

Social report

Connecting for good 2021



Further together





Vodacom is an active corporate citizen and one of the pioneers of social transformation through Information Communication Technology (ICT) in Africa. We invest in the improvement of the communities in which Vodacom operates, focusing on the challenges where we believe our technology can make a difference.

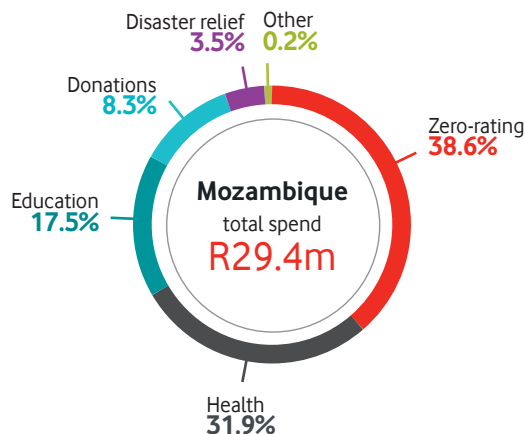
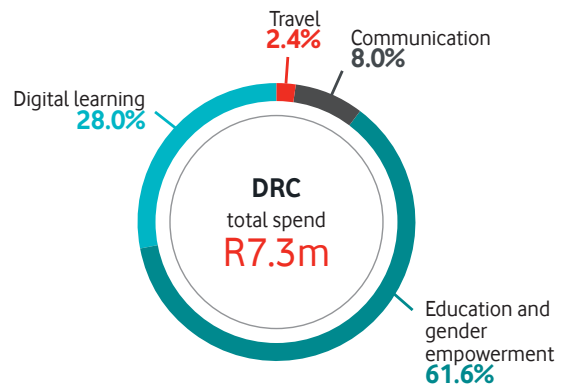
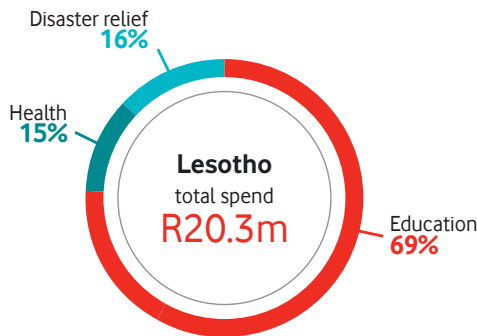
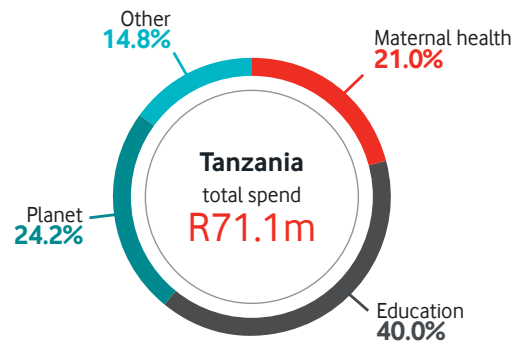
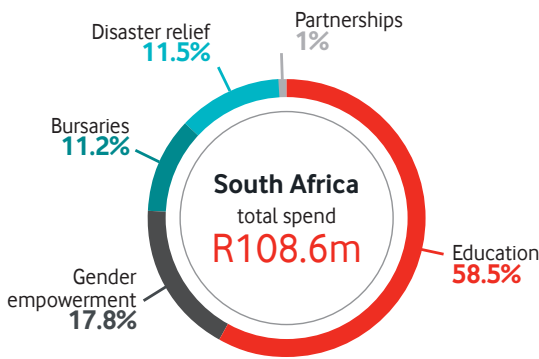
Vodacom has over the past 20 years invested over R1.5 billion in communities through the Vodacom Foundation (South Africa) and through Corporate Social Investment (CSI) initiatives across our markets.

Our focus areas include promoting education, health, financial inclusion as well as gender empowerment initiatives.

Vodacom CSI spend

(R'000)	2021	2020	2019	2018	2017	2016
South Africa	108 645	95 024	89 831	90 449	90 593	86 000
Lesotho	20 315	6 342	3 625	1 291	6 533	5 039
Mozambique	29 374	28 242	47 338	11 754	2 620	4 393
Tanzania	7 052	8 919	7 451	5 373	6 155	6 686
DRC	7 305	7 372	4 275	1 944	5 900	4 111
Total spend	172 691	145 899	152 520	110 811	111 801	106 230

Total spend
R173 million





How we are delivering on our purpose

We are a purpose-led company guided by our Social Contract. We leverage our technological and communication capabilities to connect people and businesses in a world that is becoming increasingly digital. We already connect over 123.7 million people to the digital society and believe we can further reduce the digital divide and improve people's lives by using connectivity, technology and digital services as engines of growth for economic prosperity and sustainable development.

Our purpose remains consistent and aligns with the transition to an increasingly digital world. With this fast-paced transition to the digital age, our goal is to democratise access to connectivity, making digital platforms truly accessible to everyone and leaving no one behind. We understand that this will increase the demand on our planet's resources. Therefore, guided by responsible leadership and innovation, we strive to act responsibly and ethically to ensure we do all we can to minimise the negative environmental impacts of an increasingly digital society.

Our sustainability strategy is a key enabler of our purpose – **we connect for a better future** – as we aspire to build an inclusive and sustainable digital society. It is critical that, as a society, we make meaningful progress over the next decade towards a better and more sustainable future. Vodacom has a vital role to play and, by partnering with stakeholders across government and civil society, we can deliver transformational – rather than incremental – progress towards a better world.

Strategic framework



We connect for a better future



Digital society

We believe in a digital society that connects people and things to the internet like never before.



Inclusion for all

We believe that the opportunities and promises of a better digital future should be accessible to all, and we are committed to ensuring that the most vulnerable are not left behind.



Planet

We believe that urgent and sustained action is required to address climate change and that business success should not come at a cost to the environment.

Vodacom's contribution to the UN SDGs

The UN SDGs present a unified vision to achieve a better and more sustainable future for all. As an urgent global call to action to end poverty, reduce inequality and prevent further harm to the planet, the 17 UN SDGs define the global priorities and aspirations that guide us as we respond to complex development challenges.



All UN member states adopted the UN SDGs in 2015. Countries across Africa committed to implementing the African Union's Agenda 2063 – which aligns with the UN SDGs – to transform the continent into a global powerhouse. In South Africa specifically, the government integrated the UN SDGs into its National Development Plan, which aspires to eliminate poverty, reduce inequality and build an inclusive economy by 2030.

