

# Corporate Social Responsibility

One of the key distinguishing characteristics of a successful company is its contribution to national economic growth and prosperity. As Namibia forges ahead to implement Vision 2030, Telecom Namibia is a key player in these developments. This ties in well with our corporate social and environmental sustainability commitments we make to our customers, shareholder, employees and to society in general.

Corporate social responsibility (CSR) is fundamental to Telecom Namibia's culture and core values. These commitments drive us to perform with the highest standards of good governance and ethics; provide products and services that meet the rising expectations of our customers and business partners; attract and retain quality employees; provide meaningful support in our communities; and improve the social and environmental impacts of our business practices and those of our suppliers.

Our CSR activities are built on our shared values, and we rely for their success on the commitment of our employees to live those values. Our goal is to take responsibility for the impact of our activities on our various stakeholders — and society as a whole. Accordingly, Telecom Namibia is committed to:

- Maximise and protect shareholder value
- Ensure client satisfaction
- Build a positive work environment where all our employees can grow and excel
- Sustain the environment
- Serve our communities
- Build socially responsible supplier relationships

## Global Compact

In Namibia, Telecom Namibia is a signatory to the United Nations Global Compact committed to upholding 10 principles across the areas of human rights, labour standards, environment and anti-corruption. We are also a member of the Namibian Compact network, a society which aims to further the CSR movement nationally.

## Awards

In recognition of Telecom Namibia's contribution to economic growth and development of Namibia, the company was awarded the Golden Arrow Award by PMR.Africa, scoring a remarkable overall rating of 4.00 out of a possible 5.00 within the telecommunications business sector.

## Social & economic transformation

The role of Telecom Namibia, in the broader economic development of the country, is receiving increased priority. The company's efforts to promote Black Economic Empowerment (BEE) started recently, but we

are encouraged by the results achieved so far. In preferential procurement, it is the company's goal to be ranked one of the best performing SoE enterprises and within the ICT sector in Namibia. Telecom Namibia's preferential procurement should be seen as a serious effort in driving social and economic transformation of our society.

Through procurement's intervention, the company has managed to persuade foreign companies to partner with local BEE companies. Such partnerships provide black-owned companies with the opportunity to upgrade their skills and other capabilities. During the next phase, they will be in a position to provide their own independent services that can be marketed in Namibia and possibly elsewhere.

Total spending on BEE amounted to N\$2.13 billion during the last 5 years, of which a whopping N\$812 million went to qualifying small and medium enterprises or BEE companies in Namibia. The percentage share of BEE companies in the total procurement spend of Telecom Namibia increased from a mere 18% in 2004 to 38% in 2009. The awarding of contracts to local BEE companies is aimed at facilitating the creation of sustainable black-owned companies. Although the company's preferential procurement policy is perceived to be stringent, the majority of its large suppliers, have set up local operations, sold equity to black shareholders and developed BEE Commitment Plans that are in line with Telecom Namibia policy.

It is the company's objective to increase spending on BEE initiatives in the years ahead, in order to create jobs for Namibians in the SME sector.

## Job creation

With a powerful telecommunications infrastructure in place:

- Many ICT companies have set up in Namibia, utilising the only backbone from TN, thereby creating jobs to Namibians.
- Internet Cafe's have multiplied over the country — employing the youth and guaranteeing much needed income to the entrepreneurs.
- Farmers in the rural areas and remote lodges are able to do business over the internet through modern telecommunication systems of VSAT and WiMAX with multiple spin-offs.
- Multi-Purpose Community Centres will expose the majority of our citizens to ICT to bridge the digital divide and will result in employment creation.

## Affirmative action

Telecom Namibia has developed aggressive employment equity targets to address the challenges we face in terms of

increasing the diversity of its workforce, especially the representation of black women and black disabled people in the workforce, as well as in the middle and senior management levels of the organisation.

The company has put in place an Affirmative Action Strategy to ensure that its workforce reflects Namibian demographics in terms of race, gender and disability. It also has various programmes in place, including a dedicated talent management, to attract and retain black employees, especially women and the physically challenged. Telecom Namibia continues to drive various initiatives across the organisation to ensure that our policies and guidelines attract and support the recruitment of people in the designated groups and to encourage the disclosure of current company employee profile.

### Education

Telecom Namibia signed strategic partnership agreements with the University of Namibia and the Polytechnic of Namibia to enhance the training of Namibians in appropriate fields required by the telecommunications industry.

Three years ago, Telecom Namibia signed the Partnership Declaration of Tech/na! – a national initiative to coordinate the appropriate development, efficient delivery, and quality use of information communication technologies to ensure ICT integration for excellence and equity in education.

TN awards bursaries to people with talent and ability who, because of economic circumstances or other barriers such as disability, are prevented from reaching their full educational potential. This year, the company gave 13 external bursaries to young Namibians to further their studies in the fields of electronic engineering, information technology and accounting. There are 36 ongoing bursaries being serviced this year. A bursary from Telecom Namibia covers the cost of tuition, books, monthly allowances, accommodation, meals and travelling.

### School connectivity

The school connectivity programme is the culmination of several years of vision surrounding the 21st century classroom, and creating an IT-savvy population. The objectives of the programme are to assist schools into the online age – in order to enable them to use broadband, video conferencing, and digital learning tools. To achieve this, Telecom Namibia closely works with the XNet Development Alliance Trust to provide faster and more reliable internet connectivity to schools. New broadband access technologies have been deployed in the form of ADSL, WiMAX and CDMA to aid the Xnet Trust with its school connectivity programme. In addition, Telecom Namibia subsi-

dises the costs of bandwidth and provides technical support and advice to the XNet Trust.

