

A social contract with our stakeholders 2022



Overview

In our journey to embed purpose within the organisation, our objective is to ensure that the potential offered by digital connectivity is fully harnessed through responsible leadership that is driven by innovation, high ethical standards and the quest to preserve the planet. We strive to meet the expectations of our stakeholders who include regulators, customers, communities, our employees, shareholders, policymakers and investors. At the centre of this purpose journey is our social contract: the vehicle through which we foster and renew our stakeholders' trust by demonstrating fairness in our operations, show leadership in innovation to uplift the communities in which we operate, and bolster our reputation as a purpose-led organisation.



Vodacom, in its purpose journey, is guided by a clear social contract:

to build trust with our customers,



to ensure fairness and inclusivity, and



to maintain a reputation for responsible leadership and innovation.

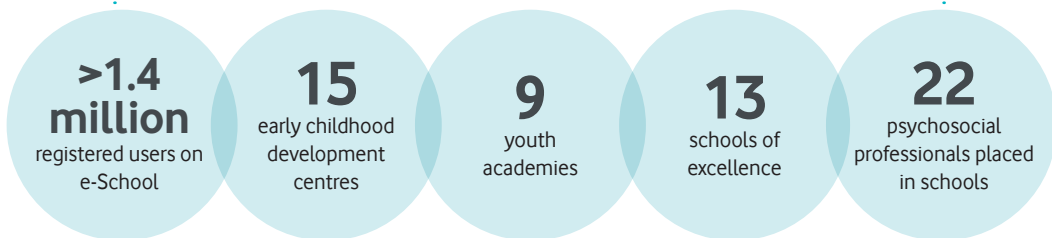




Inclusion for all

01 Education ecosystem

The ecosystem continues to democratise education with



Early childhood development (ECD)

- Quality education
- Learner support

School leadership

- School management team (SMT)
- Teacher support
- School governing body

Communities

- Parents
- Youth academies
- Female farmers
- Psychosocial support in schools
- Non-governmental organisations



Learning material

- Vodacom e-School
 - Digital content
 - E-libraries
- ECD mobile libraries

Partnership

- Google, Microsoft, Media, Information, and Communication Technologies Sector Education and Training Authority, Cisco
- Department of Basic Education and Department of Social Development
 - Non-profit organisations

Infrastructure and communications technology (ICT)

- SOEs, ECDs and teacher centres (brick and mortar)
 - Water and sanitation
 - ICT (computer lab, trolley solution, video conferencing)
 - Connectivity

01

Education ecosystem continued



Early childhood development

15 ECD centres (>700 children) have been upgraded and renovated with ICT equipment, mobile libraries, sustainable water supply and improved sanitation facilities.



Infrastructure and ICT

The 13 schools of excellence demonstrate leadership by promoting academic excellence and enabling quality education, particularly in previously disadvantaged communities. The Vodacom Foundation provides connectivity, infrastructure, computer centres and security in these schools.

Connectivity in schools

Over the past two decades, the Vodacom Foundation has connected and supplied ICT equipment to more than 3 000 schools, of which 1 373 schools formed part of the ICASA regulatory obligation. The Foundation will continue to assist these schools with connectivity on an annual basis.



Case study

Virtual classroom

The Vodacom Foundation, in partnership with the Department of Basic Education (DBE), launched a virtual classroom solution with a robotic and coding component at the WF Nkomo School of Excellence in Atteridgeville. The Foundation will roll out a second virtual classroom solution in the Eastern Cape before 31 March 2023. The virtual classroom offers a full e-Learning end-to-end solution with internet connectivity.

Case study

Greening of ECDs

Greening of ECDs is a programme that significantly improves sustainability knowledge as well as children's quality of life in the communities where it is applied. So far, we have installed solar panels to provide a sustainable water source, and water tanks to provide water security, planted food gardens and donated planting materials to create spaces for children and other community members to learn more about sustainable farming.



Case study

Virtual classroom solution as part of spectrum regulatory obligation

On 14 March 2022, Vodacom Business implemented ICASA's temporary spectrum regulatory obligation. As part of the obligation, the virtual classroom solution was deployed to six schools across the Northern Cape, KwaZulu-Natal and Limpopo. The solution makes it possible for learners to receive live lessons, as well as lessons prepared before classes, from their teachers, via smart devices. The Vodacom Foundation will incorporate these schools into the schools of excellence once the licence obligation expires, which means that they will continue to receive regular maintenance, ICT coordinators to support educators and learners, ICT upgrades, and regular health and safety checks.



