

VODACOM'S CONTRIBUTION TO THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

Background

The United Nations Sustainable Development Goals (UN SDGs) were developed to transform the world by presenting a unified vision to end poverty, reduce inequality and prevent further harm to the planet. The SDGs define global priorities and aspirations for 2030 and presents an unparalleled opportunity to eliminate extreme poverty and put the world on a sustainable path. Around the world, governments have agreed to these goals — including South Africa. The outbreak of COVID-19 in late 2019 caused many unforeseen challenges, threatening to reverse decades of progress towards developmental goals. Given this challenging environment, Vodacom's purpose of connecting for a better future is more urgent than ever before.



Vodacom's contribution to the SDGs

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

Vodacom connects over 123.7 million people across our markets (including Safaricom) to the digital society. We are optimistic about how technology and connectivity can enhance the future and improve people's lives. Through our business we aim to build a digital society that transforms communities, embraces everyone, leaves no one behind, and does not come at the cost of our planet. Vodacom is committed to aligning our business objectives with the SDGs by providing support to governments, communities, businesses and individuals as we build a better future. We recognise that our footprint across Africa presents the opportunity to play a significant role in the continent's socioeconomic development. We aim to create sustainable 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 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 promoting inclusive and sustainable measures as we start to recover from the effects of the pandemic.

We strongly believe that improved voice and data connectivity is a powerful tool for accelerating socioeconomic transformation and contributing meaningfully towards achieving national and global development objectives. Through the impact of our products and services (such as our education, healthcare, financial inclusion and agriculture platforms) and the work of the Vodacom Foundation, we believe we can increase the speed and scale of the delivery of the SDGs. In alignment with our strategy and business objectives, we identified and prioritised eight SDGs where we believe we can have the most significant impact.



















GOOD HEALTH AND WELL-BEING

Key targets

- By 2030, reduce the global maternal mortality ratio to less than 70 per 100 000 live births
- Achieve universal health coverage, including financial risk protection, access to quality essential healthcare services and access to safe, effective, quality and affordable essential medicines and vaccines for all



Our commitment

Vodacom provides mobile health solutions, supports vaccination programmes, improves medicine stock control, increases awareness of health issues and sends reminders for daily medication and vaccinations.

During the COVID-19 pandemic, Vodacom supported critical government functions by providing health workers with access to connectivity and other solutions that support remote consultations, data collection and testing.

Highlights in FY2021

Vodacom announced an

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 Democratic Republic of the Congo (DRC), Mozambique and Ghana.

Vodacom donated

R13 million

to Lesotho to secure vaccines and partnered with African Union Development Agency (AUDA-NEPAD) to build digital infrastructure to manage vaccinations across 55 countries following successful deployments in South Africa through our mVacciNation platform.

Vodacom and Mezzanine's electronic mVacciNation solution – an electronic health record solution that supports vaccination coverage – supports South Africa's National Department of Health to administer COVID-19 vaccines.

Vodacom's Stock Visibility Solution helps health facilities monitor stock availability of medications, with over

41 million stock level reports

submitted by 5 935 health facilities.

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.

eLabs, developed by Mezzanine, a subsidiary of Vodacom, is a pathology management solution used in

2 800 healthcare facilities

for multi-testing, including the visibility of COVID-19 testing.

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.

The Vodacom Foundation has **supported the Smile Foundation for 13 years,** changing the lives of over

3 500 children.

In South Africa and Tanzania we partnered with the respective ministries of health to **send awareness messages to our customers**.

In Tanzania we donated over

R18 million

to the government's COVID-19 Containment Committee to source personal protective equipment.





QUALITY EDUCATION

Key targets

4.1 By 2030, ensure all girls and boys complete free, equitable and quality primary and secondary education leading to relevant and effective learning outcomes

By 2030, substantially increase the number of youth and adults with relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship

4.5

By 2030, eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for vulnerable groups, including persons with disabilities, indigenous peoples and children in vulnerable situations

Our commitment

Vodacom applies mobile technology to provide affordable and high quality education to learners. By providing free or subsidised education resources and technology – particularly to marginalised groups, including refugees – we enhance opportunities for academic success and, consequently, better lives. With schools being closed during the COVID-19 lockdown, Vodacom offered free access to government resources, as well as other resources recommended by the national educational authorities and academic institutions.



