8.2.2 Where an employee resigns while under investigation with the knowledge of the ongoing investigation for an alleged breach of the MTNN Code of Conduct and Disciplinary Matrix, a note will be made to the employee's file and copies of the investigation report will also be included in the employee's file.
- 8.2.3 In addition to 8.2.2 above, a note will be made in the acceptance of resignation letter that the employee resigned whilst under investigation.

8.3. Cessation of Benefits

- 8.3.1 The Company will retrieve all tool-of-trade items from staff upon resignation.
- 8.3.2 Tool of trade items include but are not limited to phones, test SIMs, data SIMs and vehicle where applicable.

8.4. Transfer of Pension Funds Contribution

- 8.4.1 Employers are obligated by the Pension Reform Act (2004) to establish contributory pension schemes. In order to ensure that this statutory obligation is met, the following will apply:
- 8.4.2 Employees will register with a pension fund administrator at the commencement of their employment and provide the Company their pension account details within one month of their resumption.
- 8.4.3 New employees who already have pension fund accounts will be required to provide their pension account details within one month of their resumption.
- 8.4.4 Exiting employees under the MTNN ERS Scheme will be required to provide alternate pension account details for the transfer of their pension fund within one month of their exit.
- 8.4.5 The Company will notify the Pension Administrator when a Separation has occurred between the employee and the company within one month of the employee's exit.

8.5. Preparing to Exit

- 8.5.1 Employees who are due to separate from the Company at a determined future date will be accorded all rights and privileges normally due to them, in their notice period. In addition, employees will be expected to fulfil their normal employment obligations up until the date of Separation.

8.6. Security

- 8.6.1 It is unacceptable for a separating employee to download confidential official information.

- 8.6.2 An employee who has been summarily dismissed in accordance with the Disciplinary process shall be entitled to their statutory and non-statutory rights, privileges and benefits in line with notice period as per contract of employment.

8.7. Employee Indebtedness

- 8.7.1 Exiting employees must ensure that the exit clearance process is duly completed with the relevant Departments/Divisions.
- 8.7.2 Exiting employees will be advised of debts owed the Company and their liability to refund such monies by the HR Reward team.

8.8. Exit Interview

- 8.8.1 All employees exiting the organization voluntarily are required to fill the exit interview questionnaire on HCM and have a follow up chat with their respective HRBPs to conclude the exit interview process. This is to provide the Company with information that will help improve its conditions of service.
- 8.8.2 Where 8.8.1 is not practical, HRBP will send hard copy of the exit interview form to exiting employees to fill and return accordingly. All responses from the interview shall be treated as confidential and analysed for management information.
- 8.8.3 Exit interview follow up chat will be conducted by the HRBP or an assigned HR employee.
- 8.8.4 It is the responsibility of the SM, BP to co-ordinate the interview process for exiting employees on a job level higher than the HRBP Manager.

8.9. Request for Reference

8.9.1 MTNN will provide references on behalf of ex-employees who exit the organization through Resignation, Termination, Dismissal, Withdrawal of Service and Retirement. This excludes ex-employees in the categories listed in clause 8.2.2.

8.9.2 MTNN will provide references on behalf of ex-employees who exited the organization by termination for reasons of incapacitation, poor performance or restructuring/redundancy.

8.9.3 MTNN will not provide reference in the following circumstance:

8.9.3.1 Where the ex-employee is indebted to the organization.

8.9.3.2 Where an employee has been formally notified by Internal Audit and Forensic Services Unit of a pending investigation against them and has outstanding unresolved queries.

8.9.3.3 Where an employee declines to respond to outstanding queries.

8.9.3.4 Where the employee's response is considered unsatisfactory.

8.9.3.5 Where the employee is invited to a Formal Disciplinary Hearing and declines.

8.10. Announcing Employee Exit

8.10.1 The Company at its discretion will internally announce the exit of employees who separate on integrity related grounds. In conformity with established Company policy,

this information will be announced without liability to MTNN Nigeria.

8.10.2 The Company at its discretion will internally announce the exit of employees who resign from the Company's employment while undergoing investigation or are invited to disciplinary hearings on integrity related allegations. In conformity with established Company policy, this information will be announced without liability to MTNN Nigeria.