Communities

To ensure that communities also benefit from the education ecosystem, 92 community development centres serve as technology hubs for communities. More than 2 600 female farmers have been trained on digital skills and more than 1 333 youth academy learners have received training on ICT. Since 2018, more than 160 unemployed young people have been recruited from youth academy alumni and deployed at schools of excellence, non-profit organisations (NPOs) and community development centres. Additional programmes to empower communities include the Vodacom Foundation partnership with the Innovator Trust to train the youth academy graduates on entrepreneurial skills, as well as #CodeLikeAGirl programme with more than 4 000 girls in South Africa trained on coding. Vodacom also continues to offer top-achieving students from previously disadvantaged and low-income communities bursaries to study in the field of ICT.

Case study

Psychosocial support in schools

Vodacom partnered with the DBE to address psychosocial factors faced by learners. Twenty-two psychosocial professionals were placed in 17 schools, seven of which are Vodacom-supported schools of excellence. The social workers are reaching approximately 17 000 learners across seven provinces. Depending on specific requirements, intervention sessions are offered in group and individual settings, and address issues such as gender-based violence (GBV), bullying, substance abuse, self-esteem and violence.



>4 000
girls trained on coding
in South Africa



Learning material

The Vodacom Foundation e-School, which provides free and unlimited internet access to content aligned to quality digital curriculum and assessment policy statements (CAPS), has reached more than 1.4 million users. To protect children from harmful content on the internet, Vodacom launched Digi-Parenting, a resource to provide parents with the tools, knowledge and advice for building happy and safe digital homes. Additionally, 25 university and 58 TVET college websites have been zero-rated to give tertiary learners free access to learning material.



Partnership

Vodacom partnered with Microsoft to give South Africa's education institutions, educators and learners continuous access to digital learning through the Connected Digital Education initiative. The Connected Digital Education platform enables remote learning with affordable connectivity. Vodacom also partnered with the Wholesale and Retail Sector Education and Training Authority (W&RSETA) and eight institutions of higher learning to provide 500 post-graduate training and internship opportunities to young graduates, many of whom face the grim prospect of unemployment.



School leadership

The Vodacom Foundation collaborated with the DBE, Microsoft and other partners to train teachers on how to integrate ICT into the classroom. To date, 92 community development centres have been furnished, maintained and provided with internet connectivity.

02 GBV ecosystem

Prevention

- #Bethelight campaign
- Psychosocial support in schools (Change the World)
- Bright Sky SA mobile app
- Gender-Based Violence Command Centre: primarily counselling services

Response

- Gender-Based Violence Command Centre: primarily counselling services
- Response is sent when someone is in danger
- Thuthuzela care centres

Survivor empowerment

- ICT training for survivors of violence in shelters (more than 1 400 survivors trained)



Using our technology to support survivors of violence



Prevention

The zero-rated Bright Sky SA app continues to help communities to safely access GBV support services. Through Vodacom's donation of R10 million to fund the private sector-led, multi-sectoral Gender-Based Violence and Femicide (GBVF) Response Fund 1, our aim is to support the implementation of the National Strategic Plan (NSP) and the wider GBVF response in the country. Through the above-mentioned psychosocial programme Vodacom is promoting a safe school environment, supporting educators and learners, and providing intervention sessions to address psychosocial issues and reduce school-related gender-based violence (SRGBV).



Response

Vodacom's R10 million pledge is being used to build Thuthuzela Care Centres (TCCs) in the Eastern Cape, the North West and Limpopo. TCCs offer a holistic approach that allows victims to safely report GBV, and receive immediate medical attention and counselling in one location. In this way, victims receive the appropriate support without secondary victimisation. We are in the process of implementing a TCC in the Cradock area in the Eastern Cape.

Vodacom continues to drive the fight against GBV through the support of the national GBV Command Centre in South Africa. In support of the 16 Days of Activism against Gender-Based Violence campaign, Vodacom hosted its annual walk against GBV on Wednesday 7 December 2022.



Survivor empowerment

The Vodacom Foundation has been empowering survivors of GBV with digital literacy training.

03 People with different needs

Devices:

Vodacom launched the Nokia 2720 Flip big keypad phone for elderly persons. The 4G feature phone comes pre-loaded with WhatsApp and Facebook and has a dedicated emergency button.

Accessibility:

Vodacom introduced a real-time Specific Needs and National Relay Service (NRS), which expands its offerings for deaf and hearing- and speech-impaired customers. Additionally, Vodacom included accessibility in commercial handbooks and design processes to ensure that accessibility is considered upfront when conceptualising new product and service ideas.

Partnerships:

We continue our partnerships with various organisations for disabled persons, such as the Hein Wagner Academy for the Blind, to which we provided smartphones for visually impaired persons and training on the use of the device.



Digital society

01 Democratising the internet

Connectivity

In 2018, Vodacom pledged to invest R50 billion over five years in the deployment of 4G, 5G and fibre technologies in South Africa. The objective of this pledge is to drive digital inclusion. R50 billion has been spent since 2018 – translating to 100% of the total pledged amount spent. In 2022, Vodacom invested R8.5 billion (from April until December 2022) in its network. Vodacom also partnered with Nokia to launch the very first commercial Mobile Private Network (MPN). The MPN solution allows our customers to have high density and reliable coverage in challenging geographical locations.