Coinciding with World Telecommunication and Information Society Day on 18 May, Telecom Namibia arranged the celebration of the fifth founding anniversary of Xnet Trust at A. Shipena High School in Windhoek.

### Community sponsorships

As one of the largest and most progressive players in the Namibian telecommunication services sector, Telecom Namibia is committed to delivering the best for our customers and shareholders. Sponsorship for the company is about building relationships by connecting with consumers, building brand awareness and extending our business reach. Telecom Namibia's sponsorship strategy allows us to play an integral role supporting various community initiatives. Telecom Namibia focuses its sponsorship participation in the areas of education, women development, sports, health, disaster relief, charity and poverty alleviation, and the provision of telecommunications access to poor communities.

### Occupational health and safety (OHS)

A healthy and safe working environment enhances organisational performance and also contributes to employee well-being. Telecom Namibia has developed and implemented relevant OHS standards and guidelines aligned to local legislation, best practices and the company's own unique circumstances.

To comply with standards and relevant legislation, OHS audit inspections are carried out on a regular basis to correct deviations and ensure a conducive working environment.

### Safety issues

An evacuation exercise was successfully carried out during the year in order to comply with national regulations and to keep employees aware and trained in events of emergencies. In addition, a number of OHS education and training interventions were done for Safety Representatives [37], Fire Marshalls [34] and First Aiders [34].

In the area of vehicle accidents, only 40 vehicle accidents [2008: 59] were recorded due to measures implemented to curtail such accidents. Besides, 15 cases of [injury on duty](#) were recorded, mainly caused by vehicle accidents.

### Clinic

The Telecom Namibia Clinic opens on a daily basis between 8h00 and 10h00. On average, 100 employees visit the clinic on

a monthly basis for treatment, which reflects continued use of the in-house facility, thereby positively impacting productivity, as less time is wasted compared to visiting outside GPs.

#### Medical surveillance

A medical surveillance programme was introduced for the first time during the year. The objective of the programme is to give the company an understanding of the general health of the workforce and institute holistic integrated health management services to mitigate risks, both the physical and psycho-social, including HIV/AIDS.

Some 509 employees were examined and screened, with more employees expected to attend in the new financial year given the positive message being spread by those who went through the programme.

The following medical conditions were found to be prevalent amongst staff. In all instances appropriate corrective actions were taken.

**Hypertension profile (High Blood Pressure)** – 12% of employees tested registered high blood pressure. This condition usually has no signs and symptoms and that is why it is so dangerous (often referred to as the silent killer).

**Diabetes profile (High Blood Sugar)** – 2.94% of those tested had high sugar levels. High blood glucose levels over a long period of time can cause serious damage to the delicate parts of the body and lead to blindness, heart attack, stroke, kidney failure, impotence and amputation. They were advised to have their blood sugar tested regularly and to stick to a healthy diet and have regular physical exercise.

**Obesity profile** – 6.68% of employees tested were obese, and were advised on lifestyle changes. Obesity in simple terms is having a high proportion of body fat. Fat is important for storing energy and insulating your body, among other functions. The human body can handle some extra fat. However, beyond a certain point, body fat can begin to interfere with your health.

**Haemoglobin** – 4.52% of employees tested had abnormal haemoglobin levels. Haemoglobin is the iron-containing protein attached to red blood cells that transports oxygen from the lungs to the rest of the body. Haemoglobin bonds with oxygen in the lungs, exchanges it for carbon dioxide at cellular level, and then transports the carbon dioxide back to the lungs to be exhaled. All clients were referred to their doctors for further investigations and treatment.

**White cell count** - 9.43% of employees tested had abnormal white cell counts and all were referred for further investigations.

**Chest X-rays** – 1.12% of employees tested positive for tuberculosis. All were referred for further investigations and treatment.

**Lung function test** - 0.59% of employees registered restricted lung function tests.

**Audiometry** - A significant hearing loss was detected in 0.59% of employees tested. Audiometry is the testing of a person's ability to hear various sound frequencies. Audiometry testing is used to identify and diagnose hearing loss. These employees were referred for further investigations and treatment.

**Vision screening** – 4.72% of employees had reduced vision and all were referred for further investigations and treatment intervention.

**Stress** – 10% of employees showed stress related symptoms, necessitating a support service like stress management, counselling and health information.

#### HIV/AIDS workplace programme

Since the launch of our Voluntary Counselling and Testing programme (VCT) in December 2008, 564 employees have since been tested of which 17 of them had tested positive for HIV. Currently we have 67 employees who are on anti-retroviral therapy, having increased from 64 in the previous year. The anti-retroviral therapy is available to all employees' dependants who are registered as such on their medical aid and at no cost to employees or their family members.

During the year, Telecom Namibia launched the e-Social Support programme, an e-learning based multimedia life skill programme which is designed to address and respond to psychosocial issues at the workplace. The initial focus of this programme is on HIV/AIDS awareness, with its content designed in such a way that it appeals to employees as animation, pictures and photographs are used for this purpose.

#### Rehabilitation programme

Nova Vita Rehabilitation Centre continues to attract a large number of patients from private companies, notably the City of Windhoek, Social Security, Namdeb, and Desert Mining. Some patients come from as far as Angola. During the year 48 patients were admitted to Nova Vita, six of which are Telecom Namibia employees.

Given the limited space at Nova Vita, we have been unable to accommodate the increasing demand for rehabilitation services in the country. Nova Vita is also not taking in teenagers as the Centre is not geared to provide therapeutic services to combined groups of adults and teenagers.

About 40% of daily clients seeking information are parents who have problems with teenagers using/abusing alcohol and drugs. Nova Vita staff runs an external outreach programme focusing on educating the youth and the public about the dangers of alcohol, tobacco and drug abuse.