Our purpose is aligned to the UN SDGs, and we are committed to playing our part, ensuring alignment in the way we do business with the objectives of the UN SDGs by offering support to governments, communities, businesses and individuals as we build a better future. We recognise that, because of our footprint across Africa, we have a significant role to play in the continent's socioeconomic development. We aim to sustainably create value through our core business of increasing access to reliable and accessible data and voice services. We continue leveraging our mobile network services to help us achieve the goals envisaged by the UN while driving financial and digital inclusion. This enables us to meet national and global developmental objectives, such as rebuilding economies severely affected by COVID-19, while simultaneously promoting inclusive and sustainable measures as we start to recover from the effects of the pandemic.



We focus on the eight UN SDGs that are most aligned to our core business.

3 GOOD HEALTH AND WELL-BEING



Vodacom's Stock Visibility Solution (SVS) helps health facilities monitor stock availability of medications. More than 41 million stock level reports were submitted by 5 935 health facilities in South Africa, Zambia and Nigeria. Vodacom and Mezzanine's electronic mVacciNation solution – an electronic health record solution that supports vaccination coverage – supported South Africa's national Department of Health to administer COVID-19 vaccines. AitaHealth supports government to quantitatively understand the state of healthcare in communities, with more than 571 000 households and 1.6 million individuals registered and screened on the platform since its launch in 2014.

4 QUALITY EDUCATION



The Vodacom e-School platform proved to be an invaluable resource for learners studying at home during COVID-19. User registrations increased tenfold, with over 1.25 million registered users on the platform. We provided significant data discounts for universities and schools so that lessons could continue online during COVID-19. Vodacom's Instant School has 150 000 and 113 840 registered users in Tanzania and the DRC respectively. The Vodacom Foundation in South Africa also spent over R7.9 million on free connectivity and other forms of support to 92 teacher centres.

5 GENDER EQUALITY



Vodacom supports gender equality through various initiatives, including investment in our connectivity and digital platforms and in skills development for women. Key platforms that empower equality include M-Pesa, Mum & Baby, Connected Farmer and DigiFarm. We invested R472 million in continuous skills development, of which R141 million was invested in black women and R18 million in the development of black youth with disabilities in South Africa. In addition, Vodacom pledged R10 million to contribute to the fight against gender-based violence (GBV) in South Africa.

8 DECENT WORK AND ECONOMIC GROWTH



We aim to connect 72.6 million lives to our financial inclusion services across all our markets by 2024. Mobile money has steadily disrupted traditional financial services and transformed the lives of people across our markets. Our M-Pesa platform is a critical driver of socioeconomic growth, and is quickly becoming a gateway to the digital economy. Our nano-lending and micro-loans platforms continue to drive growth in our International markets, giving 15 million first-time borrowers access to basic needs, including food and electricity. Vodacom also connects businesses, particularly SMEs, through remote-working solutions, advice and best practice information. We aim to ensure SMEs survive the economic impacts of COVID-19 by facilitating the adoption of safe and secure digital solutions utilising advances in the IoT, artificial intelligence (AI), Big Data analytics and financial services platforms. Additionally, we ensured over R1.1 billion in payment to SME suppliers within three days from invoice.

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



Internet access is a powerful enabler of economic participation and financial inclusion. Vodacom's rural coverage acceleration programme prioritises the expansion of coverage to rural communities that have never been connected to the network. We introduced 192 new network sites in rural communities across South Africa, connecting 156 communities that were previously unconnected, and 82.9% of the rural population is covered by the 4G network in the country. Additionally, our ConnectU's job portal has enabled 3.1 million people to access seven different job search websites for free, with over a third of users being in the low-income group.

11 SUSTAINABLE CITIES AND COMMUNITIES



Our IoT connections have enabled carbon savings of 1 648 494 mtCO₂e for our customers. This was achieved through more than 160 000 smart metering solutions and 616 210 smart logistics and fleet management solutions.

13 CLIMATE ACTION



Vodacom has 1 088 solar-powered network sites across all our markets. In the year, 5GWh of electricity consumed was from our own renewable energy sources. In addition, Vodacom South Africa purchased over 2GWh of electricity from renewable energy provided by IPPs.