An average of
3.5 million
new unique users
on ConnectU
month-on-month

Affordability

Vodacom's zero-rated ConnectU platform, designed to provide South Africans with free access to information and life-changing online resources, has grown exponentially, with over 40 million unique users with depth accessing the platform over the past few years. This equates to an average of 3.5 million new unique users month-on-month. Through the platform >770 institutions and over 1 400 URLs, including the national departments of health, home affairs and education, to name a few, have been zero-rated.

Case study

Spectrum acquisition

Vodacom South Africa acquired a total of 110 MHz high-demand spectrum as part of the Independent Communications Authority of South Africa's auction and assignment process. Vodacom's contribution to the auction proceeds will significantly assist government in achieving its objectives to unlock the digital economy, with widespread benefits across our society. Vodacom will pay R5.38 billion for a spectrum portfolio that includes 2 x 10 MHz in the 700 band MHz, 1 x 80 MHz in the 2600 MHz band and 1 x 10 MHz in the 3500 MHz band.

Case study

Affordable data

EveryDay-Ta bundles

The EveryDay-Ta bundles give significant value to customers by changing data consumption habits and patterns. The construct is built on delivering a total of 7.5GB over a 30-day period for the sum of R99. The customer is then allocated 250MB per day which enables them to consume data over 30-day period.

Just4YouTown

Just4YouTown is aimed at ensuring that all customers have access to affordable voice and data services. Vodacom does this by identifying impoverished areas using census data from Statistics South Africa (Stats SA). Impoverished areas are defined as towns where the average annual household income per person falls below R14 196. Just4YouTown offers are provided via the radio sites that service these defined areas to eligible subscribers residing in these areas.

Reduced 1GB price

Vodacom reduced headline pricing of its open market monthly data portfolio by 43% from a headline 1GB for R149 to R85 over the period 2020-2022, with over R4 billion in value given back to customers over that period.

01 Democratising the internet continued

Smartphone penetration

Vodacom introduced one of the most affordable 4G smart feature phones, the Nokia 105 4G, at R279 to drive device penetration in South Africa.

Case study

Easy2Own

To drive smartphone penetration Vodacom also introduced the Vodacom Easy2Own proposition. This initiative offers devices from the Samsung portfolio with an entry price point of R129 upfront and R99 per month over 11 months. Vodacom will continue to launch initiatives such as these to drive mobile access in South Africa.



The number of smart devices increased to

27.6 million

40 million unique users with depth on ConnectU and >2.2 million Mum & Baby platform users.

Youth and digital inclusion

The newly revamped NXT LVL platform aims to address the challenges faced by young people, offering them opportunities to connect, learn and earn, as well as giving them access to the right tools to reach their potential. The Vodacom Get-a-Gig initiative is a job portal (available on ConnectU) with a three-year vision of connecting one million youth to jobs or gigs by 2024. This initiative was launched to address youth unemployment in South Africa. Vodacom provides support packages for job seekers through ConnectU by combining discounted voice and data offers, continued access to learning and skills with Udemy, access to six zero-rated job sites, and its Future Jobs Finder tool.

02 Digital solutions

Health solutions

Vodacom, through its subsidiary Mezzanine, provides various health solutions such as the electronic mVacciNation solution that supported South Africa's national Department of Health in administering COVID-19 vaccines, the Stock Visibility Solution which addresses inefficiencies in the medicine supply chain, and the eLABS solution that improves testing, analysing and reporting in pathology laboratories with electronic monitoring of sample locations, among others.



Case study

Mpilo app

Vodacom launched a cutting-edge patient engagement solution which includes a computer-aided emergency services dispatch system, a first for South Africa's public healthcare sector. Together with the Northern Cape Department of Health, Vodacom has created an end-to-end technology solution to make the province's healthcare services more accessible.



Safety and security

Vodacom uses technology to keep communities safe and secure. For instance, the mySAPS app supports effective and efficient crime reporting and prevention in communities.

Case study

Vodacom's wearable devices set to boost mineworker safety

The Connected Worker solution was introduced to the mining industry by Vodacom Business. The solution centres on a connected, track-and-trace wearable device for mine workers, with a linked data-insights dashboard that gives real-time feedback to health and safety officers. The easy-to-wear device can be hooked onto a mine worker's personal protective equipment, with features that include a device-battery status and GPS location, hazardous-gas sensors, fall and no-motion detection and a panic button.

Government efficiency

Vodacom uses technology to drive efficiency in the government sector through various solutions such as smart asset management to reduce resource consumption and CO₂ emissions, citizen engagement which enhances communication between citizens and municipalities, and smartGov to efficiently manage administrative processes, among others. Through our subsidiary IoT.nxt Vodacom enabled Stats SA to achieve real-time visibility of all its tables for the 2021 census. The mobile device management (MDM) solution set the foundation that provides the platform of standards to bring all critical components within Stats SA into a single, interactive, real-time operational matrix.

