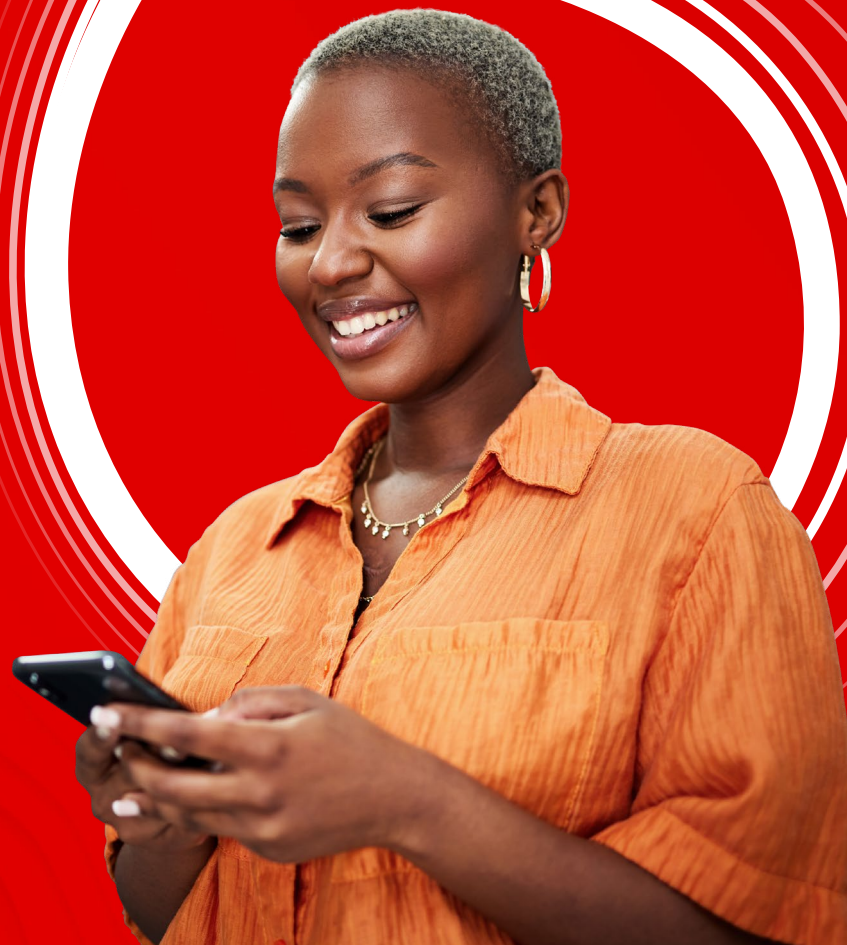


Vodacom DRC

Environmental, Social and Governance Snapshot



For the year ended 31 March 2024

Further together



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Vodacom is a leading and purpose-driven African connectivity, digital and fintech operator. The Group serves 203.1 million¹ customers across consumer and enterprise segments in Africa with 21.3 million in the Democratic Republic of the Congo (DRC).

Our approach to ESG

Vodacom's purpose – connecting for a better future – means using our product and services to enable individuals and enterprises to thrive. Our powerful, multi-product strategy – the system of advantage – enables us to deliver our targets across two purpose pillars.

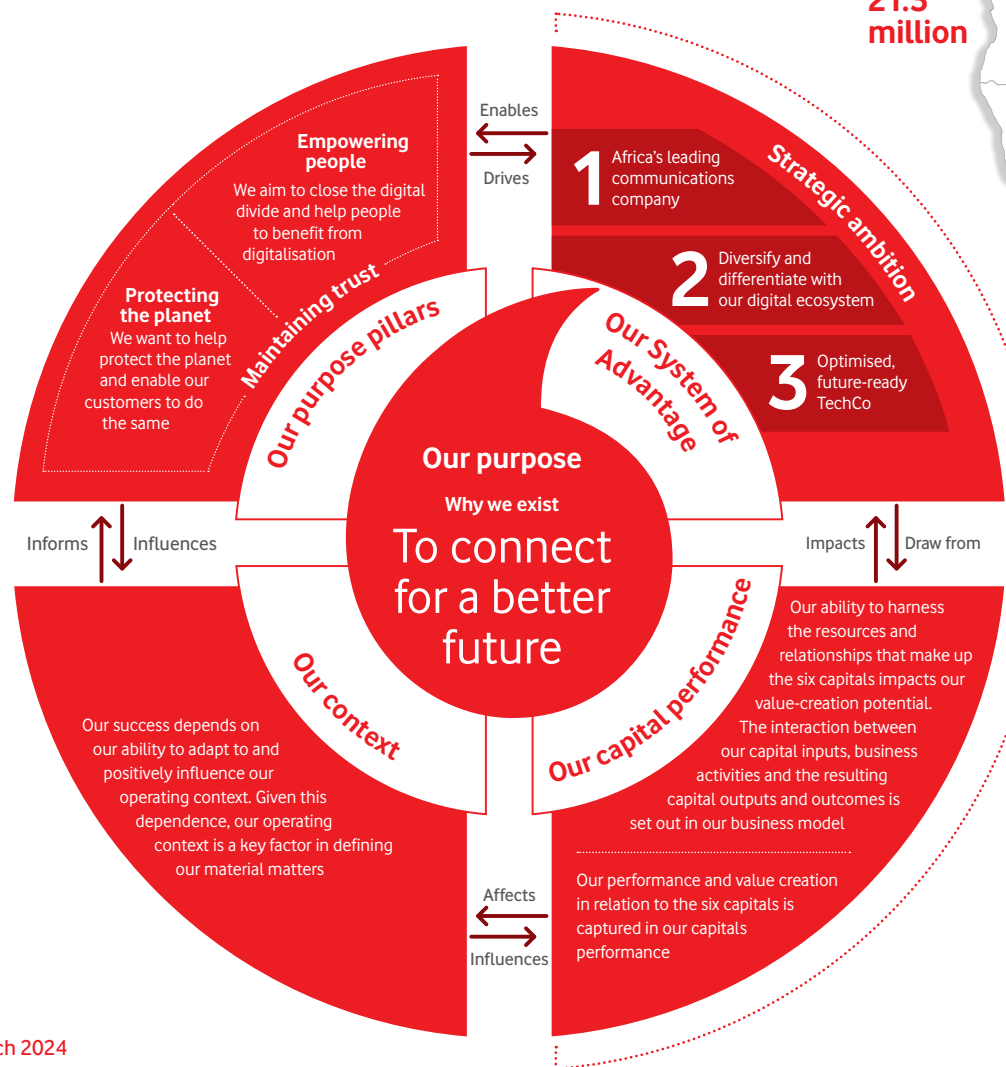
By delivering against our purpose, we aim to produce profitable solutions to challenges faced by society and the planet, and to identify and avoid those that have negative impacts. We strive to minimise the negative environmental impacts arising from our operations and seek ways to support our customers in managing their environmental impacts.