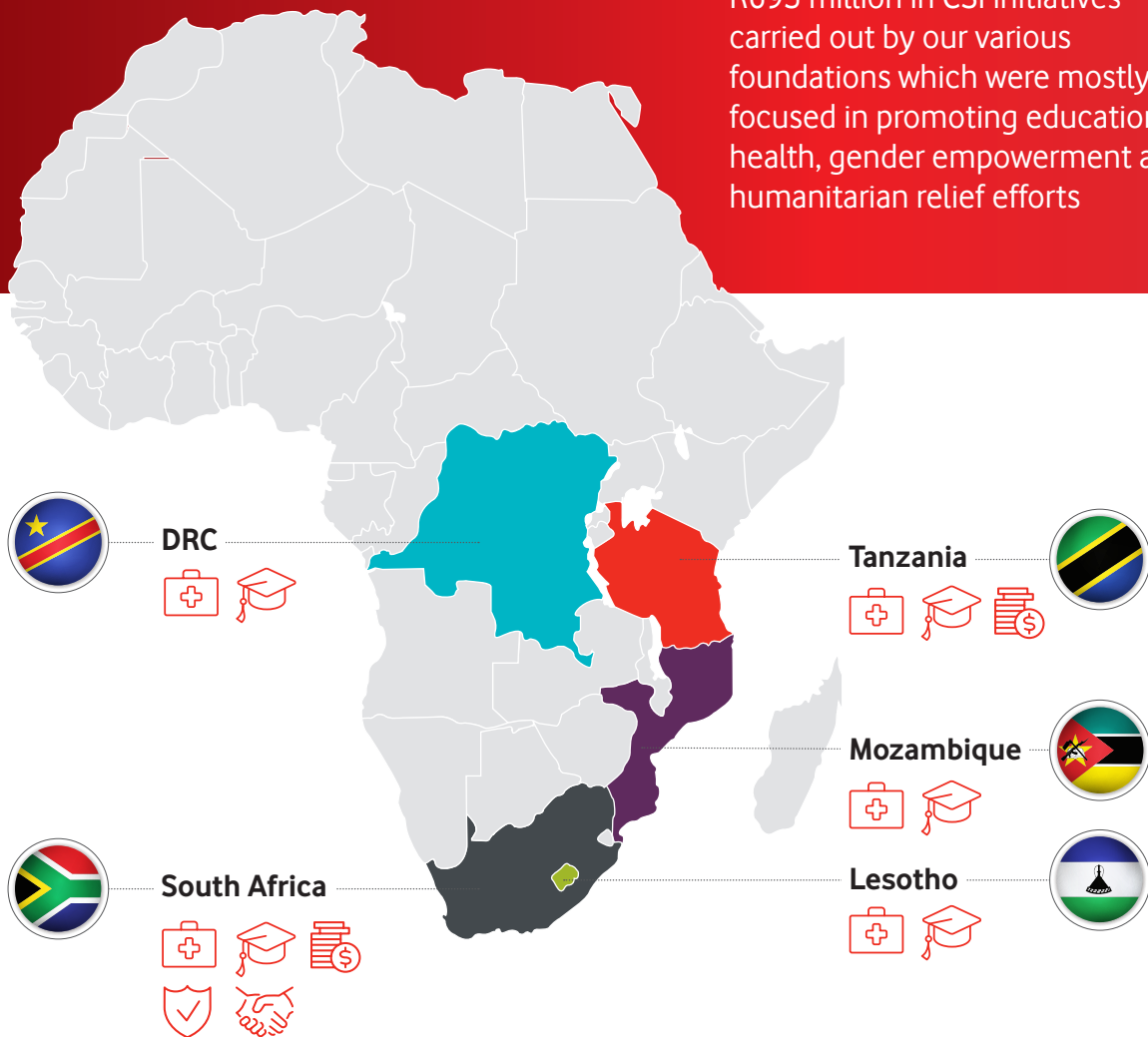
17 PARTNERSHIPS FOR THE GOALS



Vodacom advocates sustainable development, using our global footprint to influence others to do the same. We pursue an active social agenda and, across our operations, we partner with governments and non-governmental organisations (NGOs) to accelerate socioeconomic transformation and a better future for all. For instance, in financial year 2021, the Vodacom Chief Executive Officer (CEO) participated in a JSE-organised ESG panel to explore solutions of sustainable development.

We continue to uplift local communities through our CSI initiatives

In the last five years 2017 to 2021, Vodacom invested about R695 million in CSI initiatives carried out by our various foundations which were mostly focused in promoting education, health, gender empowerment and humanitarian relief efforts



- Health
- Education
- Financial inclusion
- Security
- Small businesses

Overview of the Vodacom Foundation

Through the Vodacom Foundation, we create possibilities that will change lives. Since 1999, the foundation has invested over R1 billion in South Africa to leverage ICT solutions to improve access to education and support the fight against GBV.

The education ecosystem

which focuses on all education levels – from early childhood development (ECD) to adult education – and encompasses support to learners, teachers, parents and communities, by providing adequate learning material, nutrition and maintaining infrastructure.

Gender empowerment programmes

which focuses on the development and empowerment of women, including the prevention of and response to GBV and empowering the survivors as well as female farmers' training and empowerment.



The refreshed strategy also aligns with the two UN SDGs adopted by the Vodacom Foundation:



SDG 4
Quality education



SDG 6
Gender equality

The Vodacom Foundation's strategy emphasises our socioeconomic impact on our communities and aligns with our purpose of connecting for a better future.



School management platform helps governing bodies

Vodacom's school management solution enables access to information for oversight groups to improve education. The solution supports the implementation of transformative standards for policy makers and enables quality education input and supplier management. To date, this school management platform has been introduced to more than 590 schools in the Free State in South Africa.

Leap Communicator shares healthcare information

Leap Communicator provides training to healthcare workers across Africa via text and audio messages on a feature phone and smart device. In South Africa, 30 000 training messages were sent to community healthcare volunteers and 700 IVR activities were conducted.



Vodacom education ecosystem founded in South Africa

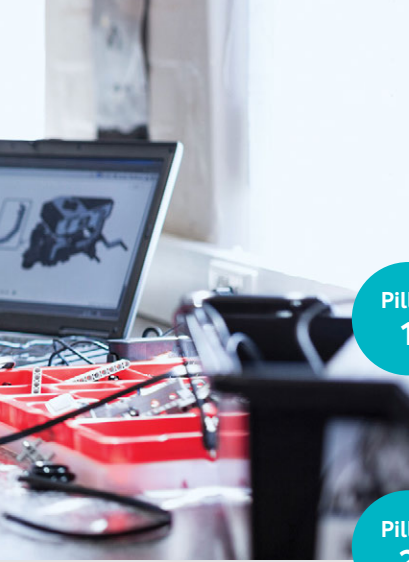
In support of the government's comprehensive approach to delivering on its Education Vision: 2030, the Vodacom Foundation's education ecosystem supports the provision of quality education based on its six pillars. Our approach considers all levels of education, from ECD to adult education, and encompasses learners, teachers, parents and communities. We also focus on access to adequate learning material, infrastructure and nutrition.

Case study

Digitising administrative processes in government

A South African provincial department of education has developed a learner admission system with 50 000 users in partnership with Vodacom. Through the system, citizens can place their children in schools and verify documents from the comfort and safety of their homes. The solution identifies five schools within a feeder zone (as defined by the provincial department) and submits the application for admission to one of these schools. These applications are approved systematically and fairly, based on the applicant's address.





Pillar
1

ECD centres

The Vodacom Foundation is committed to upgrading and renovating 15 ECD centres across South Africa. To date, we have completed upgrades of 14 ECD centres, which also received ICT equipment and a mobile library. More than 590 learners have benefited from these upgrades and renovations.

Pillar
2

Infrastructure and ICT

At the centre of each of our 13 education ecosystems is the "school of excellence", which demonstrates leadership by promoting academic excellence and enabling quality education in previously disadvantaged communities. Vodacom provides each school with a computer centre and security, and responds to education-related infrastructure needs.

Pillar
3

Teachers

Vodacom collaborates with the Department of Basic Education, Microsoft and other organisations in training teachers to integrate ICT in the classrooms – 92 teacher centres are furnished and maintained with unlimited connectivity. In light of COVID-19, Vodacom conducted site inspections at all Vodacom-supported teacher centres and 13 schools of excellence to ensure they comply with health and safety regulations.

Pillar
4

Communities

The teacher training centres in our ecosystem serve as technology hubs for communities to access the internet. More than 1 600 female farmers have received digital skills training in these centres. Through the Vodacom Youth Academy, Vodacom has trained 1 480 graduates in Cisco and Microsoft-accredited programmes since its inception in 2013. The Media, Information and Communication Technologies Sector Education and Training Authority verified over 148 graduates in financial year 2021. Vodacom continues to partner with the Media, Information and Communication Technologies Sector Education and Training Authority in training the youth in ICT skills. Vodacom plans to fund 100 learners at a cost of R3.5 million for the Youth Academy learnership. In total, Vodacom will spend R8.6 million on the delivery of the Youth Academy programme in the next financial year.

Pillar
5

Partnerships

The Vodacom Foundation has invested more than R90 million in 14 non-profit organisations (NPOs) and improved the lives of more than 83 800 people since 2000, focusing on education and gender empowerment.