Case study

Connectivity in the municipality of Ekurhuleni and Emfuleni

The municipalities of Ekurhuleni and Emfuleni have entrusted Vodacom with streamlining – service delivery by providing reliable connectivity to its staff. Vodacom has begun rolling out its world-class solutions for both municipalities as part of a three-year contract. Serving the hybrid-work staff of Ekurhuleni – which makes a substantial contribution to Gauteng's economy – needs reliable, high-quality, always-on connectivity. This is to ensure that services, from water supply to refuse removal, healthcare and more, can be efficiently delivered to the residents of more than 20 large towns such as Alberton, Edenvale, Springs and Tembisa.



Case study

Education

To complement the Vodacom Foundation education ecosystem, Vodacom Business is working with various institutions to drive digital education. For instance, the School Management platform helps schools to monitor, manage and report school activities.

Connected education for UNISA

Vodacom Business is assisting the University of South Africa (UNISA) to enhance the distance learning experience. The first solution implemented at UNISA is reverse billed data (RBD). Through RBD, UNISA will be enabled to offer students free access to its website, online content, apps and data services. This means that irrespective of their airtime or data balances, students and staff will always be able to access these digital resources, while UNISA only pays for relevant usage. This is an innovative pricing model that gives users access to data paid for by the institution. The second solution UNISA will benefit from is the Connected Digital Education platform, developed by Vodacom Business and Microsoft South Africa. Through this platform, UNISA's students and staff will have free access to several Microsoft Office 365 virtual communication and collaboration tools, like Microsoft Teams and Microsoft Office. Additionally, lecturers can access the platform's planning software to prepare lessons and content ahead of time and automate admin-intensive tasks. This further enriches the teaching and learning experience.

03 SME ecosystem



Connectivity

Vodacom provides special data packages to small and medium-sized enterprises (SMEs) to ensure effectiveness in an economy that has gone through a pandemic. The Business Tickets initiative provides a cost-effective, collaborative way to stay connected and productive. Ring-fenced for exclusive access to select business-critical online applications, these data bundles support everything from email to cloud storage, navigation and social apps.



Innovator Trust and broad-based black economic empowerment B-BBEE

The Innovator Trust supports SMEs in the ICT sector on business, health and safety compliance, financial management and governance skills, among others. Vodacom continues to empower young entrepreneurs through the Innovator Trust's Young Entrepreneurs Programme. Over 103 unemployed young people have benefited from the programme. In addition, R29.6 million worth of business loans at 50% less the prime lending rate was provided to black-owned Vodacom shop owners through our Retail Transformation programme.



SCM support

Vodacom gives preferential payment terms (payment within one to three days of receipt of invoice) to ensure that SMEs remain financially sustainable in the short term. More than R3.3 billion has been spent on SME procurement and R1.2 billion in early payments. Vodacom assisted various suppliers and sales partners by upskilling them with Radwin technology, which went hand-in-hand with health and safety training and development. Additionally, the supply chain department hosted an event to encourage females in tech, offering awards for high achievers. Vodacom also assisted numerous SMEs with power solution from an entrepreneurial start-up business that manufactures its product locally.

Case study

iThuba initiative

Vodacom's iThuba initiative enabled 35 SMEs in South Africa to access markets and position their brands. One of our beneficiaries assists peers to develop corporate identities, websites, social media packages and marketing strategies.



Business support and empowerment

Vodacom introduced V-hub, a platform aimed at empowering SMEs through training in efficiency, company registration and business growth as well as digital training. Vodacom Business partnered with CyberSafe, a British cybersecurity start-up, to give more companies access to security awareness and training. To support SMEs operating in the tourism sector of South Africa, Vodacom provides a hospitality solution, NightsBridge, aimed at SME guest houses as well as bed and breakfast establishments.



Access to finance

Vodacom continues to leverage the VodaLend platform to extend credit to SMEs. Vodacom Financial Services (VFS) introduced VodaTrade, which enables small suppliers to go digital and connect with bigger business partners. Vodacom's POS device enables merchants including SMEs to accept payments safely and conveniently.

Case study

Business Cash Advance for SMEs

VFS introduced VodaLend | Business Cash Advance, which provides finance to smaller unregistered businesses in need of quick access to short-term cash advances. Offering finance of up to R1.5 million to customers using VodaPay POS devices, Business Cash Advance complements VodaLend's range of lending products aimed at SMEs. In this way it is driving financial inclusion and sustainability in this key sector.