Our Social Contract, guided by the principles of trust, fairness, and leadership, serves to activate and accelerate our purpose initiatives.

Operating responsibly is essential to long-term sustainability and cultivating trust with our stakeholders. This means acting honestly, with integrity, and maintaining robust ethics, governance and risk management processes.

 Read more about our **ESG Framework** on **Page 03**

¹ Including Safaricom.



Governance oversight and responsible business practices

Sound governance and acting ethically, lawfully and with integrity form a critical part of sustainable value creation and our long-term success.

ESG Read more about our detailed **ESG approach and performance** in the Vodacom Group ESG report.

IR Read more about our **strategy, context and capitals performance** in the Vodacom Group integrated report.

GOV Read more about our **governance principles and practices** in the Vodacom Group corporate governance report.

A message from the CEO

As a leading telecommunications company, we are aware of our distinctive opportunity to bridge the digital divide and be a transformative force in DRC.

I am pleased to present this year's ESG snapshot. This report serves as evidence of our dedication to sustainable business practices and positively impacting the communities we serve.

We recognise the importance of fostering a culture of transparency, accountability, and sustainability in all aspects of our business. Our ESG snapshot serves as a testament to our unwavering commitment to creating long-term value for our stakeholders while simultaneously contributing to the social and environmental well-being of DRC.

Over the past year, we made significant strides in our ESG efforts in DRC. A significant milestone has been our achievement of the ISO 50001 energy management certification, demonstrating our commitment to environmental sustainability. We understand that our responsibility extends beyond our business operations and are committed to supporting the communities we serve using our resources and capabilities to make a difference. I am proud to share that Vodacom DRC has achieved an excellent reputation score of 84.4, reflecting our unwavering dedication to these principles. This milestone underscores our efforts to build trust with our stakeholders and drive sustainable progress.



Khalil Al Amerikani

Vodacom DRC uses VodaEduc platform, to drive digital literacy in communities, carries out initiatives to teach communities about health and digital technology through ConnectU, expands access to affordable rural infrastructure driven with a 100% green technology, develops an improved urban network coverage, builds partnerships with local businesses and the government to leverage the power of financial inclusion with M-Pesa and supports tech startups through e-learning initiatives to enhance skills and reduce unemployment.

Being aware of our, we remain committed to environmental sustainability and take proactive steps to promote the adoption of green energy in our network infrastructure, encouraging e-waste and general waste management, progressively shifting to electric vehicles, and promoting employee engagement and sustainable products and services.

As we continue our journey towards sustainable growth and development, we will continue to strive for excellence in our operations, seek innovative ways to reduce our environmental footprint, and work to create positive social impact. Thankfully, economic forecasts indicate a positive trajectory in the next financial year, with national efforts focused on economic stability, growth and development bearing fruit.

I am grateful for the support of our employees, customers, and stakeholders as we look forward to further advancing our ESG initiatives in the years to come. Thank you for your continued trust in Vodacom.

Together, we can build a more sustainable and inclusive future.

“We will continue to strive for excellence in our operations, work to create positive social impact, and seek innovative ways to reduce our environmental footprint.”

Committed to DRC

Vodacom is the leading mobile telecommunication company in DRC, with a customer market share of more than 34%, providing a wide range of communication services including mobile voice, messaging, internet, mobile money, and converged services to more than 21 million individuals and corporate customers since 2002.

We are committed to providing solutions that contribute towards DRC's priority national development ambitions, which include education, the business climate, agriculture, the environment, the Horizon 25 digital plan and the promotion and development of information and communication technology (ICT).

Population¹
105.6 million

2030 → 127.6 million

Nominal GDP per capita, US\$²
640 US\$

2030 → 974 US\$

DRC's digital profile



51.4% mobile connection penetration³



of the population are financial institution account holders³



of the population made an online purchase using mobile phone or internet³



of the population have a mobile money account linked directly to a phone number³



smartphone penetration⁴



individual internet penetration³



social media user penetration (age 18+)³



gender gap in mobile ownership⁵

1 UN, BMI.

2 UN, Fitch Solutions.

3 Data Report et al, 2023.

4 GSMA, 2024.

5 Economist Intelligence Unit, 2021.

Our ESG framework

Vodacom exists to connect for a better future. We recognise that to deliver on this purpose, ESG must be integrated into what we do.

ESG is not a distinct strategy or set of activities separate from our daily management of the business; it is embedded into Vodacom's purpose-led strategy, business model and activities through priority ESG initiatives.

Our purpose-led strategy serves as our ESG framework, driving the Group to manage ESG risks and deliver positive impact through ESG-related opportunities, considering our operating context, stakeholder expectations and developing ESG regulations and standards.

This strategy – which at its core remains connecting for a better future by enabling a trusted digital society that is inclusive and sustainable – has evolved to focus on empowering people and protecting the planet. This is underpinned by our commitment to maintaining trust in everything we do.

We have defined ESG goals linked to local and global ambitions, such as local government development plans and UN Sustainable Development Goals. Through our progress on these goals, we demonstrate

tangible value to stakeholders and fulfil evolving ESG regulations and standards in the business environment. This deep integration ensures our relevance and impact, cultivates trust with stakeholders and helps us deliver on our purpose.