Highlights in FY2021

The Vodacom e-School platform proved to be an invaluable resource for learners studying at home during COVID-19. Registrations increased tenfold to over

1.25 million users.

The Vodacom Foundation spent over

R7.9 million in South Africa on free connectivity and other forms of support to 92 teacher centres.

A South African provincial department of education **developed a learner admission system** in partnership with Vodacom – the system has **50 000 users**.

In the DRC and Tanzania we provide free access to online learning materials to over

260 000 students.

In South Africa and Lesotho, Vodacom provided **discounted data packages** of

30 GB in universities

to **promote blended learning** during the COVID-19 pandemic. The data costs were absorbed by the universities.

In South Africa we sent 30 000 training messages to community healthcare volunteers and conducted 700 interactive voice response activities.

In Lesotho

160 schools

are connected to the Internet for free (equates to 40 GB per school). We also zero-rated access to educational sites during COVID-19, and discounted educational bundles and devices to facilitate remote learning.

We provided **significant data discounts for universities** and schools to ensure online learning continued during COVID-19.

Vodacom's **Instant Schools online learning** platform has

150 000 and 113 840 registered users

in Tanzania and the DRC respectively.

In Mozambique

12 libraries in eight provinces

were equipped with 240 computers, 6 400 books and Internet connectivity.

The **Code Like a Girl programme** aims to teach young girls **how to code**, with

1 672 young girls

trained on coding skills.





GENDER EQUALITY

Key targets

- 5.1 End all forms of discrimination against women and girls everywhere
- 5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life
- Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women

Our commitment

Vodacom provides women with access to life-enhancing services to unlock socioeconomic opportunities and address inequality. We also champion the inclusion of women in the workplace, highlighting their vital role in our success, and adopt a progressive stance to encourage others to do the same.



Connecting over

nine million

lives through our youth and women empowerment programmes in South Africa by 2025



Reach

38.5%

women in senior management level by 2024

Highlights in FY2021

Mum & Baby provides our communities with maternal information, with

1.9 million registered users

across South Africa.

Vodacom has connected

14.6 million female customers

(up 23% from 11.9 million in FY2016) in South Africa.

The Vodacom Foundation partnered with United Nations Women and South African Women in Farming to train more than

1 600 female farmers

in ICT skills since inception in 2019.

Vodacom Foundation launched the zero-rated Bright Sky SA, an education and resource mobile app for survivors of gender-based violence (GBV). We invested

R4.5 million in digital skills training

for GBV survivors in South Africa.

Vodacom South Africa also pledged R10 million to fund the private sector-led, multi-sectoral GBV and Femicide (GBVF) Response Fund to support the implementation of the National Strategic Plan and the wider GBVF response in the country.

In Lesotho we enhanced the Nokaneng app to provide wider access to a safe space for information, support and advice on GBV and human rights.

In Tanzania, Wazazi Nipendeni, a mobile health platform, disseminates relevant maternal health information to over

1.3 million subscribers.

In South Africa women account for

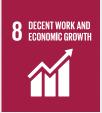
43.6% of our workforce

while, at Group level, **35% of women** are at senior management level against the target of **38.5%**.

Vodacom South Africa invested

R472 million

in continuous skills development – this included R324 million invested in black employees, of which R141 million was invested in black women and R18 million in the development of black youth with disabilities.