9.0 Types of Exits

- 9.1 Resignation
- 9.2 Termination (including Incapacitation)
- 9.3 End of Contract
- 9.4 Retirement
- 9.5 Death
- 9.6 Dismissal (including Summary Dismissal)
- 9.7 Withdrawal of Service (e.g. Displacement, VSS, IVSS)

10.0 Resignation

- 10.1 An employee may decide to end his/her employment with MTN Nigeria at any time.
- 10.2 Employees will be required to tender a formal resignation letter addressed to the CHRO.
- 10.3 Any notice of separation via resignation (resignation letter) must be signed by the employee, endorsed by the Line Manager and the HRBP and uploaded on HCM for approval.
- 10.4 The HRBP will provide a copy of the endorsed resignation letter to the exiting employee for his/her record and submit the original to the Employee Services Unit for processing.

MTNN Separation Policy

MTN

10.4.1 Upon receipt of a resignation letter, Employee Services will acknowledge same via email and share off-boarding details with the exiting employee.

10.5 An employee who is resigning from the Organization is required to provide notice period to the Organization as follows:

10.5.1 During Probation Period:

10.5.1.1 Two weeks written notice or payment in lieu of notice.

10.5.2 After Confirmation:

10.5.2.1 All confirmed employees will give resignation notice or payment in lieu of notice based on the employee's contract.

10.5.3 Payment(s) in lieu of notice by the organisation or the employee shall be as applicable to notice period in line with employee's job level as stated in clause 7.6 (e.g. 1 month, 3 months or 6 months).

10.5.4 Effective Date of Resignation

10.5.4.1 The date on which the Line Manager endorses the resignation letter will be used to calculate the effective date of the employee's resignation by HR.

10.6 Process

#	Task	Action	Responsible	Accountable	Consulted	Informed
10.6.1	Resignation Notice	Write a formal resignation letter	Exiting employee	Exiting employee	Line Manager	HRBP
		Endorse resignation Letter with signature and date	Line Manager	Line Manager	HRBP	HR Administrator, Records

MTNN Separation Policy



#	Task	Action	Responsible	Accountable	Consulted	Informed
		Upload line manager endorsed resignation letter on HCM	Exiting employee	Exiting Employee	HRBP	Line Manager
		Action exit workflows on HCM	Line Manager HRBP Analyst, HCM	HRBP	Analyst, HRBP	Analyst, HRBP Exiting employee
		Send Resignation Alerts email	Analyst HCM	Analyst HCM	MES	HR Learning Management, Forensic Unit and members of #Resignation Alert with includes the CHRO, HR Senior Managers, HR Reward, Salaries, IT, CR
		Forensic Services confirms to Analyst HCM if employee is under investigation	Forensic Services	Analyst HCM	Manager Employee Services	HR Administrator, Records
		Forward a copy of the endorsed resignation letter to the employee.	HRBP	HRBP	Employee	HR Administrator, Records

MTNN Separation Policy



#	Task	Action	Responsible	Accountable	Consulted	Informed
10.6.2	Collate Employee's indebtednesses	Send outstanding Leave days, Liabilities in respect of Education, Training Indebtedness, etc. to HR Reward & Salaries Teams	HR Administrator, Records	Analyst HCM	Manager Employee Services	HR Reward and Salaries Team
		Calculate final entitlements or indebtedness	Salaries	HR Reward	HR Reward	HR Reward
		Process Final Pay Cheque (as applicable)	Salaries	Salaries Unit	HR Reward	HR Reward
10.6.3	Communicate Exit Statement	Where it is impossible to send exit statement on the last day of work, send to employee's residential address or valid personal email address	HR Reward	HR Reward	HR Administrator, Records	HR Administrator, Records
10.6.4	Acknowledge Receipt of Exit Statement	Endorse copy of Exit Statement	Exited Employee	HR Reward	HR Administrator, Records	HR Administrator, Records
10.6.5	Record Keeping	Include a copy of the Exit	HR Administrator,	Analyst HCM	Analyst HCM	Manager Employee