Pillar
6

Learning materials

Learning materials are key to effective teacher and learner support. In partnership with the Department of Basic Education, the Vodacom Foundation provides free unlimited internet access to quality digital curriculum and assessment policy statement-aligned content through the e-School platform.

Vodacom conducted an assessment of 1 000 learners using e-School in financial year 2021 to improve the portal user experience. Based on the assessment, about 50% of the sampled population enjoys using e-School, while others indicated that they would recommend it to fellow learners. There is evident excitement and enthusiasm of learners using the video platform – some learners tell stories of e-School helping to improve their performance in specific subjects. Device affordability, connectivity and basic digital literacy were identified as barriers to accessing e-School.



Case study

Supporting schools in Mozambique

In Mozambique, the Vodacom Foundation implemented training in digital literacy and provided 17 000GB of free connectivity through Vodacom Faz Crescer. Vodacom Fa Crescer also equipped 32 schools with more than 600 computers, 1 000GB of free internet, books and digital content, reaching approximately 140 000 people in financial year 2021. Furthermore, the Vodafone Foundation and the United Nations High Commissioner for Refugees developed the Instant Network Schools (INS) programme to enhance the quality of education in refugee camps through connectivity and technology. To date, 36 INS facilities support over 86 000 refugee learners and 1 000 teachers. In December 2020, two INS programmes were set up in the province of Nampula in collaboration with the Ministry of Education. Through these two schools, the INS programme is expected to reach 8 605 learners, 216 teachers and, indirectly, 25 815 community members.

Social initiatives democratising education in International markets

Accessing education through Vodacom's Instant School

Vodacom's Instant School is an e-learning portal providing free access to online learning materials in Tanzania, Mozambique and the DRC. The portal integrates curriculum-aligned learning material, particularly for science, technology, engineering and mathematics (STEM) subjects in various formats, including videos. Vodacom Tanzania serves more than 150 000 learners through the e-learning portal, while 74 720 learners are reached directly through school outreach initiatives. Furthermore, Vodacom Tanzania has donated computers, routers and connectivity to more than 123 high schools.

Enabling internet access and connectivity in schools

Vodacom DRC partnered with the Ministry of Education to introduce the zero-rated VodaEduc e-learning platform, which connected more than 53 000 learners and educators over three months and currently has more than 113 840 users. Through VodaEduc, we offer free digital lessons to learners and teachers on their mobile devices and laptops. VodaEduc is the first online school in the DRC providing free access to online learning material. We also launched a scholarship programme, Bouse Exetat, to promote the use of VodaEduc. In financial year 2021, 75 learners were granted scholarships to attend university. The Vodacom Instant School provides free access to learning materials and quality learning for primary and secondary learners, which is aligned with the DRC's national education programme, and includes preparation resources for the national state examination.

Through our partnership with the Lesotho Communications Authority, Vodacom provided free internet connectivity to 160 schools in rural areas. Learners can also access online material while we plan to extend this programme to 300 additional schools by 2023.



Empowering youth*



Our 2025 target
Connecting over 9 million lives in South Africa through our youth and women empowerment programmes by 2025

Our performance to empower youth in FY21



3.5 million
 young people on NXT LVL



>598 000
 Future Jobs Finder users



Digital platform to empower youth

Vodacom NXT LVL gives over 3.5 million South Africans under the age of 25 access to affordable connectivity and preferential rates on value bundles and devices, digital skills, and lifestyle and entertainment services. Vodacom offers youth 1GB deals from R19, launched Future Jobs Finder and zero-rated the National Mentorship Movement and YES – a joint initiative between government and businesses to employ one million youth. During the COVID-19 lockdown, Vodacom NXT LVL ran a series of virtual #EarlyCareersXpos to help youth access information on graduate jobs and seminars, entrepreneurship and how to create online business profiles. The #EarlyCareerXpo reached six million youth in South Africa and resulted in 69 million impressions. Additionally, Vodacom's Future Jobs Finder empowers young job seekers to match their personalities and aptitudes with digital careers, upload their career profiles, access information on institutions that offer digital skills training, and search and apply for jobs online at no cost. In financial year 2021, among the 8 011 active users, 4 900 completed their profiles and were matched to jobs of the future.

Preparing youth for a digital future

Vodacom's Code Like a Girl programme develops coding skills for girls in high school and encourages them to pursue a career in STEM fields. This year, 174 girls were trained, bringing the Group total to 1 672 (2020: 1 498). The programme can only be done face-to-face as most of the girls are from previously disadvantaged communities without online infrastructure. In financial year 2021, 258 girls completed four digital skills workshops in Tanzania. In the DRC, 103 girls were trained in computer languages and development programmes.

Furthermore, the Vodacom Kids Lab promotes computer science as a possible career through holiday camps and birthday parties. During the year, Vodacom introduced coding skills to 97 children in grades R to 9.

In Tanzania, Vodacom launched Chimbo La Vijana to provide affordable access to education, entertainment, discounted data and customer care for young customers. In addition, Uni Offers provides access to discounted social, data and text bundles to more than 420 000 university students. The bundles are available via the MyVodacom app and payments can be made using M-Pesa.

* This report provides some examples of what we do as part of our sustainability strategy. The list is not exhaustive.

Empowering young people through social investment activities

Youth development programme

Vodacom's youth development volunteer programme gives graduates from the Vodacom Youth Academy programme an opportunity to practise their new skills and gain valuable work experience. Since its inception in 2018, 90 volunteers have been placed in eight Vodacom-sponsored NPOs, 12 schools of excellence and nine teacher centres. This programme has directly impacted the lives of more than 12 600 beneficiaries in the NPOs as well as the learners and educators in the schools. In financial year 2021, 16 graduate trainees took part in our youth development volunteering programme.

Employee social impact initiative

In Mozambique, 20 new proposals were submitted in financial year 2021, for activities to support employees' communities and charities of their choice. Vodacom provides technical assistance for project design and delivery, funds and employee time. To date, almost 4 000 people have been reached through different activities.

In the DRC, employees participate in volunteerism activities every year in December as part of the Mandela Day and Cara and Share campaigns. More than 100 employees packed food distributed to NGOs, orphanages, a senior citizens' home and a hospital. In addition, employees support the national blood transfusion centre.

Case study

Vodacom's virtual tutoring employee volunteerism programme takes off

The national lockdown has seen drastic changes in the way people live and work. This has impacted Vodacom's volunteerism programme. Employees volunteered as virtual tutors to provide STEM education to learners with monthly data bundles donated by Vodacom in financial year 2021. After an employee in our Big Data department tutored a Grade 12 learner in our KwaZulu-Natal school of excellence every weekend for six months, the learner's marks improved from 40% to over 60% and she was able to successfully apply to her university of choice.