Transparency and measurement

Transparency is essential to our ESG approach and we seek to provide comprehensive disclosure and measure our ESG progress using multiple mechanisms such as reputation tracking and stakeholder feedback.

Connecting for a better future

We enable an inclusive, sustainable and trusted digital society where individuals and businesses can thrive



Empowering people

We aim to close the digital divide and help people benefit from digitalisation.

Closing the digital divide

Extending our network and making connectivity more accessible to all.

Empowering our customers

Providing products and services to help address societal challenges, increase productivity and enable SMEs to thrive.

Supporting communities

Supporting the digitalisation of education and leveraging technology to address gender-based violence (GBV) and assist people with disabilities.



Protecting the planet

We want to help protect the planet and enable our customers to do the same.

Responding to climate change

Committing to a low-carbon future and playing our part in addressing the climate crisis.

Delivering net zero operations (scope 1 and 2 GHG emissions)

Increasing our efficiencies to reduce energy consumption and sourcing alternative energy to reduce our GHG emissions.

Managing scope 3 GHG emissions

Engaging our supply chain to reduce indirect GHG emissions.

Driving circularity

Following a circular approach to reuse, resell and recycle resources to reduce waste in our product and service ecosystem.

Supporting biodiversity

Understanding and managing our biodiversity impact while collaborating with partners to minimise loss through technology solutions.



Maintaining trust

Doing business ethically

Ensuring that our business operates ethically, lawfully and with integrity wherever we operate.

Promoting ethical conduct

Holding our employees, business partners, and supplier to a high standard of integrity.

Complying with policy

Complying with the relevant laws, evolving regulations and policies across our operations including our zero-tolerance policy on bribery and corruption.

Developing our employees

Developing a diverse and inclusive workforce that reflects the customers and societies we serve.

Fostering workplace equality

Removing barriers to workplace equality and accelerating transformation.

Developing employee skills

Developing diverse, future-capable talent and skills to support our transformation into a new-generation connectivity and digital services provider.

Living the Spirit of Vodacom

Creating a workplace culture where people feel empowered to thrive and positively impact their careers.

Protecting privacy and data

Maintaining customer's trust in our ability to protect their data.

Managing data privacy

Respecting the privacy rights and preferences of our customers and help improve society through the responsible use of data.

Managing cyber security

Prioritising cyber and information security across everything we do.

Protecting people

Protecting the fundamental rights of our customers, employees and communities where we operate.

Managing health and safety

Creating a safe working environment for everyone working for and on behalf of Vodacom and the communities we operate in.

Respecting human rights

Respecting, protecting and remedying human rights, while supporting socioeconomic development.

Promoting responsible and inclusive procurement

Managing relationships with our direct suppliers and evaluating their commitments to consider social, environmental and ethical impacts when sourcing good and services.

Managing our supply chain

Ensuring safe and fair working conditions, and responsibly managing environmental and social issues across our supply chains.

Supporting local economic development

Supporting local enterprises for economic empowerment and the creation of employment and socioeconomic development opportunities.

FY2024 snapshot



Empowering people



Vodacom seeks to ensure no one is left behind. We believe in the power of connectivity and digital services to strengthen economic resilience.

Mobile technology provides billions of people with their primary means of communication, access to the internet and many life-enhancing educational, healthcare and financial services.

Connectivity is the cornerstone of the digital economy and a catalyst for transformation across multiple sectors. Improvements in mobile connectivity correlate to greater progress towards meeting the SDGs¹. Since 2015, the mobile industry has increased its impact on the 17 SDGs¹.

We create digital societies by continuously developing our fixed and mobile network, relevant platforms and services, and supporting innovative, impactful projects and programmes.

Certain sectors, such as education, agriculture and healthcare, are critical for societies and economies to function. We support critical sectors by providing connectivity and platforms to drive impact at scale.

We acknowledge the significant digital divide in Africa and believe that for a digital society to flourish, it must be inclusive. We develop innovative solutions to support an equal and inclusive society, supported by the Vodacom Foundation, most notably in education, skills development, and gender and disability empowerment programmes.

Our people focus areas include:

1 Closing the digital divide

Airtime Advance was extended to
2.1 million customers

2 Empowering our customers

536 000
Mum & Baby users
(FY2023: 195 000)

3 Supporting communities

59.2%
reduction in data price over the past three years

187
Vodacom Exetat scholarships awarded since 2018

¹ GSMA, 2023, 1.

1 Closing the digital divide

Internet access is transformational and empowers people to contribute to society and connect meaningfully. Connectivity is the foundation of inclusion, empowerment and opportunity. We connect people, enterprises and communities through our mobile and fixed networks.

Increased 4G connectivity drives economic participation. Enhanced connectivity has macro and microeconomic benefits, including reducing poverty and increasing welfare for underserved populations². Expanding mobile broadband penetration across Africa by 10% could boost gross domestic product per capita by 2.5%³.

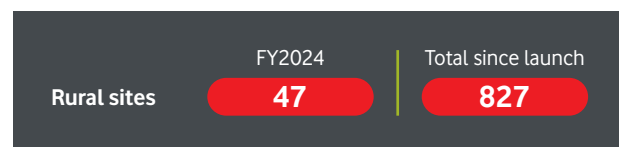


² World Bank, 2023. ³ ITU, 2019.

1.1 Pursuing ubiquitous coverage

Connecting everyone to digital services, particularly in Africa, is a significant challenge. Expanding rural networks can often be more challenging and offer a lower return on investment due to lower population densities. New approaches, partnerships and a blend of technologies will help us overcome some of these barriers and deliver universal coverage.

Our **rural coverage acceleration programme** prioritises expanding coverage to rural communities that have never been connected to the network.



We are exploring **satellite 4G** to increase coverage in rural sites where there is currently only 2G and 3G.

We are also testing **5G connectivity** under the supervision of the regulator to ensure that we are technically prepared to develop viable use cases when network upgrades are rolled out in the future.