MTNN Separation Policy



#	Task	Action	Responsible	Accountable	Consulted	Informed
		Statement in exited employee's file.	Records			Services
10.6.6	Withdrawal of Resignation letter	Write a formal letter addressed to the CHRO.	Employee	Employee	Line Manager	HRBP
		Endorse resignation withdrawal letter	Line Manager	Line Manager	HRBP	HR Administrator, Records
		Endorse, secure Divisional Executive's approval and Forward resignation withdrawal letter to Employee Services.	HRBP	HRBP	HR Employee Services	HR Administrator, Records
		Secure CHRO's approval	Analyst, HCM	Analyst, HCM	HRBP	MES
		Send email to notify Forensic Services and HR Reward	Analyst, HCM	Analyst, HCM	Manager Employee Services	Forensic Services and HR Reward
		Include a copy of the withdrawal letter in employee file.	HR Administrator, Records	Analyst, HCM	Analyst, HCM	Manager Employee Services
END						

10.7 Procedure

#	Responsibility	Task	Tool	Timeline
---	----------------	------	------	----------

MTNN Separation Policy



#	Responsibility	Task	Tool	Timeline
10.7.1	Employee	Inform Line Manager of intention to resign.	Formal Letter	Appropriate duration in line with employee's terms of contract.
10.7.2	Line Manager	Endorse resignation letter with signature and date.	Physical letter, Adobe Approval	Within 24 hours of receipt
10.7.3	Employee	Upload endorsed resignation letter on the system.	HCM	Within 24hrs
10.7.3	Line Manager HRBP Analyst HCM	Approve resignation workflow	HCM	Within 24 hours of receipt
10.7.4	Analyst HCM	Send resignation notice email (1 st alert) to #Resignation Alert, MTNN Forensic Services team and HR Learning Management.	MS Outlook	Within 24 hours of receiving the resignation letter
10.7.5	Forensic Services/ HR Administrator, Records	<ul style="list-style-type: none"> Where an employee is not under investigation and has given required notice, prepare a Resignation Acceptance Letter Where Employee is under investigation but not aware or where employee is aware s/he is under investigation, prepare Resignation Acceptance letter using the applicable template. 	MS Outlook	Within 24 hours of receiving feedback from Internal Audit & Forensic Services .
10.7.6	Analyst HCM	Send exit computation notice (2 nd alert) to HR Reward and Salaries Unit.	MS Outlook	Within 48 hours of announcing the resignation
10.7.7	Analyst, HCM	Send deactivation request (3rd alert) to #deact mailing group.	MS Outlook	Employee's last working day
10.7.8	Analyst, HCM	Track responses from #deact mailing	MS	Within 24 hours of

MTNN Separation Policy



#	Responsibility	Task	Tool	Timeline
		group and file copies of e-mail in exiting employee's file for record purposes.	Outlook	the employee's last working day
10.7.9	Salaries	Send final staff indebtedness to HR Reward.	MS Outlook	Effective exit date.
10.7.10.	Reward Analyst	Communicate indebtedness to exited staff.	Formal Letter	Effective exit date.
	END			

11.0 Termination

11.1 The Company can terminate an employee's contract for any of the following reasons:

11.1.1 Consistent failure to meet the agreed level of performance established for his/her position.

11.1.2 Where an employee has committed a misconduct and/or breach of the Company's MTNN Code of Conduct and Disciplinary Matrix.

11.1.3 Where the service of the employee is no longer required due to Organizational restructuring, incapacitation or any policy stipulated reason.

11.2 The Company will give notice period or payment in lieu as applicable in employee's contract.

11.3 The termination letter will refer to the general guidance of the contract of employment.

12.0 Displacement

12.1 This occurs when an employee, following – a job redesign, organization-restructuring or displacement – is unable to secure an alternative job role within a 3 months identification and matching period