Business Cash Advance for SMEs offers finance of up to

R1.5 million



04 Financial inclusion

Payment

VodaPay delivers a digital shopping, lifestyle and financial platform for both consumers and businesses. VodaPay is a powerful, all-encompassing platform aimed at driving digital and financial inclusion. It is a highly secure and transparent app that allows consumers to load money into their wallets and send it to anyone in real time, or use it to make purchases through the app, ranging from e-commerce to buying airtime, electricity, water and insurance among other applications.

Lending

Vodacom introduced Voucher Advance, a lending solution that allows customers to get a meal or new appliances immediately and pay for it later. Vodacom customers can access an advance on a voucher, starting from as little as R25 up to R500, with over 30 different partners including food outlets and retailers. Once a voucher has been issued, customers will have up to 30 days to pay back their Voucher Advance.

VodaLend Cash Advance

VFS launched VodaLend Cash Advance, a product that gives customers quick and secure access to money when they need it most. VodaLend Cash Advance is the latest product to be added to the VodaLend financial services suite, which includes VodaLend Compare, Voucher Advance and Airtime Advance. The new addition is geared to underbanked consumers who need quick and barrier-free access to funds, whether it's an emergency doctor's visit or topping up prepaid electricity just before payday.

VodaLend Compare

Vodacom Financial Services launched VodaLend Compare, a financial services marketplace aimed at offering unsecured personal loans to customers. Available via the VodaPay super-app or online, this solution allows customers to compare personal loan quotes in three simple steps, enabling them to apply for the option that suits their lifestyle needs and budget best.

Insurance

Our insurance portfolios cover life and funeral as well as device and various other short-term insurance offerings. In South Africa, Vodacom implemented various innovative insurance solutions that focus on improving access to insurance and addressing insurance needs.

Case study

Orlando Pirates partnership with the Vodacom Life Assurance Company

Football club Orlando Pirates, also known as the Buccaneers, have teamed up with Vodacom Life Assurance Company, a licensed life insurer, to launch Orlando Pirates Funeral Cover to protect individuals against unforeseen expenses during their time of bereavement, and to help take care of the people that matter, by offering affordable cover. At a cost of R60 per month, Orlando Pirates Funeral Cover offers individual and family funeral cover underwritten by Vodacom Life Assurance Company.

VFS solutions for merchants

VFS provides innovative payment solutions to SMEs for digital and electronic processing of payments. These include physical payment processing where we issue Android card processing machines as well as online processing for those merchants focused on e-commerce. VFS is also focused on growing the ecosystem of related products that include the vending of Value Added Services as well as digitised ordering from FMCG and Distributor companies.

Case studies





Planet

01 Energy

Vodacom aims to reduce greenhouse gas (GHG) emissions by 50% and to source 100% of its energy needs from renewable energy by 2025 through a blended approach:

Energy efficiency

Vodacom invests substantially in energy efficiency programmes, which include sourcing more efficient network equipment, reducing energy demand by installing lower-power and cooling technologies, and reducing energy use by decommissioning and upgrading legacy equipment.

On-site renewables

Vodacom invests in on-site renewable energy to supply electricity at our network and building operations. Our recent project saw the company investing R8 million in solar sites at our technical operations in Polokwane in Limpopo, Vereeniging in Gauteng and Bloemfontein in the Free State generating approximately 214 MWh (218.3 mtCO₂e saved) of renewable solar energy, with a saving of R520 000.



Case study

Midrand solar project

As part of Vodacom's energy management strategy, its HQ campus in Midrand is being fitted with solar panels to generate around 10.8 gigawatt-hours (GWh) of renewable energy every year, roughly 21% of the HQ's power consumption.



Independent Power Producers

Power purchase agreements (PPAs) with independent power producers is the preferred option, since these are managed by experts in energy generation and de-risk issues of theft and vandalism. Vodacom has a few sites covered by a PPA in the Eastern Cape. In addition, we are working with Eskom to find a renewable energy solution that could potentially lead to Vodacom and other businesses to source renewable energy from independent power producers.

02 Climate change and disaster relief

Vodacom published its first Task Force on Climate-related Financial Disclosures (TCFD) report in 2022. A company's TCFD report helps stakeholders understand its climate-related risks and opportunities, and gives insight into sustainability initiatives, which leads to better strategic planning and decision-making.

Vodacom South Africa's first TCFD report maps out its commitment to delivering on its purpose against the United Nations' Sustainable Development Goals (SDGs), including promoting sustainable economic growth, fostering innovation, making the cities and communities we live in more resilient, and taking urgent action to combat climate change. In South Africa, we are guided by the country's Nationally Determined Contributions and advocate for urgent reductions in GHG emissions that align with the Paris Agreement.



Vodacom donated **R3 million** to the Gift of the Givers Foundation

Case study

KwaZulu-Natal floods

Vodacom donated R3 million to the Gift of the Givers Foundation towards disaster relief efforts aimed at helping scores of people who were displaced or negatively impacted by floods in KwaZulu-Natal. The donation assisted with food, blankets, water and toiletries. This amount was over and above our business-as-usual financial commitment to ensure access to communication by restoring network coverage in affected sites.