1.2 Increasing smartphone ownership

Device ownership is key to unlocking the potential of advanced connectivity. However, affordability remains a stumbling block to internet access and use in Africa. Most people still not using mobile internet live in areas covered by mobile broadband. Sub-Saharan Africa remains the region with the largest coverage usage gaps¹. We offer affordable entry-level smartphones and tailored financial solutions to broaden device ownership.

Enabling access to affordable 4G smart feature phones 4G smartphones and smart feature phones are unique in their ability to keep customers connected and digitally included. One of the low-cost 4G devices we offer is the ZTE Blade A31 for US\$50.

We sold over 2 000 **affordable devices**, mostly through M-Pesa financing, and are exploring ways to upscale our distribution programme in order to reach more customers in need of affordable devices.

¹ GSMA, 2023, 2.



1.3 Addressing digital gaps

Access to mobile connectivity is persistently unequal, with women, people with disabilities, and those within low-income, rural and underserved communities less likely to own mobile phones and access financial and other services.

Reducing the cost of data

We have initiatives to reduce the cost of data, make our pricing affordable, and increase bundle validity to support users, including youth and low-income households.

Just4You provides customers personalised, tailor-made offers for voice, SMS and data based on what they use the most in order to save them money.

Our **initiatives** to reduce the cost of data, drive affordable pricing and increase bundle validity to support small budget users, including youth and disadvantaged individuals. Key initiatives include our data share wallet, which allows sharing by up to six customers, and lower-cost monthly bundles on Just4You.

Just4You usage

27% (FY2023: 21%)

23%
reduction in
data price
(FY2023:
11.2% decrease)

9%
reduction in
SMS price
(FY2023:
9% decrease)

59.2%
reduction in
data price
over the past
three years

1 Closing the digital divide continued



Providing free access to online platforms

We provide free access to beneficial online platforms and resources to drive digital access and inclusion.

ConnectU provides access to essential free services and resources. Customers can also access discounted voice and data products such as airtime advance. There are 2.7 million (FY2023: 405 000)

EYANO provides free on-demand access to public service information via interactive voice response, SMS and USSD, connecting people living in rural areas, especially women. Topics include financial education, agriculture, health and well-being, gender equality, water and sanitation, family planning, weather and human rights. EYANO logged 2.4 million (FY2023: 2.5 million) callers. Vodacom subscribers' first 10 calls per month are free when they dial 42502.

Bringing digital to and empowering more women

Mobile technology enables access to essential services. However, the gender gap for internet usage is substantial, with over 300 million fewer women than men accessing the internet on a mobile phone¹. We use mobile technologies to enhance women's quality of life through programmes that enable financial inclusion, improve health and well-being, education, skills and entrepreneurship.

Code Like a Girl is a social enterprise that provides girls and women with the confidence, tools, knowledge and support to enter and flourish in the coding industry. Code Like a Girl inspires more girls to explore careers that require coding skills to help them enter science, technology, engineering and mathematics fields and industries.

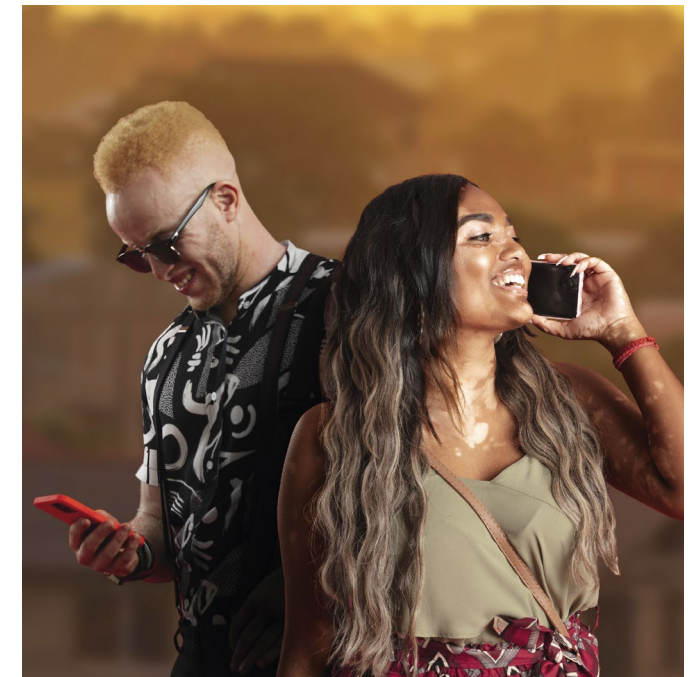
	FY2024	Total since launch
Girls trained	1 004	1 446

We sponsored the 20th anniversary of **Organization of African First Ladies for Development** which is an annual conference that brings together First Ladies from different African countries. This platform enables the First Ladies to share their experiences and demonstrate their commitment to sustainable development, promoting women's and children's rights, youth development and gender diversity. This year's forum focused on education, with the aim of empowering women, elderly and vulnerable.

2 Empowering our customers

2.1 Delivering platforms for financial inclusion

Mobile money is an important enabler of financial inclusion in sub-Saharan Africa. 33% of adults in the region hold a mobile money account. In 11 of these economies, more adults hold only a mobile money account than an account with a bank or other financial institution. Despite this progress, around 66% of adults in sub-Saharan Africa remain unbanked². Without the ability to transfer money, people struggle to save, access loans, start a business, pay their bills or receive payment. We work with various licensed banking and financial services providers to enable people in remote areas to access payments, loans and savings on their mobile devices.



2 GSMA, 2023, 1.

1 GSMA, 2020.

M-Pesa payment solutions

- **Foreign exchange** solutions are provided in partnership with Equity Bank.
- **Seasonal discounts** are offered on goods and services. M-Pesa customers receive a 7% discount at kin Marché supermarkets for goods when they pay with M-Pesa
- We partnered with a water distribution company, the **Régie de Distribution d'Eau de la République Démocratique du Congo**, to offer their subscribers the choice of paying their bills via M-Pesa.
- **Merchant payment** is a business service that makes it simple to accept payments from M-Pesa users. The platform has 23 192 users (FY2023: 6 914).