12.2 Identification and Matching Period

12.2.1 This is a period not exceeding three months during which employee finds an alternative role.

-
- 12.2.2 Employees have a personal responsibility towards finding a role for themselves in the Organization by identifying, applying and participating in the recruitment assessment, tests as applicable.
- 12.2.3 Priority for a role will be given to the best performing candidate in line with MTNN recruitment policy.
- 12.2.4 The following will be taken into account to determine a suitable alternative role:
- 12.2.4.1 The job level of the role.
 - 12.2.4.2 The content of the role.
 - 12.2.4.3 Competence of the displaced staff.
 - 12.2.4.4 Pay and Benefits.
 - 12.2.4.5 Changes to any shift pattern, as appropriate.
- 12.2.5 The HRBP and OE&P Unit are responsible for matching an employee to a role similar to the employee's former role
- 12.2.6 During this period, the Displaced Employee will be given a choice of either:
- 12.2.6.1 Securing a suitable alternative employment within the Organization.
 - 12.2.6.2 Exiting the Organization, with redundancy benefits.
- 12.2.7 The employee will be required to respond stating preference with respect to 12.2.6.
- 12.2.8 Employees are required to actively apply for any vacancy that matches their skills and aspirations during this period.
- 12.2.9 Where an employee's role becomes redundant and the individual is aged 50 years and above, the employee will be advised to consider early retirement.
- 12.2.10 Where the employee is open to clause 12.2.9 above, HR will process accordingly.
-

MTNN Separation Policy

The MTN logo is located in the top right corner of the page. It consists of the letters "MTN" in a bold, sans-serif font, enclosed within an oval border.

12.2.11 Where an employee waives the right to seek alternate employment, a termination process will be instituted immediately and the employee will be entitled to 3 weeks gross salary for every completed year of service, as compensation for loss of office.

12.2.12 If at the end of the contractual notice period no suitable alternative position has been secured, the employee's employment will cease.

12.2.13 The exit mode for displaced employee shall be termed "Withdrawal of Service".

13.0 Incapacitation

13.1 Please refer to the "Disabling, Chronic, Terminal Illness and Related Sick Leave policy" in the Medical Consolidated PPPs - MTNN1-HR-HRO-PRO-000025.

14.0 Retirement Process

14.1 Retirement

14.1.1 The retirement age for employees in the Company is 60 years. An employee's service ends on the last day of the month in which the stipulated age is attained.

14.1.2 Employees will receive a first notification of their retirement 12 months preceding their 60th birthday.

14.1.3 The employee will receive a second notification 3 months preceding the employee's 60th birthday.

14.1.4 Employees who retire at age 60 will be eligible to receive 1.5 weeks' pay for each completed year of continuous service or 6 months gross salary, whichever is higher with a plaque as parting gift in recognition of their contribution to the Organization.

14.1.5 Where a retiring employee has served the Organization for thirty-five (35) consecutive years, the employee will be

presented with a gold-plated wristwatch or its equivalent.

in addition to the benefits stated in 14.1.4

14.1.6 The gift and the plaque will be presented by the Divisional Executive at a suitable forum.

14.2 Early Retirement

14.2.1 Employees aged between fifty (50) and fifty-nine (59) years are qualified to utilize the early retirement policy to voluntarily exit the organization. Approved application must reach HR on or before employees' 59th anniversary birth date.

14.2.2 Employees opting in for early retirement must serve a minimum of one-third of the required notice period to qualify for the early retirement benefit. The balance of the notice as defined in clause 7.6 above may be settled via payment in lieu of notice where the employee is not able to serve the full notice. Please see below table for applicable minimum required notice period per job level:

Job Level	Mandatory Notice Period to be served
Level 1 & 2	Two (2) weeks
Level 3 & 3H	One (1) month
Level 4, 5 & 6	Two (2) months

14.2.3 Qualifying employees will be eligible to receive a severance benefit of 3 weeks' pay for each completed year of continuous service in line with MTNN's Voluntary Severance Scheme.

14.2.4 Employees opting in for early retirement must request in writing, to the CHRO. The request must be signed by the employee, endorsed by the Line Manager and the HRBP and uploaded on HCM for approval.

14.2.5 Separation via early retirement will be treated in line with standard exit processes and procedures. Accordingly,

MTNN Separation Policy



applicable benefits will be availed to employees on the exit date (last day of employment) provided that all clearance processes and procedures have been concluded; or whenever they are completed thereafter.