03 Water

Vodacom is not an intensive consumer of water, but the business is aware that we operate in a water-scarce country. Vodacom's water-wise initiatives include aeration of hand basin taps to reduce water flow, rainwater harvesting, efficient use of existing boreholes and the implementation of water-wise gardens.

Nationally, Vodacom installed more than a 100 smart water consumption monitoring meters that actively record data through our building management systems. In addition, all ablution facilities have smart automated cut-off systems when no movement is detected in the room. This helps reduce unwanted water loss due to system leaks because of burst water pipes or faulty toilet cisterns. Furthermore, the replacement of traditional hot water geysers with Hydroboils and the replacement of water-cooled chiller plants with air-cooled chillers have led to both energy and water savings.

Case study

Access to water in municipalities

As part of Vodacom's commitment to improve the lives of people in the communities it serves, we have donated 20 JoJo water tanks to the Tshwane municipality. The tanks will assist residents affected by water shortages with easier access to a stable water supply. The 20 250-litre water tanks are being installed at strategic points in the City of Tshwane.



04 Green customers ecosystem

Device repair and refurbishment: Depending on the make, model and condition of a phone, the Advanced Repair Centre (ARC) can either repair, refurbish or recycle a device. More than 321 000 devices have been repaired, with >6 000 recycled.

Eco-rated devices: Vodacom introduced eco-rating labelling on devices, based on factors such as durability, reparability, resource and climate efficiency and end-of-life recyclability, helping customers make more sustainable purchasing choices.

Good as New (GAN): A pre-owned device programme offering a selection of certified iPhones at an affordable price, aiming to drive smartphone penetration and reducing e-waste, with 6 121 devices sold.

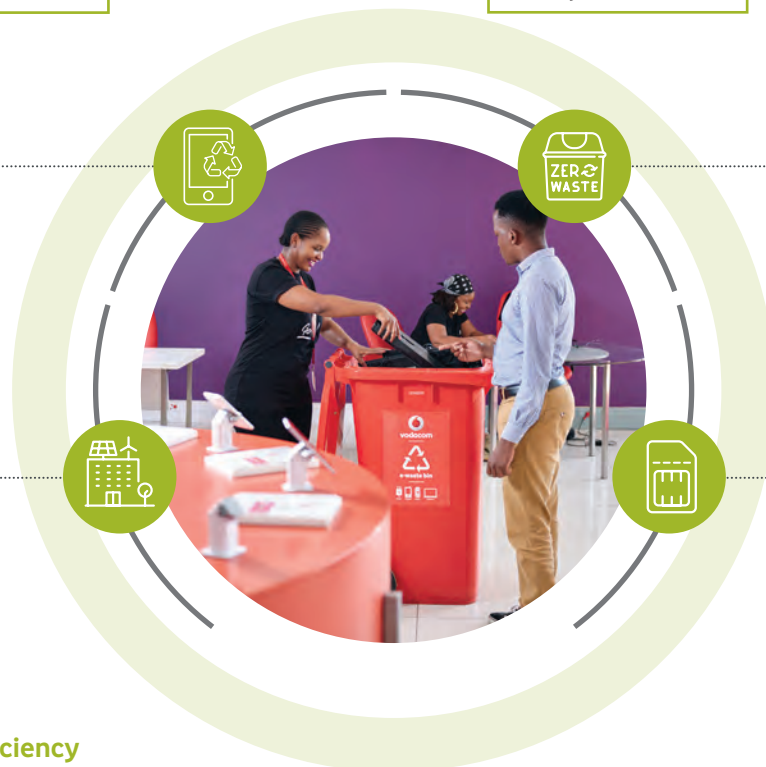
Plastic to paper: Vodacom replaced plastic bags with reusable eco-friendly paper bags in retail stores, preventing 2.5 million plastic carrier bags from entering the environment.

Paper waste in the warehouse: All paper waste generated in the warehouse is shredded and recycled.

Retail app: Through the Retail app, Vodacom has saved 3.7 million sheets of paper by digitising its retail operations.

Devices and e-waste

General waste



Retail building efficiency

Sim cards

Green stores: Vodacom launched two green stores, which are characterised by green building materials and solutions including, colour-coded recycling bins, plastic-to-paper carrier bags, leakage sensors, smart circuit breakers, live carbon footprint dashboards and ink cartridge recycling.

Green lease agreements: Water, electricity and waste reduction indicators are now added as part of store lease agreements.

Eco-sim cards: To reduce the effect of plastic waste on the environment, Vodacom is actively replacing its current sim cards with eco-sim cards made from recycled plastic in a half-sized format. More than 500 tons of paper and 300 tons of plastic have been saved by the eco-sim cards initiative.