Empowering women*



Our 2025 target

Connecting over 9 million lives through our youth and women empowerment programmes

Our performance to empower women in FY21



14.6 million

female customers connected



R4.5 million

invested in digital skills training for GBV survivors in South Africa



Advancing women's health and well-being

Digital platforms to advance women's health and well-being

Vodacom is committed to increasing connectivity for women by using mobile technologies to enhance their quality of life through programmes that enable financial inclusion, improve health and well-being, and build education, skills and entrepreneurship. A leading example is our Mum & Baby service, a zero-rated mobile health service introduced in 2017 that provides 1.9 million registered subscribers with information on maternal, neonatal and child health and well-being in South Africa. In financial year 2021, the DRC introduced Mum & Baby with 3 300 registered users and an intention to increase this to 200 000 by 2025.

In response to COVID-19, our Mum & Baby platform provided a COVID-19 assessment functionality. Furthermore, we partnered with local retailers to reward customers with coupons for relevant lifestyle products, including nappies and baby food.

In Tanzania, the Healthy Pregnancy Healthy Baby platform – locally known as Wazazi Nipendeni – is a text-to-treatment (SMS) programme that provides Vodacom subscribers with real-time health information. The platform provides maternal health information to more than 1.3 million registered customers and other beneficiaries in healthcare.

Treating obstetric fistula

More than 6 214 obstetric fistula operations have been performed in Tanzania since the Vodacom Foundation project began in 2012. M-Pesa provides funds to women who travel long distances to healthcare facilities for treatment. In the DRC, the Vodacom Foundation provides free surgery, hospitalisation and accommodation for 30 women with obstetric fistula. The women also receive business skills training to help them reintegrate into their communities in the DRC. The United Nations Population Fund raises funds for this cause via M-Pesa. Since 2020, we have also supported the Save a Life campaign, launched by the minister of gender, family and children, with the United Nations Population Fund. Vodacom donated US\$10 000 to support 30 women at Saint Joseph Hospital, ran an awareness campaign via SMS and raised funds to support socioeconomic reintegration.

Emergency digital transport solution

In Tanzania, the Vodacom Foundation uses a network of over 150 taxi drivers to efficiently respond to emergency calls and also transport pregnant women and those who require cancer treatment, to the nearest hospital. Since 2013, when we introduced the M-Mama programme, over 11 330 women received emergency transport and maternal mortality rates reduced by 27%. The taxi drivers are paid through M-Pesa. In the next financial year, the Vodacom Foundation plans to also introduce a low-cost emergency transport solution for pregnant women, new mothers and babies in Lesotho.

Capacity building for vulnerable women

In the DRC, Vodacom Foundation has partnered with Femmes Mission Solidaire to train 50 girls with albinism, the manufacture of cosmetic products.

* This report provides some examples of what we do as part of our sustainability strategy. The list is not exhaustive.



Social investments to empower women

Interventions to prevent GBV

In 2014, Vodacom partnered with the South African Department of Social Development to launch the GBV command centre. The centre serves as a mechanism for prevention and counselling for survivors and perpetrators. During the COVID-19 lockdown, there was a significant increase in the number of GBV-related phone calls to the command centre. To illustrate the depth of the problem, in 2019, the total number of calls, SMSs and USSD messages to the GBV command centre was over 96 600, of which over 1 800 related to GBV. In 2020, between 1 January and 30 December, the command centre received 180 909 phone calls, SMSs and USSDs, of which 6 726 related to GBV.

The Vodacom Foundation donated PPE to assist with the increased number of social workers needed to answer the high number of phone calls. Vodacom provides digital literacy to survivors of GBV to empower them. Since its inception, Vodacom has spent R4.5 million on computers and training of more than 1 400 survivors of violence in shelters across the country. In addition, Vodacom hosted three virtual sessions on GBV, with more than 8 000 people logged in to the events at a time.

Case study

Vodacom launches zero-rated Bright Sky SA app

In financial year 2021, Vodacom launched the zero-rated Bright Sky SA app, which provides support and information to anyone in an abusive relationship. The app is an important part of Vodacom's bid to help fight GBV, strengthen prevention through awareness and education, and direct people affected by GBV to available support services. It is available in three official languages: English, isiZulu and Sesotho.

In Lesotho, Vodacom introduced the Nokaneng app in partnership with GIZ to address GBV and human rights violations. During the year, the app was enhanced to work on feature phones. To date, more than 3 117 users have registered and 917 queries have been addressed. Furthermore, the Vodacom Foundation worked with the ministry of gender and police services to renovate and support two GBV centres.

Change the World programme

Violence in schools has become more prevalent, especially against girls. Vodacom's Change the World programme aims to address some of these issues by placing 10 psychosocial professionals, including psychologists, social workers and counsellors, in South African schools. The objectives of the programme include:

- Encouraging dialogues about violence (specifically GBV) in schools;
- Assisting educators and learners to understand GBV and recognise the signs and symptoms among afflicted learners; and
- Helping educators and identified learners with tools to assist survivors of violence.

Fighting GBV through the #BeTheLight campaign

The #BeTheLight campaign continued throughout the year, one of the ways the Vodacom Foundation proactively fights GBV. The foundation hosted various panel discussions and worked closely with our marketing team to ensure that messaging on our social media platforms was continuous and not only a feature during the 16 Days of Activism Against GBV campaign. As part of our campaign, we hosted our annual GBV walk virtually this year. On 4 December 2020, Vodacom employees walked in their residential and community spaces, and tagged Vodacom on various social media platforms.

Training female farmers in ICT skills

The United Nations Women and South African Women in Farming, together with the Vodacom Foundation, implemented a programme to equip female farmers with ICT skills. The programme introduces technology that enables communication and access to relevant information; financial solutions; and potential buyers. Since the programme started in October 2018, 1 600 female farmers and 11 field workers have been trained in digital literacy and in using the Connected Farmer app. Between February and March 2020, more than 350 farmers were registered on the app.

In the DRC, Vodacom partners with the World Bank, the Food and Agriculture Organisation of the United Nations, SNV Netherlands Development Organisation and Sustainable Business to empower previously disadvantaged female farmers through training. These women have access to Vodacom's digital agriculture solutions. In the DRC's Kongo Central region, Vodacom and the World Bank have trained 11 000 female farmers in technology-based farming.

Also in the DRC, we collaborated with the AgroMwinda web platform to enable financial inclusion via M-Pesa. Together with the World Bank through the Ministry of Agriculture, over 7 500 female farmers were trained in mobile technology-based farming to increase production and online marketing. We also established an agribusiness credit product in partnership with AgroMwinda and the World Bank.