14.2.6 Application for early retirement has to be mutually acceptable by the employee and the Line Executive.

14.3 Process

#	Task	Action	Responsible	Accountable	Consulted	Informed
14.3.1	Identify and Notify employees in this category	Pull report/or prompt from Oracle HCM	Analyst HCM	Analyst HCM	Manager Employee Services	SM,ES
		Send 1st notification to HRBP (12 months to employee 60th birthday)	Analyst HCM	Analyst HCM	Manager Employee Services	SM,ES/SM BP/ GM HR Operations
		Send 1st notification to employee (12 months to employee 60th birthday)	HRBP	HRBP	SM,BP	MES, Analyst HCM
		Send 2nd notification to HRBP to commence retirement process (3	Analyst HCM	Analyst HCM	Manager Employee Services	SM,ES/ SM BP/ GM HR Operations

MTNN Separation Policy

MTN

#	Task	Action	Responsible	Accountable	Consulted	Informed
		months to employee 60th birthday)				
14.3.2	Retirement Notification	Write formal retirement letter to the employee to be endorsed by the CHRO	HR Administrator Records	Analyst HCM	MES	SM,ES/HRBP
		Forward endorsed retirement letter to employee	HRBP	HRBP	SM,BP/Line Manager	GM, HR Operations
		Process retirement on HCM	Employee	HRBP	Analyst, HCM	MES, Analyst HCM
		Send Retirement notification alert 1 week before employee's exit date	Analyst HCM	Analyst HCM	MES	#Resignation Alert, HR Learning Management Team, IA&FS Team
14.3.3	Exit Process	Conclude Exit process	Employee/HRBP	Employee/HRBP	MES	SM,BP & SM,ES

MTNN Separation Policy

MTN

#	Task	Action	Responsible	Accountable	Consulted	Informed
		Send deactivation alert	Analyst HCM	Analyst, HCM HRBP	MES	#Deact mailing group/ Provisioning team
14.3.4	Process & Communicate Final Exit Statement	Process retirement benefit and communicate to employee	HR Reward / Analyst HCM	HR Reward/ Analyst HCM	MES/ SM, Reward	SM,ES/ HRBP
14.3.5	Accessing Pension Fund	The Reward team to advise retiring employee on how to assess the Pension Fund	HR Reward	HR Reward	Reward Specialist	HRBP/ HR Administrator Records
14.3.6	Record Keeping	Include a copy of notifications issued to employee, deactivation confirmations and the exit computation in employee's file	HR Administrator Records	Analyst HCM	Analyst HCM	Manager Employee Services
End						

15.0 Death

15.1 Where an employee dies whilst still employed with the Company, all outstanding salary and accruable benefits up to the date of death will be paid to the designated beneficiary.

- 15.2 The Company will notify relevant stakeholders and government bodies – Pension Fund Administrators, Nigerian Social Insurance Trust Fund and Group life Insurance Providers of the death of an employee to enable processing of payout(s) to the dependant(s) of the deceased, where applicable.
- 15.3 In addition, the Company will support the bereaved family with payment for casket, Hearse, Branded Wreath, Pall Bearers etc. in line with the approved budget for funeral assistance. Where the bereaved family wishes to handle the procurement personally, MTN will support with a cash gift.

16.0 Dismissal

- 16.1 This is the termination of an employment contract on the basis that an individual has committed an offence that significantly contravenes MTNN's established code of conduct and disciplinary matrix.
- 16.2 Where an employee is dismissed, the company shall pay in lieu of notice as applicable in offer of contract.
- 16.3 The Chief Human Resources Officer (CHRO) must endorse all dismissals.

17.0 Summary Dismissal

- 17.1 This is an instant dismissal that is applied when a misconduct committed by an employee is considered as grave and may be a cause of serious imminent danger to the safety of employees, the image of the company or the financial sustainability of the business.
- 17.2 All work tools assigned to employees will be retrieved upon exit.
- 17.3 The Chief Human Resources Officer (CHRO) must endorse all summary dismissals.

18.0 Withdrawal of service

- 18.1 This is the cessation of an employment contract by an employee or the company, through the Voluntary or Involuntary Severance Scheme and at the instance of the organization.
- 18.2 The establishment of Voluntary Severance Scheme (VSS) in MTNN serves as a lever for refreshing the workforce for competitive advantage. VSS has been adopted as part of the company's normal business processes for refreshing the workforce. The implementation of the VSS will be on a rolling three-to-five-year time frame, at Management's discretion. The VSS offers a financial incentive that encourages employees to choose to leave MTNN of their own volition, on clearly set out terms. Participation in the VSS is limited to permanent employees only. Each VSS implementation will define eligibility criteria and specify the minimum qualifying years of employment i.e., tenure requirement for eligibility.
- 18.3 The Involuntary Severance Scheme (IVSS) occurs when the company withdraws the services of an employee due to restructuring or redundancy to align business operations with due regard to business agility and other strategic reasons.
- 18.4 All related tools of trade (e.g., staff ID/ access cards, medical cards etc.) must be returned to the divisional HR Business Partner. Laptops must also be submitted to the HR Business Partner or device access provided to IT to enable laptop cleaning before an employee can leave with company issued Laptops. Please refer to allocation and retrieval of tool of trade policy for more information.