Half-size sim cards: Reducing the plastic, paper and cardboard in sim starter packs by half has resulted in plastic savings, both of the sim and starter pack casing.

05 General waste



Single-use plastic volumes have reduced by **65%** in 2022.

Vodacom has implemented a number of programmes to remove single-use plastic as well as food waste. Single-use plastic volumes reduced by 65% in 2022.

Further reductions are anticipated over the next three years, from initiatives including turning plastic waste into ecobricks, educating employees on reducing their use of single-use plastic, providing alternatives to single-use plastic on campus and raising awareness on methods of disposing of contaminated plastic waste responsibly. Through the use of the BiobiN, 98% of food waste has been diverted from landfill and converted into compost.

06 Communities and partnerships

World Wildlife Fund (WWF) partnership

Vodacom SA has actively supported the WWF-SA since 2010. In June 2021, Vodacom sponsored the development of digital tools to promote awareness of the importance of our oceans, marine ecosystems and sustainable seafood choices consumers under the WWF-South African Sustainable Seafood Initiative (SASSI), an established, multi-stakeholder partnership in SA. The sponsorship funds were used to develop digital awareness tools particularly targeted at youth, who are our next generation of eco-conscious consumers. Vodacom worked with the WWF to develop a co-branded video that illustrates the importance of healthy oceans and the role of technology in promoting sustainable seafood choices and building resilient oceans.



The video also showcases the power of partnerships in securing a sustainable future (See video here <https://youtu.be/Pt2rCYI9r0U>).



Case study

Adopt-a-School partnership with the National Business Initiative

Vodacom partnered with the National Business Initiative to support a multi-stakeholder partnership called Adopt-a-School, which provides financial and technical assistance to upgrade water infrastructure at schools. In partnership with the Nelson Mandela Bay Business Chamber in the Eastern Cape, the programme aims to improve and provide water infrastructure to 75 schools in the province.

Partnerships

1

State of the Nation Address

8 – 12 February 2022

The State of the Nation Address (SONA) is an annual Parliamentary event in South Africa where the President reports on the state of the nation, generally to the resumption of a joint sitting of Parliament. While SONA is the focal point of key activities in the week, both government and private entities capitalise on opportunities to create engagement platforms with various critical stakeholders. Vodacom, as a prominent contributor to the ICT sector in the economy, holds engagement sessions with government to drive our social contract and the company's strategic focus areas. Since a devastating fire at Parliament, Vodacom has continued to work with the Parliamentary ICT Committee to help rebuild infrastructure within the Cape Town City Hall and surrounding precinct.

2

Vodacom participates in the 4th SA Investment Conference

23 – 24 March 2022

Vodacom was once again one of the key partners (Platinum sponsor) at the 4th South African Investment Conference in 2022. Mr Joakim Reiter attended as the Vodafone representative. Following the commitment made by Vodacom in 2018 of investing R50 billion in South Africa over five years, the company remains on track with its investments. R50 billion has been spent since 2018 – translating to 100% of the total pledged sum spent. Vodafone as an investor used the opportunity to restate its commitment to invest in the continent and to share learnings on the Russia/Ukraine war and its impact on global supply chains, cybersecurity, fibre network deployment and economic growth in the context of the energy crisis. The Vodacom Group CEO also participated in a plenary session on the topic of "The African opportunity – SA and beyond".

3

Presidential Climate Commission

5 – 6 May 2022

In 2020, the President of South Africa established the Presidential Climate Commission (PCC), a multi-stakeholder body, to build a social compact around the just energy transition in the country. The PCC aims to advise government on the country's climate change response and pathways, particularly on how to ensure that the transition process and outcomes are fair and equitable. Vodacom sponsored and hosted the multi-stakeholder conference on the just transition on 5 and 6 May 2022. Vodacom also presented its sustainability initiatives on its climate change roadmap and targets, and the role of its Internet of Things solutions in mitigating against climate change, to the participants.



4

Education ecosystem site visit

4 October 2022

The Vodacom CEO, Shameel Joosub, was joined by Mr Jean-François van Boxmeer, chairman of the Vodafone Group Plc board; members of the social and ethics committee, and board members of the Vodacom Foundation on a site visit to New Beginningz in Laudium Pretoria and WF Nkomo High School in Atteridgeville. New Beginningz opened its doors in May 2009 and is a place of safety for abandoned, neglected and abused children. The baby haven provides primary care to 35 children between the ages of zero to five years. Vodacom, through the Vodacom Foundation, has provided financial support to the value of R5.6 million to New Beginningz since its inception. In 13 years, the haven cared for more than 3 000 babies and toddlers and helped to facilitate more than 400 adoptions. Its residential care programme incorporates a wide spectrum of holistic care programmes focused on nurturing, development, upbringing and providing special medical care for the children.