GOAL 8

DECENT WORK AND ECONOMIC GROWTH

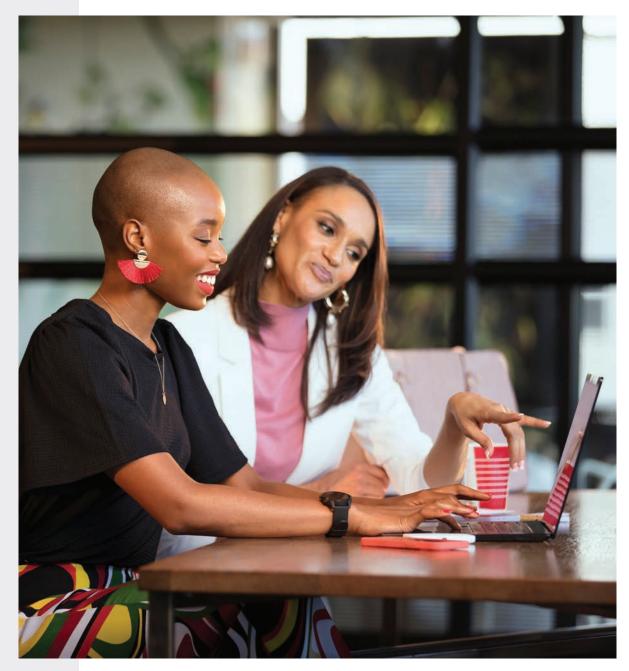
Key targets

- 8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high value-added and labour-intensive sectors
- Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalisation and growth of micro, small and medium-sized enterprises (SMEs), including through access to financial services
- 8.5 By 2030, achieve full and productive employment and decent work for all women and men, including young people and persons with disabilities, and equal pay for work of equal value
- 8.6 By 2030, substantially reduce the proportion of youth not in employment, education or training
- 8.10 Strengthen the capacity of domestic financial institutions to encourage and expand access to banking, insurance and financial services for all

Our commitment

Vodacom is committed to contributing to the economy and creating employment through providing access to affordable and digital financial services, empowering young people with digital skills and supporting SMEs.







DECENT WORK AND ECONOMIC GROWTH CONTINUED



Highlights in FY2021

Vodacom paid

R1.1 billion

to SME suppliers within three days from invoice.

Vodacom enabled **financial inclusion** to **57.7 million customers**

M-Pesa has grown to service more than

44.5 million customers

including Safaricom.

(including Safaricom), a 12.1% year-on-year increase. The platform processed more than US\$24.5 billion in transactions a month in the last quarter of FY2021.

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.

Vodacom South Africa advanced R12 billion in airtime to 10.8 million customers through our Airtime Advance platform.

In the DRC, Vodacom empowered over 500 youth-led SMEs with business skills and opportunities.

NXT LVL is aimed at using connectivity to advance youth under 25 by giving them access to affordable connectivity, skills and lifestyle benefits, with over

3.5 million users.

Every month, Vodacom processes over **R92 million** in payments through **point-of-sale devices.** with over

1 700 active merchants.

Vodacom's SME-focused lending solution (VodaLend Business Term Advance) continued to grow after its recent launch, advancing over

R74 million in funding to 330 SMEs.

VodaSure, our insurance solution launched in 2019, adds **5 000 policies a month,** with

2.1 million policyholders since inception.

The Vodacom Foundation trained
1 480 Youth Academy
graduates

in **Cisco and Microsoft-accredited programmes** since its inception in 2013.

Our nano-lending and microloan platforms continue to drive growth in our International markets, giving 15 million first-time borrowers

access to basic needs, including food and electricity.

Vodacom provided **customised** and **affordable data packages for SMEs** to assist in the **working-from-home arrangement**.

Vodacom's **VodaTrade** enables more than **84 million** transactions per year, valued at **R200 billion**.

Vodacom South Africa is in the process of developing the VodaPay super-app in partnership with Alipay to promote and accelerate financial inclusion.

In **Tanzania**, Vodacom partnered to provide selected SMEs with **digital skills training** and **connectivity** to help them use **digital platforms to boost profitability**.

We completed

872 health and safety training hours

for **63 SMEs** during the year through the **Innovator Trust**.

Vodacom Tanzania partnered with Tanzania Postal Bank to create M-Koba, a group savings solution that enables community members, particularly women, to mobilise savings, investments and microloans. M-Koba has over 20 000 groups using the solution.

In Tanzania, Vodacom launched Chimbo La Vijana to provide affordable access to education, entertainment, discounted data and customer care for young customers.





SUSTAINABLE CITIES AND COMMUNITIES

Key targets

By 2030, enhance inclusive and sustainable urbanisation and capacity for participatory, integrated and sustainable human settlement planning and management in all countries

By 2030, provide universal access to safe, inclusive and accessible green and public spaces, in particular for women and children, older persons and persons with disabilities

Our commitment

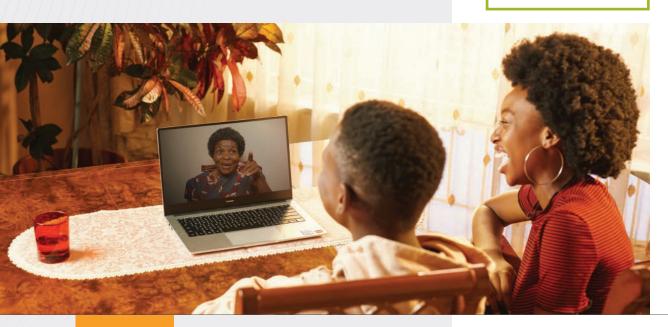
Vodacom's Internet of Things (IoT) solutions help governments, businesses and civil society address environmental issues and enable the development of connected and smart cities, helping them to run more efficiently and effectively.