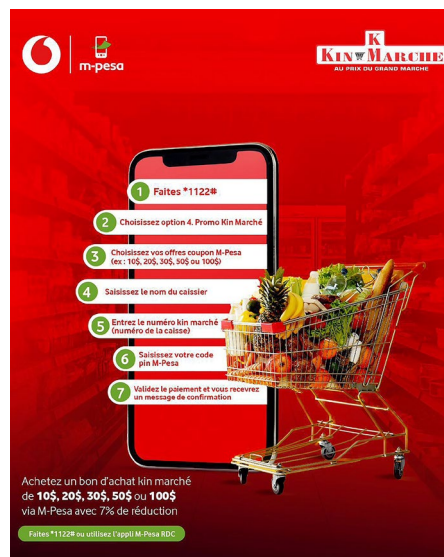
M-Pesa has grown from being a means to transfer money to becoming a lifestyle and a tool to contributing to social development in DRC. Humanitarian crises triggered by conflict raging in eastern DRC have driven millions out of their homes to seek refuge in temporary shelters. Consequently, cash disbursement for humanitarian beneficiaries with the World Food Programme and United Nations Refugee Agency through M-Pesa is a way to secure accessibility, efficiency and convenience in driving economic growth.

M-Pesa savings solutions

- **Lona o defa** is a microloan and savings service provided in partnership with FINCA DRC. It enables customers to save on M-Pesa, earn interest and access loans.

Airtime Advance

Airtime Advance allows customers to get airtime or data, which is paid off when the customer next recharges. US\$1.6 million in Airtime Advance was extended in FY2024 and the platform had at least 500 000 customers using it monthly.



M-Pesa lending and advance solutions



M-Pesa Rallonge has
1.2 million active
and 4.1 million base users, with
US\$2.3 million in loans extended to date.

M-Pesa Rallonge, developed in partnership with Access Bank, is a micro-overdraft facility for customers with insufficient balances to complete their transactions.

2.2 Digitalising larger organisations and key sectors

Digital technologies enhance organisations by creating efficiencies, reducing costs, improving services and generating data that strengthens decision-making. The digitalisation of organisations is a key enabler of growth for businesses and increased service delivery and efficiency in the public sector. We work with organisations to provide carefully selected digital products and services to improve efficiency and productivity.

The **Umoja App** is a digital workplace tool that provides employees with real-time information, including health and safety updates, human resources and payroll details, training, and employee feedback channels. 2 300 employees of Glencore Mutanda were connected through Umoja in FY2024. Vodacom also supports Glencore to improve network coverage across the mining site and nearby town.

Digitalising healthcare

Digital health tools can improve patient outcomes and deliver better healthcare to the underserved. By expanding their use of these tools, African health systems could realise up to 15% efficiency gains by 2030 and reinvest the savings to improve access and outcomes¹. We work with key strategic partners in the health sector to support health and social care providers to benefit from the opportunities that digital tools and better access to data offer.

Mum & Baby is a zero-rated mobile health service that provides information on maternal, neonatal and child health and well-being. There are currently 536 000 Mum & Baby users (FY2023: 195 000). In partnership with United Nations Population Fund (UNPFA) and the Vodacom Foundation, we use the Mum & Baby platform to promote awareness of obstetric fistulas.

We are leading engagement with key stakeholders, including the government and the UNPFA, on launching the **m-mama** programme in FY2025. m-mama, which was successfully rolled out in Lesotho and Tanzania, is an affordable emergency transport service that connects mothers and newborns to vital life-saving healthcare.

Digitalising agriculture

Agricultural productivity is vital for Africa's economic future, and enhancing productivity and competitiveness is key to unlocking this potential. We partner with M-Pesa to provide various agriculture digitisation tools and platforms that enable efficient distribution and use of inputs, unlock markets and facilitate payments.

We are piloting the **Moloni agritech platform**, which provides farmers with weather reports, sustainable farming advice, and a digital marketplace connecting agricultural value chain players. The app will leverage M-Pesa to ensure financial inclusion in the agricultural sector and enable the creation of a national farming cooperative database. The platform is being developed in partnership with Kinshasa Digital Academy (Kadea) and tested with nationwide farmers associations.

¹ McKinsey, 2023.

3 Supporting communities

We aim to positively impact communities in the areas in which we operate, focusing on youth, the underserved and marginalised people. We leverage the transformative power of connectivity to expand access to high-quality education, support jobseekers to enter the future-focused world of work, and assist people with disabilities or experiencing abuse.



3.1 Enabling education

Nearly nine in 10 children in sub-Saharan Africa cannot read and understand a simple text by age 10¹. Over 230 million jobs will require digital skills in Africa by 2030, meaning many African children will likely be excluded from these opportunities².

102 557

users of VodaEduc in DRC with 900 schools scholarships (FY2023: 94 491 VodaEduc users, 700 scholarships).

¹ The World Bank, 2022.

² World Economic Forum, 2020.

Instant Network Schools (INS)

INS was set up in 2013 by the Vodafone Foundation and the United Nations High Commissioner for Refugees, the UN Refugee Agency, to give young refugees, host communities and their teachers access to digital learning content and the internet, improving the quality of education in some of the most marginalised communities in Africa.

INS centres	29
Pupil beneficiaries	40 820 since inception
Teacher beneficiaries	781 since inception

VodaEduc offers free maths, sciences, IT, economics and finance educational content to learners and teachers through an updated and expanded e-curriculum. We are integrating our education platforms, including VodaEduc, into ConnectU to expand zero-rated access across more schools. We offer the **VodaEduc Bursary** for primary and secondary school pupils aged 6 to 15.



900

pupils received
VodaEduc bursaries



**J'apprends
avec Vodaeduc**

Inscris -toi dès maintenant sur :
Vodaeduc.Vodacom.cd



Providing devices and connectivity to learners, schools and teachers

Digital education holds the potential to level the playing field, especially given the growing rate of connectivity in Africa. Students and teachers can access learning resources and classroom collaboration software through our learning platforms, while our school management platforms and digital and connectivity solutions drive efficiency in educational institutions.