5

Conference of Parties (COP) 27

6 – 18 November 2022

The United Nations Framework Convention on Climate Change secretariat is the United Nations entity tasked with supporting the global response to the threat of climate change. The COP27 conference was hosted in the city of Sharm El-Sheikh by the Egyptian government in November 2022. Vodacom (as part of the Vodafone family) partnered with the COP27 conference as a principal partner. COP27 enabled Vodacom to share experiences on how our digital solutions can help society tackle climate change issues. In collaboration with the UN Food and Agriculture Organisation, we unpacked research on how access to digital technologies can enable sustainable food production at the smallholding and subsistence level. Mr. Jacques de Vos, CEO of Mezzanine, farming participated in several panel discussions on the official programme while Ms. Taki Netshitenzhe, Vodacom External Affairs Director, spoke on the under-representation of women in climate governance and debate at an official programme panel discussion on Women's Livelihood within a Just Economic Transition.

6

Vodacom attends the ITU 2022 Plenipotentiary Conference

26 September 2022 – 16 October 2022

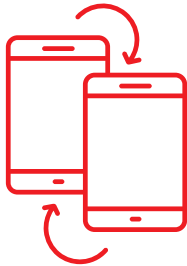
Vodacom responded to an invitation from the Department of Communications and Digital Technologies (DCDT) to participate in the national delegation to the ITU Plenipotentiary Conference that was held in Romania. The purpose of the conference was to elect a new council for the ITU, and to make resolutions on key policies and processes that will guide and govern the work of the ITU over the next four years. In support of the South African delegation, Vodacom provided its expertise in policy development and resources to assist the team in the execution of the conference. Vodacom also supported the appointment of South Africa to the ITU Council, and worked with the South African delegation to negotiate critical policy resolutions in the areas of cybersecurity, artificial intelligence, and the empowerment of women and minority groups.

Highlights of 2022



Vodacom was recognised as a **level one** B-BBEE contributor for the fourth consecutive year and remains one of the JSE's most transformed companies.

Since 2011, the ARC processed **>2.8 million** devices which were either repaired, reused, refurbished or returned, and a total of >340 000 devices were recycled and disposed of in an environmentally friendly manner.



R1.5 million was donated towards relief efforts after the Eastern Cape floods and drought, the fires in the Western Cape and the most recent floods in Gauteng.



R8.5 billion

invested in our network (April to December 2022) – to further enhance customer experience at a time when the country is experiencing power outages.



Vodacom invested **>R2 billion** in batteries alone to enhance the resilience of its network so that we are able to keep customers connected during extended periods of loadshedding.



Vodacom published its first **TCFD report.**



It is also particularly pleasing to see investments into our South African network – more than **R50 billion** over the past five years alone.



The number of smart devices increased to **27.6 million** in South Africa.

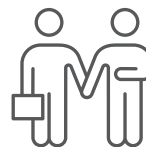
22 psychosocial professionals

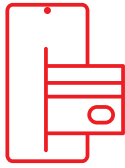
were placed in six Vodacom – supported schools of excellence in six provinces across the country, benefiting 17 000 learners.



44 million

was spent on education and gender equality programmes, and an additional >R4.5 million on the Disaster Fund.

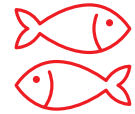




Launched almost a year ago, our super-app
VodaPay reached **2.7 million**
registered users through 4.5 million downloads.

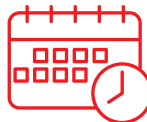


The Vodacom e-School platform has
>1.4 million users.



WWF

Vodacom Group partnered with the WWF on a project to help restore and conserve healthy oceans and ensure the sustainable production and consumption of seafood.



Vodacom extended **preferential payment terms** (on average payment within one to three days of receipt of invoice) to qualifying SMEs.



40 million unique users with depth on the ConnectU platform, which equates to an average of **3.5 million** new unique users month-on-month.



Mum & Baby has over **2.2 million** subscribers accessing free maternal health education content.

>770 institutions and over 1 400 URLs, including the national departments of health, home affairs and education, to name a few, have been zero-rated.



Vodacom continues to support the SDGs and focuses on eight SDGs that are most aligned to our core business. Vodacom continues to leverage mobile network services to accelerate the achievement of the SDGs.



Vodacom South Africa's Midrand campus is being fitted with solar photovoltaic panel which will generate **±10.8 GWh** of its own clean energy.



VFS has launched **VodaLend Cash Advance**, a product that broadens the net of credit and financial inclusion and provides customers with quick and secure access to money when they need it most.



R3.3 billion has been spent on SME procurement and R1.2 billion in early payments.



Vodacom donated **R3 million** to the Gift of the Givers Foundation for help towards relief efforts, aimed at helping scores of people who have been displaced and negatively impacted by devastating floods in KwaZulu-Natal.