Social investment initiatives: partnerships to empower women and children

Smile week

The Smile Foundation, a South African NGO, helps children with facial abnormalities to receive reconstructive surgery. The Vodacom Foundation has supported the Smile Foundation for 20 years, changing the lives of more than 3 700 children. In financial year 2021, Smile Week took place at the Universitas Academic Hospital in Bloemfontein where a medical team performed operations on 24 children.

Technology to eradicate malaria in Mozambique

In partnership with Goodbye Malaria and the Ministry of Health, the Vodacom Foundation provides malaria-spraying services in vulnerable communities of Mozambique. In financial year 2021, this was done by a team of 2 500 people – a 25% increase from the previous year – spraying 18 districts in three provinces of southern Mozambique, and protecting the lives of over two million people. Vodacom funds the annual spraying campaigns in Maputo, Gaza and Inhambane, as well as free devices and data bundles to enable use of an app that tracks communities and households.

Partnership with government in Tanzania

The Vodacom Tanzania Foundation donated US\$1 million towards equipment and supplies to assist the government, as well as meals for 700 people at quarantine centres. Between May and July 2020, 1 260 patients at the Amana and Temeke hospitals were also assisted with meals. In addition, we participated in the global Vodafone Foundation's Hardship Fund to match employees' fundraising efforts through M-Pesa. We collected about TZS549 500 for the Medical Association of Tanzania.

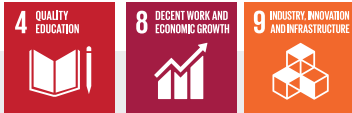
Relief efforts in Mozambique

Approximately 12 institutions supporting 1 340 people across the country received Christmas donations in December 2020 and January 2021. Among these institutions were refugee shelters in Manica, Cabo Delgado and Nampula, for people affected by the ongoing conflict in the central and northern parts of the country, as well as orphanages, safe places for elderly people and healthcare units. The donations included basic food products, hospital equipment, mattresses, *capulanas* (traditional sarongs), toys and children's books. Vodacom collaborated with several partners, including government institutions and NGOs, in this initiative.



Supporting customers with specific needs*

Our 2025 target
Connecting over 4 million lives through our disability programmes in South Africa



Our performance in supporting customers with specific needs in FY21



Discounts and a contact centre for disabled people



More **free data** during COVID-19 lockdown



Text-based **emergency services** and special voicemail for deaf customers



Easy-to-use phone for elderly people



Focus on consumers with specific needs

Vodacom continues to drive digital inclusion through our specific needs office. The office team is led by people with disabilities who design and drive our digital inclusion strategy for consumers with disabilities. The teams work in partnership with various disability organisations and people with disabilities to design or enhance products and services.

Vodacom South Africa has provided accessible products and services for people with disabilities since 2004, when we launched the first accessibility initiative.

* This report provides some examples of what we do as part of our sustainability strategy. The list is not exhaustive.



Special monthly discounted contract deals – exclusively for people with disabilities

We offer exclusive discounted contract deals at selected stores and online for people with various disabilities.

Special voicemail option for deaf customers

An IVR option enables callers to send a detailed SMS to the recipient instead of leaving a voice message.

Dedicated contact centre for people with disabilities

We have a dedicated contact centre for people with hearing loss and hearing impairments to reach via SMS (12580), email (specificneedsqueries@vodacom.co.za), a free phone call (082 12580) using a Vodacom SIM, the Vodacom app and website where users can log queries, as well as social media platforms (Facebook and Instagram using #specificneeds).

Easy-to-use phone for elderly people

The Alcatel 2019 is a tailor-made device for senior citizens with a large, easy-to-use keypad for voice calls and SMSes.

TOBi – our chatbot

Information about accessible products and services are available on the TOBi WhatsApp platform.

Smart digital training centres

Vodacom partners with various organisations to ensure that people with disabilities receive training in the use of smart devices and their accessibility features.



Additional free data provided during COVID-19 lockdown

During the lockdown period, we donated free 5GB data bundles for a period of three months to registered customers with disabilities in addition to the other ConnectU benefits for all subscribers.

Text-based emergency services for deaf customers

We provide two types of emergency services for Deaf, hearing and speech-impaired Vodacom customers: emergency SMSes and Vodacom's 112 emergency app.

On 3 December 2020, Vodacom became one of the first signatories to the group managed service accounts principles for driving digital inclusion of persons with disabilities. The principles will play an important role in ensuring that mobile operators implement accessibility strategies that promote digital inclusion of disabled consumers. We are committed to developing more relevant products and services for our customers with disabilities in 2022.

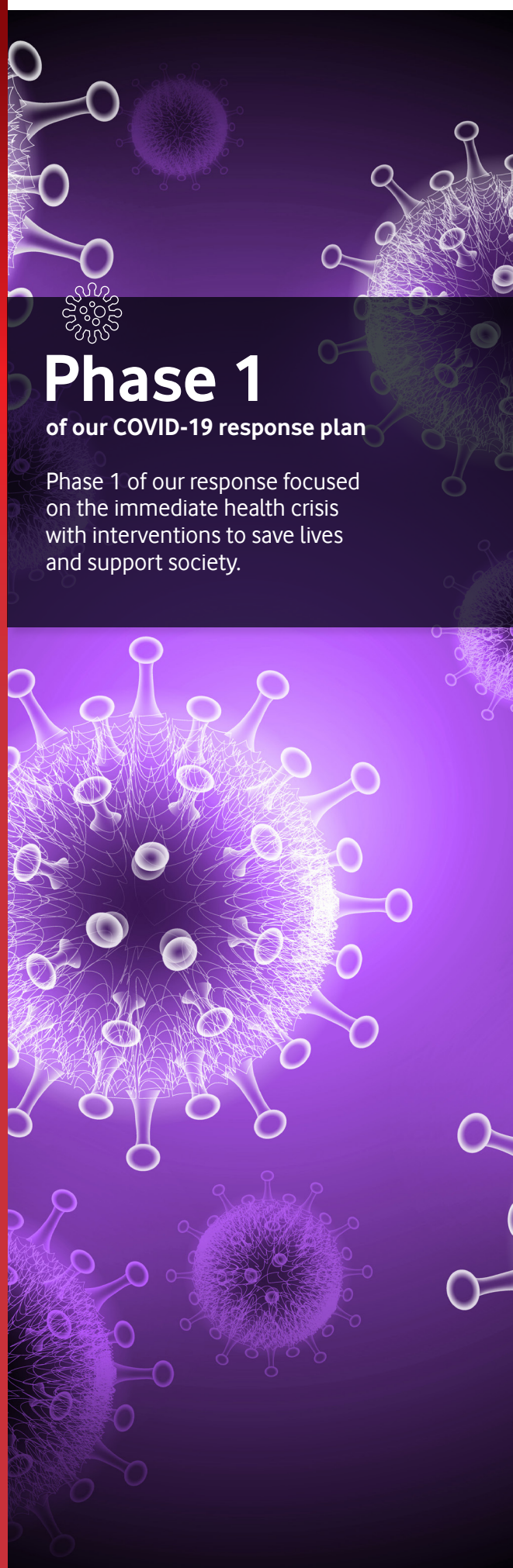
Vodacom's response to COVID-19

Our commitment to our purpose and Social Contract helped us strategically and systematically mitigate the impact of COVID-19 on our stakeholders. We implemented our response strategy in two phases, focusing on the most vulnerable and disadvantaged people in our society. Our overarching objectives were the following:

- Connecting our governments and societies by maintaining our network resilience and quality despite increased network traffic during the COVID-19 lockdown.
- Connecting healthcare providers to ensure they are digitally equipped to support COVID-19 virtual consultations, data collection and testing.
- Connecting host country governments to disseminate critical COVID-19-related information to the public.
- Connecting businesses, particularly SMEs, through remote-working solutions, advice and best practice information. We aim to ensure SMEs survive the economic impacts of COVID-19 by facilitating the adoption of safe and secure digital solutions utilising advances in the IoT, artificial intelligence (AI), Big Data analytics and financial services platforms.
- Connecting educational institutions and businesses to facilitate learning and skills development in a digital world.
- Connecting and promoting digital and financial inclusion, including the resilience of our financial services platforms such as M-Pesa, the VodaPay super-app and other financial solutions in South Africa.

Our COVID-19 response strategy

Our response to COVID-19 enables families to keep connected, businesses to operate, students to learn, and healthcare facilities and governments to provide critical services.



Phase 1

of our COVID-19 response plan

Phase 1 of our response focused on the immediate health crisis with interventions to save lives and support society.

1

Maintaining quality on the service networks

- We closely monitored network capacity and managed congestion as traffic increased during the year. We also effectively utilised temporary spectrum provided by governments to ensure ongoing customer availability.
- Vodacom maintained network availability and quality across all our markets.
- We secured temporary spectrum in South Africa, the DRC and Mozambique to support the demand for telecommunication services.

2

Providing capacity to critical government services

- Vodacom made toll-free numbers available and created interactive voice response (IVR) lines to inform the public of COVID-19-related symptoms.
- The Group donated to the Solidarity Fund on both a personal and corporate level. Our Group CEO donated three months of his salary to the fund.
- Certain Board members also donated a portion of their fees while our employees personally contributed a total of R680 000. Vodacom added to the amount, bringing the overall personal contribution of employees to more than R847 000.
- Vodacom's Group CEO pledged an additional R10 million to contribute to the fight against GBV in South Africa.
- In South Africa and Lesotho, Vodacom provided 20 000 and 1 000 devices, respectively, to the countries' health departments to be used by field workers conducting testing or collecting COVID-19-related data.
- Vodacom provided free data and airtime to healthcare workers and the ministries of health, higher learning and science to assist in managing COVID-19 in Tanzania, Mozambique and Lesotho.
- Vodacom partnered with South Africa and Tanzania's ministries of health to send awareness messages to customers.
- Vodacom donated over R18 million to the Tanzanian government's COVID-19 Containment Committee to source personal protective equipment (PPE).

3

Improving dissemination of information to the public

- Vodacom South Africa sent out 665 million SMS notifications to subscribers, informing them about COVID-19 hygiene etiquette.
- We diverted advertising spend in South Africa by more than R10 million to support the Department of Health's awareness campaign.
- In South Africa, we zero-rated the Department of Health's unstructured supplementary service data (USSD) self-assessment platform.
- Vodacom zero-rated access to key government and other essential websites in South Africa, Tanzania and Lesotho, providing free access to government services such as health, education, home affairs, ambulance services, education sites and government communication services during the COVID-19 pandemic.
- In the DRC, Vodacom zero-rated all COVID-19-related government calls.

4

Facilitating working from home and supporting SMEs

- For our SME customers, Vodacom provided data and voice minutes at a reduced rate to facilitate working from home, also offering unlimited data and special offers for a limited time.
- We introduced faster supplier payment terms of between one and 15 days from receipt of invoice to support SMEs that faced potential liquidity challenges.

5

Facilitating e-learning

- Vodacom South Africa zero-rated over 1 000 internet sites, including the Wikipedia search engine, and online applications for identity documents (IDs) and passports.
- Vodacom added over 260 000 learners to the free e-School platform in financial year 2021, exceeding one million users.
- Vodacom South Africa provided a video conferencing solution to 92 Vodacom-supported teacher centres and 13 schools of excellence, in addition to our annual support of the centres.
- Vodacom offered discounted data packages of 30GB to universities in South Africa, Lesotho and Tanzania to promote blended learning.
- The Vodacom Instant Schools online learning platform in Tanzania, the DRC and Mozambique saw an increase in usage during the financial year 2021. For example, active users in the DRC increased by more than 200%.
- Vodacom South Africa provided a zero-rated data offer to more than 3 000 public higher education institutions and public high schools.
- We launched a virtual tutoring employee volunteerism programme.
- In Tanzania, we empowered employees to use digital tools while working and schooling from home. Our home internet offering uses fixed lines and Wi-Fi routers.

Phase 2

of our COVID-19 response plan

Phase 2 focuses on economic recovery by building on the successes of phase 1. Ultimately, we aim to restart the economy and stimulate employment by leveraging our network, digital platforms and data analytics capabilities to deliver economic value for societies, governments and businesses.

1

Expand and future-proof our network infrastructure

- Vodacom invested R13.3 billion across our markets of which R10.1 billion was spent in South Africa alone to ensure that we had sufficient capacity and resilience in our current network while growing our 4G, 5G and fibre footprint across our markets.
- We extended coverage in rural and underserved areas by utilising temporary spectrum in the lower bands (700MHz and 800MHz), while the higher bands (2600MHz and 3500MHz) helped modernise Vodacom's network to ease traffic congestion.
- We further extended our 2G, 3G and 4G coverage in the DRC, while our rural communication solution improved the bandwidth and stability of connectivity in rural areas.
- In Lesotho, we achieved 98% 3G coverage and 70% 4G coverage. Vodacom Lesotho was also the first to launch 5G in Africa.
- We expanded mobile broadband services to reach 52% of Tanzania's population – equal to 1 184 villages.
- Through the temporary spectrum assigned to us during the COVID-19 crisis, we launched 190 5G sites in South Africa.
- We introduced 192 new network sites in rural communities across South Africa, with 97.3% of the population covered by our 4G network. We recognise the important part we can play to create possibilities that will ensure that a better digital future is accessible to everyone, and believe that encouraging digital inclusion is especially critical in these challenging times.