19.0 Transfer of Pension Funds

19.1 MTN Employees' Retirement Scheme (MTN ERS)

- 19.1.1 Only qualified exiting employees who are members of the approved MTN Employees' Retirement Scheme (MTN ERS) will benefit from the scheme's Early Payout Option.

19.1.2 The payment will be made through their PFA.

19.1.3 Retirement

19.1.3.1 Retiring members of the Scheme will be eligible for an early payout of up to 20% of their total pension contributions; while the remaining 80% will be transferred into their RSA provided by the exiting employee, after one (1) month of exit.

19.1.4 Resignation/Termination

19.1.4.1 When a member of the MTN ERS exits the Organization due to resignation or termination, the member will be eligible to an early pay out subject to meeting the criteria stated in 19.1.4.2 and 19.1.4.3. Members whose mode of exit is dismissal are not eligible.

19.1.4.2 An employee on the ERS Scheme must have served tenure of 4 years with the Organization to qualify for early payout option.

19.1.4.3 The applicable percentage depending on the age of the exiting employees are as follows:

19.1.4.3.1 30 – 39 years (10%)

19.1.4.3.2 40 – 49 years (15%)

19.1.4.3.3 50 – 60 years (20%)

19.1.4.4 Application for the early payout is through the Reward Unit of the Human Resources Division to the Primary PFA.

19.1.4.5 After the deduction of the applicable payout percentage, the balance will be moved into the employee's newly selected PFA.

19.1.4.6 Where an ex-employee does not qualify (i.e., tenure is less than 4 years or mode of exit is dismissal) for the early payout payment, 100%

of the entire balance will be moved to the PFA nominated by the ex-employee.

- 19.1.4.7 In addition to the early payout option, where the ex-employees are still unemployed after 4 months of leaving MTNN, they can access 25% of the remaining balance from the new PFA.

19.1.5 Death

- 19.1.5.1 A deceased member of the scheme will have his/her contributions transferred from the scheme to his or her individual RSA Account where the deceased (nominated) beneficiary or administrator of the deceased estate can proceed to claim same with the PFA in line with relevant PENCOR guidelines.

- 19.1.5.2 Where the deceased does not have an individual RSA, the balance will remain in the MTN ERS Scheme until the beneficiary or administrator of the deceased's estate liaises with the Scheme Manager, who will then inform MTN Nigeria of the RSA to move the balance to.

- 19.1.5.3 Group Life Insurance benefit for a deceased is paid by the Group Life Assurance vendor to the beneficiary of a deceased, on instruction from MTN, after all relevant documents have been presented.

19.1.6 Dismissal

- 19.1.6.1 Members of the Scheme who exit the Organization through dismissal will have their contributions (Employee and Employer Portions) transferred from the scheme to the "MTN ex-staff fund" account immediately upon exit.

19.1.6.2 Exits resulting from dismissals do not qualify for early payouts.

19.1.6.3 Thereafter, all contributions will be transferred upon nomination of a Retirement Saving Account with a Pension Fund Administrator.

20.0 Notional Share Options

20.1 Please refer to the Notional Share Incentive Scheme on SHARE for full details.

21.0 Roles and Responsibilities

21.1 Employee Services

21.1.1 Implement seamless separation of employees from the Organization.

21.1.2 Implement Policy and Process in accordance with the Nigerian Labour Law.

21.1.3 Liaise with the Legal Department to ensure legal compliance on all issues relating to employee separation.

21.1.4 Send resignation/retirement notification to designated stakeholders within 24 hours/ 1 week of receiving the notification respectively.

21.1.5 End-date the employee's record on HCM on the employee's last day in the organization.

21.1.6 Process resignation acceptance letter for qualifying employees within 48 hours of receiving the resignation letter.