Connectivity initiatives

Digital classes

- Seven installed

VodaEduc's connected classrooms

- Renovated existing classrooms with desks and connectivity
- Through the 12 heart beats nationwide program, 12 provinces benefited with 36 brand new classrooms which have capacity for 40 students

Supporting jobseekers and empowering youth

We support those seeking employment and opportunities through affordable connectivity, job platforms and work experience activities.

The **Vodacom Digital Lab**, in partnership with Kadea, promotes sustainable digital connectivity and skills development across the country. Vodacom labs have been installed in Kinshasa, Lubumbashi, and Goma. The labs utilise Vodacom's technology to address SDGs in DRC. To date, 2 753 students have been trained online, with 412 receiving on-site training. We collaborated with **Kadea** to train 150 youth on digital skills. All 150 youth have been placed in six-month internships with local companies.

A Vodatalk held this year at Kadea in Kinshasa in February 2024, announced the launch of the **Vodacom Elite programme**, which aims to provide a transformative experience for future leaders younger than 30. This presents a unique opportunity for talented young people to join Vodacom DRC and gain valuable experience in the digital field. Vodacom Elite participants will benefit from comprehensive professional training and mentoring, and exposure to cutting-edge technologies and industry trends.

Dunia is a conservation and wildlife crime awareness platform developed by three young Congolese women trained at the Kinshasa Vodacom Digital Lab who participated in and won a hackathon funded by Vodacom and United States Agency for International Development. The platform was handed over to the L'Institut Congolais de Conservation de la Nature in December 2023.

Kadea Learn is an online learning platform offering career-focused courses in coding and digital industries. We partnered with Kadea to offer their courses and curricula for free to our subscribers, with no data required.

The **Vodacom Exetat Scholarship** includes the payment of all university tuition fees. We have awarded the scholarship to 187 beneficiaries since its launch in 2018 of which 25 have graduated.

3.2 Helping people living with disabilities

Technology has been vital in delivering new levels of accessibility to people with disabilities. While the tools have been impactful, work can be done to further level the playing field to ensure equal access to opportunities. We enable people with disabilities to stay connected, live a better life today and build a better tomorrow.

We trained and empowered 950 (FY2023: 500) women with disabilities to become M-Pesa agents in five regions of DRC under the **Je Suis Cap** programme, and they are now running businesses. By providing them with the necessary skills and support, we have enabled them to gain financial independence and contribute to the economic growth of their communities.



Let's Care About Them is our Vodacom Foundation initiative in collaboration with local NGOs:

- **Pauline Albinos orphanage** – Vodacom partnered with Huawei to equip the centre with furniture essentials and appliances, paid for the transportation of children attending school and training of individuals on the development of skincare products. Beneficiaries: 145 children and 10 children with albinism.
- **Ndako ya Bisso orphanage** – received school supplies and other essentials for the children and older individuals were trained as M-Pesa agents. Beneficiaries: 97 children and 16 youth benefited from our assistance.
- **La Grace Orphanage** - received a donation towards food as well as subsistence, and training for older individuals as M-PESA agents. Beneficiaries: approximately 100 children and 10 youth.

3.3 Employee volunteerism

We enable our employees to contribute through payroll giving, fundraising and volunteering, including activities where employees can donate their time and use their professional skills and expertise.

Activities happen throughout the year, including supporting orphanages, support of people with disabilities, disaster relief and education campaigns.

Employees and contractors who undertook volunteer activities

334

Protecting the planet



We provide connectivity and digital solutions that help to enable the climate transition and aim to empower others to reduce emissions, improve the efficiency of resource usage and protect nature. We are working to minimise the environmental footprint of our operations, our value chain and our products and services and improving the circularity of the technology we use and sell. This year, we continued to embed our protecting the planet strategy across our business.

Our protecting the planet strategy centres around reducing GHG emissions, enablement, circularity and biodiversity. We reviewed our near and long-term planet goals against our business plans, opportunities and external constraints, which led to the refresh of some of our goals at the end of this financial year.

To further integrate planet into our business and fast-track future actions, we strengthened our governance, data and systems, risk management and stakeholder engagement.

Our planet focus areas include:

1 Responding to climate change

2 Decreasing scope 1 and 2 emissions

3 Driving circularity

4 Supporting biodiversity

100%

of premises fitted with energy-saving LEDs (FY2023: 50%)

ISO 50001

certified for energy management

75

tonnes of e-waste upcycled through a partnership with Benelux Afro Center

Tracking protected animals
through the Dunia platform in partnership with United States Agency for International Development

Partnership with Africa Moto to
distribute clean cooking solutions

1 Responding to climate change

The impacts of climate change pose a significant risk to our operations, associated value chains and the countries in which we operate. We address the global climate crisis through our efforts to mitigate and address our climate-related impact and risks.

This requires global, regional and local cooperation, individual actions, and collective responsibility to adapt to the changing climate and mitigate GHG emissions to limit accelerated climate change. We are committed to a low-carbon future and sustainable environmental practices. We continue to seek ways to build business resilience when faced with adverse weather. We engage and collaborate with other stakeholders on environmental awareness and climate action.

At the core of our climate action we are:

- ▷ Embedding climate change into our governance processes;
- ▷ Assessing the actual and potential impacts of climate-related risks and opportunities on our business strategy to better understand and build resilience in the transition; and
- ▷ Leveraging the Group's enterprise-wide risk management framework, which includes identifying, assessing and responding to climate-related risks.





Case study

Heavy floods in 2023 and 2024

Heavy rains in 2023 and 2024 caused major flooding in 18 of DRC's 26 provinces. In January 2024 the government declared a hydrological and ecological catastrophe after the Congo River overflowed and flooded the capital, Kinshasa. Earlier, mudslides also occurred in the Kalehe territory in South Kivu, sweeping away large parts of the Bushushu and Nyamukubi villages.