Connecting over

two million

lives to our digital platforms in South Africa by 2025



Highlights in FY2021

The citizen engagement digital platform facilitates **engagement between citizens** and **municipalities**, with more than 87 677 active users

in South Africa.

The Mpilo app, the patient engagement platform, facilitates easy and efficient communication between patients, doctors and the Department of Health in South Africa, with more than

61 467 active users.

The mySAPS app supports citizens to access police information and report criminal activities in a safe and convenient manner, with more than

78 000 active users.

More than

160 000 active

water and electricity smart meters across five provinces in South Africa. In South Africa, Vodacom's smart asset management system has

265 000 movable and 120 000 immovable assets registered.

improving **profitability** and **cash flow** for public and private enterprises.

Our Internet in the car solution enables Internet connection in vehicles through a mobile data stream, with

75 480 auto connections

fitted and over **27 000 cars activated** in South Africa.

Our IoT connections have **enabled carbon savings** of

1 648 494 mtCO₂e

for our customers. This was achieved through >160 000 smart metering solutions and 616 210 smart logistics and fleet management solutions.





INDUSTRY, INNOVATION AND INFRASTRUCTURE

Key targets

9.1 Develop quality, reliable, sustainable and resilient infrastructure, including regional and trans-border infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all

Significantly increase access to information and communications technology and strive to provide universal and affordable access to the Internet in the least developed countries by 2030

Our commitment

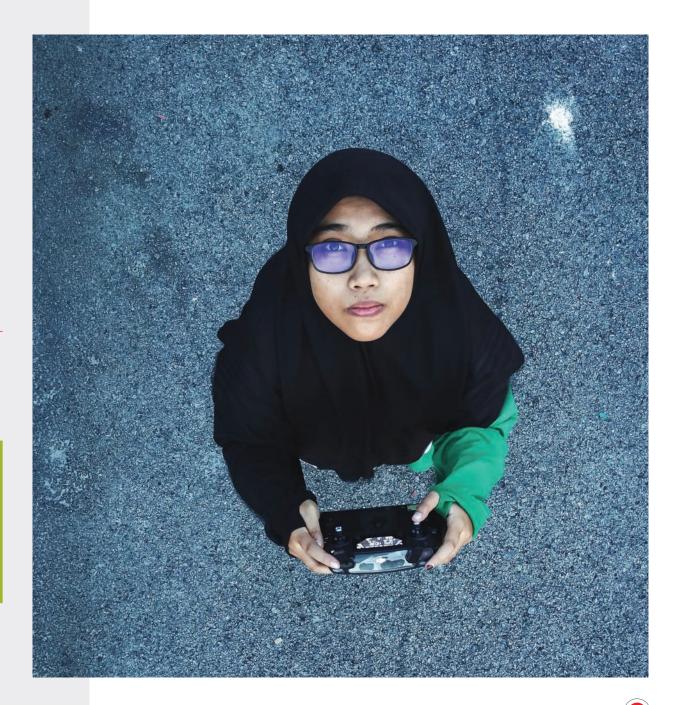
Vodacom is committed to removing barriers to mobile connectivity, particularly focusing on infrastructure investment, affordability, digital skills, the gender gap and the availability of locally relevant content and services.



To connect the next

100 million
lives across the Group,
including Safaricom,

by 2025





INDUSTRY, INNOVATION AND INFRASTRUCTURE CONTINUED

Highlights in FY2021

Vodacom has

2 784 rural network sites

extending connectivity to **communities** that were **previously not connected** to the network in **South Africa**.

Vodacom added the following technologies across International markets:





2G **262**

3G **322** 4G 1 072 5G 2

Vodacom South Africa has 23.2 million smart

devices

on our network, a 9.5% increase from FY2020. The number of 4G devices increased by 22% to 15.7 million in South Africa.

South Africa's most affordable **4G smart feature phones**, the **Vibe** and **Nokia 215**, which retail at R299, **continue to grow** –

133 200 devices

were sold in FY2021.