2

Accelerate support to government e-Health and e-Education

- Vodacom recently announced a R87 million financial pledge to support the roll out of cold-chain technology and provide logistics support to ensure the safe delivery of COVID-19 vaccines to vulnerable and hard-to-reach communities in South Africa, Tanzania, the DRC, Mozambique and Ghana.
- We donated R13 million to Lesotho to assist with securing vaccines and partnered with AUDA-NEPAD to build digital infrastructure to manage vaccinations across 55 countries, following successful deployments in South Africa, through our mVacciNation platform.

- Vodacom South Africa pledged a donation of R10 million towards the Discovery partnership, providing free online doctor consultations.
- The Mpilo app, a patient engagement platform that facilitates efficient and easy communication between patients, doctors and the Department of Health, has 61 467 active users.
- Vodacom partnered to provide health solutions that supported the response to COVID-19, including mVacciNation, eLABS, SVS and AitaHealth. mVacciNation supported the national Department of Health's administration of COVID-19 vaccinations in South Africa through the electronic vaccination delivery system.
- Vodacom South Africa zero-rated over 1 000 internet sites which included job portals, educational content, health and wellness information, and access to selected government sites, such as Home Affairs and communications, ambulance services and education platforms.
- In Lesotho, 160 schools are connected to the internet for free (equates to 40GB per school). We also zero-rated access to educational sites during COVID-19, and discounted educational bundles and devices for remote learning.
- With more than 1.9 million users, we expanded our Mum & Baby platform to include a COVID-19 assessment tool. The platform was also introduced in the DRC during the year, with 3 300 active users at year end.
- In the DRC, EYANO continues to provide free access to public service information on financial education, agriculture and health for people living in remote parts of the country, especially women.
- In the DRC, VodaEduc connected more than 53 000 learners and educators for over three months and currently has 113 843 users.
- In Mozambique, we provided network capacity and services for critical functions, information to the public, free access to educational resources and academic sites, as well as devices, subscriber identity module (SIM) cards, data and airtime.
- In Tanzania, Healthy Pregnancy Healthy Baby has 1.3 million users, while M-Mama Emergency Transportation assisted 11 329 women.
- Vodacom Tanzania worked with the Ministry of Health to send nearly 200 million SMS notifications to 14 million subscribers. The MyVodacom and M-Pesa apps, as well as the Vodacom Business portals, enabled customers to do more without leaving home.
- Additional services provided by Vodacom to the Ministry of Health in Tanzania include public information sharing with a call or SMS to 199, free fixed internet connectivity to a special COVID-19 task force, zero-rated official government websites and unlimited data for frontline healthcare workers, along with 10 routers with 50GB of data for two months to facilitate communication between quarantine facilities.

3

Enhance digital accessibility and literacy for the most vulnerable

- Vodacom South Africa accelerated its pricing transformation strategy with discounts of up to 34% on 30-day bundles, reducing the cost of its 1GB data bundle from R149 to R99, and on 1 April 2021, by 14% to R85.
- With the combination of our segmented customer approach and our pricing transformation journey, we successfully reduced pricing between 34% and 40% year on year, returning R3 billion in price cuts to our South African customers.
- After launching the ConnectU platform in March 2020 to provide free access to basic internet and essential services, over 15.5 million unique users visited the platform during the financial year 2021 – with over 20 million sessions initiated in a month.
- Vodacom South Africa launched the zero-rated Bright Sky app, which aims to provide support and information for people in abusive relationships.
- Through NXT LVL, Vodacom provided young South Africans with solutions to help them with social, entertainment and learning needs. This included launching Future Jobs Finder and zero-rating the National Mentorship Movement and Youth Employment Service (YES).
- Vodacom zero-rated over 1 000 government websites, including online applications for IDs and passports.
- In the DRC, over 90 600 farmers use the Connected Farmer platform.
- We also donated 100 000 face masks to VAM0Z, a movement of anonymous volunteers, for the displaced population of Cabo Delgado, Mozambique.

4

Promote widespread digital adoption for businesses, particularly SMEs

- We provided customised and affordable data packages for SMEs.
- Vodacom extended credit to more than 330 SMEs through our VodaLend platform across all markets, thereby supporting them in maintaining a reasonable level of financial viability.
- We ensured over R1.1 billion in payments to SME suppliers within three days from invoice.
- In the DRC, we continued to develop an SME portal. We also partnered with Liquid Telecom to provide fibre to the home and business (FTTx) to SMEs.
- Vodacom Lesotho adopted M-Pesa for SME collections and payments.
- In response to the need for business and corporate clients to reduce unnecessary movement, Vodacom Tanzania introduced the DocuSign e-signature platform to enable electronic signatures.

5

Support recovery strategies through targeted digital adoption

- The Group's data insights teams worked closely with governments and appropriate task force teams during the pandemic.
- Vodacom partnered to use geodata tracking and Big Data capabilities to improve governments' insights into population movement while respecting individual privacy.
- We engaged with governments across our markets, as well as other local and international agencies, to explore new use cases for anonymised and generalised data.
- We zero-rated the South African COVID-19 app.
- In Lesotho, we partnered with the national Department of Health and the National Institute for Communicable Diseases to collect data for mobility insights. We also provided contract-tracing information to the national Department of Health in line with lockdown regulations.

6

Enable cashless payments and financial inclusion

- Our M-Pesa platform was instrumental in facilitating economic activity during COVID-19 when we zero-rated person-to-person money transfers on M-Pesa.
- Vodacom reached agreements with the central banks to lower transaction fees and adjust tier levels to facilitate cashless payments in the DRC, Mozambique and Lesotho.
- Vodacom advanced R12 billion in airtime, an increase of 21.1%, growing our customer base to 10.8 million customers in South Africa as we helped South Africans who were impacted by COVID-19 during the months of hard lockdown.
- Vodacom South Africa is in the process of developing the VodaPay super-app in partnership with Alipay, to promote and accelerate financial inclusion.
- Vodacom Tanzania launched Songesha, an overdraft facility available to M-Pesa customers to complete transactions when they have insufficient funds in their accounts. In addition, we improved the M-Pesa app to allow customers to set standing orders so that no payments or transfers are missed.
- In Lesotho, we have over 6 000 M-Pesa touchpoints (agents and merchants). We also launched insurance and savings products linked to M-Pesa. Furthermore, through a partnership with Hello Paisa, migrant labourers can send money home to their families.
- Our nano-lending solutions Fuliza and Songesha granted US\$3.3 billion in loans during the year. Credit risk on these products is carried by partner banks.