The DRC Vodacom Foundation launched a campaign to support affected communities, which included:

- Five minutes of free calls and a toll-free emergency number;
- Free money transfers via M-Pesa to Kalehe; and
- A community recovery programme empowering victims through education continuity to allow pupils to sit for the national exam (EXETAT).

Despite the widespread flooding, our network experienced minimal interruptions.



On **World Environment Day** we launched the second edition of our inter-business challenge to recycle e-waste in collaboration with Benelux Afro Center. The challenge encourages companies and employees to play an active role in protecting the environment.



2 Delivering net zero operations (scope 1 and 2)

The ICT sector is responsible for an estimated 1.8% to 2.8% of global GHG emissions¹. As we move towards a more digital society, with increasing volumes of internet use and mobile data traffic, we are committed to reducing our GHG emissions in absolute terms, in line with what science requires to avoid catastrophic climate change. We are making progress towards net zero for our operations. We are committed to working with others across the public and private sectors to reduce telecommunications sector emissions in Africa.

Our activities to reduce scope 1 and 2 GHG emissions focus on driving energy efficiency across our mobile and fixed-line networks and replacing fossil fuel-based energy sources with renewable energy sources. Our GHG emissions inventory was developed using the GHG Protocol Corporate Accounting and Reporting Standard.



Our goal

We aim to achieve net zero GHG emissions from our operations (scope 1 and 2) by 2035, in line with a science-based pathway to limit global warming to 1.5°C by 2100.

In FY2024, our total scope 1 and 2 market-based GHG emissions increased by 3% to 60 744.9tCO₂e. This is mainly due to a growing network and improved data accuracy and completeness.

Scope 1 and 2 market-based GHG emissions (tCO₂e)

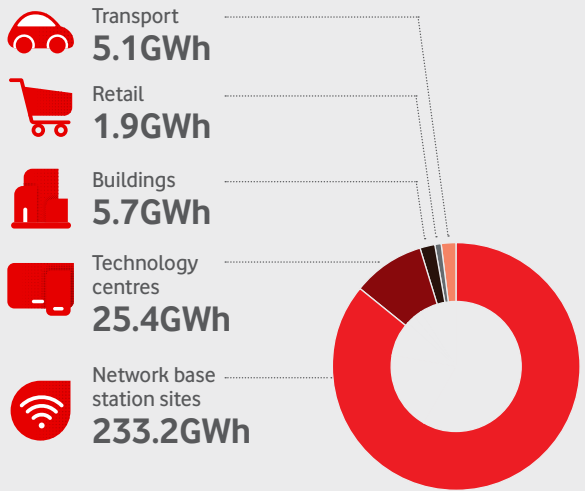


1 Freitag, C. et al., 2021.

Driving energy efficiencies

Our energy efficiency measures aim to reduce our dependence on fossil fuels, reduce our GHG emissions, support global efforts on climate change mitigation, and reduce operating costs. The primary energy source powering our network of base stations, data centres, offices, warehouses and retail stores is grid-supplied electricity, supplemented with diesel generators. Our energy consumption is from our access network of base stations (86%), technology centres (9%), office and warehouse buildings (2%) and retail stores (1%), and this is where we primarily focus our energy efficiency activities.

FY2024 energy consumption by use



We invested in **energy efficiency and monitoring solutions** that are starting to help reduce energy consumption. These include our continued investment in upgrading legacy equipment, the installation of hybrid power systems that prioritise the use of grid and batteries and minimise the use of diesel generators, the deployment of more than 300 smart meters on access sites by the end of FY2024 after a successful pilot in FY2023, and the upgrade of data centre fire systems to reduce fugitive gas emissions.

Switching to renewables

Achieving our net zero goals requires switching to renewable sources of grid-supplied electricity, and investing to replace diesel generators with technology that can operate on alternative, renewable fuel sources. This process relies on technological advancement and the availability of renewable fuels to further support our goal.

Legacy sites were upgraded with **solar panels** to reduce dependence on diesel generators. 48 additional rural coverage sites (FY2023: 817) are now running with solar panels, bringing the total to 898 solar sites generating 2GWh.

We continued our **power purchasing agreement** with Nuru – an independent solar-based mini-grid power producer which provides solar energy for two (FY2023: two) sites in Faradje and Tadu. As Nuru does not yet operate a country-wide grid, our ability to increase the number of these sites is constrained. We will continue to partner with Nuru as they expand their mini-grids and will explore new power purchasing agreement partners to expand our clean energy footprint, particularly in remote areas that lack grid electricity and road access.

We use **four electric vehicles** and have **10 charging points** in Kinshasa, which prompted the general public and partners, such as Rawbank, to similarly commit their businesses to green mobility.

We obtained **ISO 50001 certification**, which specifies energy management system requirements.



3 Driving circularity

E-waste is our second most material environmental issue, and encouraging circularity is a key enabler of our planet strategy. Circularity considers the entire life cycle of a resource and aims to eliminate waste – thereby reducing environmental impact. As the use of technology expands and develops, we are playing our part to address the growing global e-waste problem. We aim to use resources for as long as possible to maximise the return on capital employed and recover and reuse materials responsibly. We seek to manage our impact responsibly and support our customers' efforts.

Our e-waste circularity initiatives consider two types of e-waste:

- **Network equipment**, including radio equipment used to run our fixed and mobile access networks; and
- **Electronic devices**, including smartphones we sell to customers.

Our goal

100% reuse, resell or recycle of our network waste by 2025



Circularity of network waste

Our resource efficiency and waste disposal management programmes minimise the environmental impacts of network and e-waste. When reuse options (either through resale or redeployment) are exhausted, we recycle obsolete equipment responsibly using approved recycling agencies.

As part of our **equipment waste management** strategy, we consider waste a secondary raw material that we can sell to suppliers to extend its lifecycle. Network waste recycling and disposal occurs as the need arises. No non-hazardous network equipment waste was recycled (FY2023: 68.6 tonnes) due to low stocks in our warehouse, while 13.4 tonnes of hazardous network equipment waste was disposed of (FY2023: 65.4 tonnes).