21.1.7 Issue deactivation or migration instruction for issued tool of trade items or staff/spouse line to applicable customer platform.

21.1.8 Provide inputs into the computation/preparation of exit statement.

21.2 Industrial Relations

MTNN Separation Policy



- 21.2.1 Notify Employee Services of all exits resulting from the company's disciplinary process.

21.3 HRBP

- 21.3.1 Endorse resignation/withdrawal/letters and forward same to Employee Services for processing.
- 21.3.2 Hand over a copy of the resignation letter to the exiting employee.
- 21.3.3 Conduct exit interview when an employee exits the Organization voluntarily and documents same for Management's review.
- 21.3.4 Ensure proper handover note is submitted and endorsed by the Line Manager.
- 21.3.5 Retrieve all Company assets/property in the custody of the exiting employee.

21.4 Line Managers

- 21.4.1 Inform the HRBP of an employee's resignation notice upon receipt.
- 21.4.2 Endorse the resignation/withdrawal letter within 24 hours of receiving the letter and forward it to the HRBP.
- 21.4.3 Ensure that detailed handover note is submitted by the employee.
- 21.4.4 Endorse the hand over note received from the employee.

21.5 Exiting Employee

- 21.5.1 Ensure the required notice period is given to the organization.
- 21.5.2 Perform all internal Exit Clearance Processes.
- 21.5.3 Ensure all outstanding indebtedness to the organization is cleared.
- 21.5.4 Dedicate time to the induction and training of the person designated to replace them.

21.5.5 Prepare and submit a detailed handover note to the Line Manager.

21.5.6 Ensure all documents in his/her custody are submitted.

21.5.7 Official work-hours on Day Zero ends at 12noon, to allow HR Business Partner (HRBP) finalise clearance before COB. Remaining hours can be used for socialising/send-forth party etc

21.6 HR Reward

21.6.1 Provide inputs into the computation/preparation of exit statement.

21.6.2 Send exit statement to ex-employee.

21.6.3 Send copy of exit statement to HR Administrator Records for filing.

21.7 Salaries Unit

21.7.1 Compute/Prepare exit statement.

21.7.2 Send instruction for payment of exit entitlement where applicable.

21.8 Medical

21.8.1 Terminate exited employee on HMS.

21.8.2 Notify HMO of employee's exit.

21.9 #Deact Mailing Address

21.9.1 To deactivate all accesses of exiting employees.

22.0 MTNN Disciplinary Code

Any disciplinary action arising from a breach of this policy will be taken according to the Disciplinary Code and Disciplinary Procedure of the MTN Nigeria.

23.0 Document Retention

The information contained in this document is valid for a period of three (3) years from the date it becomes effective. However, reviews may be triggered because of audit findings or changes in business operations, organizational structure or related regulations/laws.









MTNN Separation Policy - October 2023

Final Audit Report

2023-11-09

Created:	2023-11-06
By:	Nonye Ofor (Nonye.Ofor@mtn.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAAgGDnbXlmaQWX3vxt8fMUHeyyT7ducEk4

"MTNN Separation Policy - October 2023" History

-  Document created by Nonye Ofor (Nonye.Ofor@mtn.com)
2023-11-06 - 1:45:47 PM GMT
-  Document emailed to Esther Akinnukawe (esther.akinnukawe@mtn.com) for signature
2023-11-06 - 2:01:39 PM GMT
-  Email viewed by Esther Akinnukawe (esther.akinnukawe@mtn.com)
2023-11-06 - 5:35:00 PM GMT
-  Document e-signed by Esther Akinnukawe (esther.akinnukawe@mtn.com)
Signature Date: 2023-11-07 - 1:54:56 PM GMT - Time Source: server
-  Document emailed to Hassan Jaber (Hassan.Jaber@mtn.com) for signature
2023-11-07 - 1:54:58 PM GMT
-  Email viewed by Hassan Jaber (Hassan.Jaber@mtn.com)
2023-11-09 - 9:17:27 AM GMT
-  Document e-signed by Hassan Jaber (Hassan.Jaber@mtn.com)
Signature Date: 2023-11-09 - 9:17:43 AM GMT - Time Source: server
-  Agreement completed.
2023-11-09 - 9:17:43 AM GMT



Powered by
Adobe
Acrobat Sign