In our International markets, smartphone users increased by 8% to 11 million,

representing **32% of our customer base**.

In Tanzania over

500 000 low-cost smart feature devices

were sold since the introduction of the smart Kitochi, at a cost of US\$25 in FY2019, resulting in a 14.6% increase in 4G mobile data traffic.

In Mozambique,

750 000 low-cost devices

priced at R299 were sold. **Vodacom Lesotho** registered a **38% growth in 4G devices year on year.**

Just4U provides affordable price packages to over 10 million customers in South Africa.

Vodacom invested

R13.3 billion in infrastructure

across our markets, of which R10.1 billion was spent in South Africa.

We 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.

We introduced

192 new network sites

in rural communities across South Africa, with 97.3% of the population covered by our 4G network.

We expanded mobile broadband services to reach

52% of Tanzania's population –

equal to 1 184 villages.

With the combination of our segmented customer approach and our pricing transformation journey, we successfully reduced pricing between 34% to 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 with over **20 million** sessions initiated in a month.

82.9% of rural South Africa

covered by 4G network.

Fibre penetration to 146 401 homes

and **businesses** in South Africa.

MyVodacom app has

3.7 million unique users

across our markets.





CLIMATE ACTION

Key targets

Strengthen resilience and adaptive capacity to climate-related hazards and natural 13.1 disasters in all countries

Integrate climate change measures into 13.2 national policies, strategies and planning

Our commitment

Vodacom is committed to reducing the amount of greenhouse gas (GHG) emissions associated with our operations and will increase the proportion of the electricity we buy from renewable sources.



Reducing our GHG emissions by

50%

against a 2017 baseline bv 2025



Reducing our GHG emissions by

against a 2020 baseline bv 2024



Vodacom is a member of the National Business Initiative and World Wide Fund for Nature who are the thought leaders and advocates in the transition to a low-carbon future.

Vodacom continues to invest in more resilient and sustainable operations through our energy efficiency and renewable energy programmes.

Collectively, we have over

1 088 solar powered sites

across all our markets.

Vodacom Group is consistently recognised as the leader in carbon disclosure in the South African telecommunications industry, with a rating of A- (leadership band).

Electricity consumption reduced by 32%

in our buildings in South Africa.

Through the IoT-enabled Raptor Project, we deployed intelligent controls to over 7 232 base stations

in South Africa, enabling us to reduce our energy consumption by 2.8%.

5 GWh of electricity

is produced from Vodacom's own renewable energy sources.

Vodacom saved

R16 million in energy costs

and 12 272 mtCO₂e of GHG emissions were reduced (equivalent to 2 669 passenger vehicles driven for one year).

1 183 898 kWh

renewable energy sourced from the **Purchase Power Agreement** that covers **36 base station sites** in Nelson Mandela Bay.

Vodacom **saved**

187 200 GJ in energy and 54 520 mtCO₂e of GHG emissions reduced since FY2017.

Vodacom recycles

75% of its general waste annually.

Vodacom has steadily **reduced** its water consumption by 77% since 2017 in South Africa.





PARTNERSHIPS FOR THE GOALS

Key targets

Enhance the Global Partnership for Sustainable
Development, complemented by multi-stakeholder
partnerships that mobilise and share knowledge,
expertise, technology and financial resources to support
the achievement of the SDGs in all countries and, in
particular, developing countries

Encourage and promote effective public, public-private and civil-society partnerships, building on the experience and resourcing strategies of partnerships

Our commitment

Vodacom advocates for sustainable development, using our global footprint to influence others to do the same. We pursue an active social agenda and, across our operations, partner with governments and non-governmental organisations to accelerate socioeconomic transformation and a better future for all. In FY2021, Vodacom's Chief Executive Officer participated in a JSE-organised environmental, social and governance panel to explore solutions for sustainable development. Vodacom is fully aware that progress towards the SDGs can only be realised through multi-stakeholder collaborations and strong partnerships. In the year, we signed up as a participating member of the United Nations Global Compact, further embedding our commitment to conducting business in a manner that is responsible, ethical and sustainable. Through our purpose-led journey, we are guided by a clear social contract — to build trust with our customers, ensure fairness and inclusivity, and maintain a reputation for responsible leadership and innovation while ensuring the achievement of the SDGs.