Managing general waste

Our general waste management programmes involve reviewing our consumption choices, making more sustainable decisions and working with suppliers to reduce environmental waste.

Under the supervision of our partner, the Benelux Afro Center, we directed

75 tonnes of e-waste

(FY2023: 60 tonnes) into an **innovative recycling process** in which students recycle waste equipment and office supplies into metal doors, tables, art objects, signboards, cupboards, shelves, wheelbarrows, school benches and flowerpots. This is supported by an environmental awareness programme.

Using water responsibly

While we are not a water-intensive business, we aim to reduce our consumption where possible and support a sustainable earth. Our digital solutions and Internet of Things capabilities assist governments and businesses in reducing their water consumption. We also work to engage and collaborate on water management and awareness initiatives.

We are supporting the **Congo River** clean-up project, which is led by our partner Kongo River engaging local fishermen and includes plastic management (upcycling and clean-up awareness) and training of youth on water conservation and culture.



Watch clean-up project

We are looking to sponsor four **water conservation events** to organise and promote activities to reduce water pollution that emphasise support for sustainable water management and include fun, engaging science days to teach children and adults about water chemistry and ecology.



Watch water conservation events

4 Supporting biodiversity

The world is undergoing a dangerous decline in nature, with one million species threatened with extinction, impacting the lives of billions of people and economies. In December 2022, 188 governments adopted the Kunming-Montreal Biodiversity Framework, consisting of four overarching goals to reverse the loss of nature by 2050.

Although our effect on biodiversity is low, we aim to better understand its extent and minimise our infrastructure's environmental and visual impact. Digital technology can also be applied to enable interventions and actions to protect, manage and restore nature.

Understanding and managing our impact on biodiversity

We have a widespread infrastructure footprint. We conduct environmental impact assessments and cooperate with the relevant authorities to minimise negative impacts. Some of our sites are in or near biodiverse-sensitive areas. We increasingly seek to understand our impact, the risks of biodiversity loss and opportunities to partner with stakeholders to prevent further harm.

Our operations team works closely with external partners to conduct **environmental impact assessments** certified by the Congolese Environmental Agency. We conduct regular monitoring processes to verify compliance, and follow procedures to close gaps if identified.

Supporting biodiversity protection through new technologies

Technology can minimise the impact of human activity. We partner with various partners and conservation agencies to protect biodiversity on land and at sea. This support combines programme funding and connectivity and innovative technological solutions in conservation efforts.

Dunia platform

A group of young women trained at the Kinshasa Vodacom Digital Lab participated in and won a Vodacom and United States Agency for International Development funded Hackathon. Their winning concept was a wildlife app called **Dunia**, which drives awareness of scarce and endangered species and enables the public to report poaching. Dunia is available on the ConnectU platform.



[Read more about the Dunia platform](#)

Clean cooking

We partnered with local company Africa Moto to distribute clean cooking solutions that help minimise deforestation and limit the use of charcoals and firewood.

These solutions transform lives by improving health, protecting the environment, creating jobs, empowering women and helping consumers save time and money. Compared to charcoal and liquefied petroleum gas, households can save up to 50% on their fuel bills. M-Pesa aids the purchase of pellets to fuel stoves, and Vodacom covers the access fees for households. Each clean cooking stove consumes 91% less wood and reduces GHG emissions by four to five tonnes per year.

We estimate that distributing

1 750 stoves

to a community will result in 630 extra healthy life years.



Maintaining trust



Acting lawfully, ethically, and with integrity is critical to our long-term success, and forms the cornerstone of how we do business. Transparency, honesty and accountability guide all our business interactions. We continue to foster a diverse and inclusive global workforce that reflects the customers and societies we serve. For our customers, we protect their data, ensure that services are delivered securely and responsibly, and provide guidance on how to navigate new technology ethically.

We promote a strong health and safety culture, we aim to respect human rights across our operations, and to proactively manage risks in our supply chain. Upholding the highest industry standards, we behave responsibly and transparently, comply with legal and regulatory standards, and ensure employees, business partners and suppliers conduct themselves appropriately.

Our integrity focus areas include:

- 1 Doing business ethically
- 2 Developing our employees
- 3 Protecting privacy and data
- 4 Protecting people
- 5 Promoting responsible and inclusive procurement

Certified **Top Employer**
by the Top Employer Institute

Zero
cyber security critical incidents

Zero
fatalities



1 Doing business ethically

Maintaining trust underpins our purpose. We hold our employees, business partners and suppliers to a high standard of integrity. An independent ethics office leads our ethics programme. Training and awareness support the programme's related internal and external policies to ensure compliance with best practice, laws and regulations.

Our partners were provided with guidance on our procedures regarding gifts and hospitality, and practical measures to address **conflicts of interest**.

Our employees, subsidiaries, suppliers and high-risk sales intermediaries regularly complete **anti-bribery and corruption** training to ensure they uphold the applicable policy requirements.



Click [here](#) to report an incident

Speak Up hotline:
0800 12 0044

2 Developing our employees

We believe that the well-being of our employees contributes directly to our ability to fulfil our purpose of connecting for a better future. By enhancing our employee value proposition through empathetic and inclusive policies and practices, we are creating a workplace culture where people feel empowered to thrive and positively impact their careers and the realisation of this purpose.

2.1 Fostering workplace equality

Vodacom strives for an inclusive, diverse and gender-balanced culture that celebrates differences, maintains an ethnically diverse environment and ensures accessibility for employees with disabilities.

	FY2024	FY2023	FY2022
Headcount (number)	982	1 054	1 174
Permanent employees	520	534	575
Contractors	461	520	599
Employee turnover (%)	8.3	16.0	7.1

Our **Women's Network Forum** champions gender equality within Vodacom DRC, and forms a platform where women can mobilise, connect, network and be empowered.

We onboarded an **employee with a disability** into our IT department. The employee is a graduate of our Kadea programme and was recruited on a six-month contract as a paid intern. Vodacom DRC implemented accessibility and mobility features to accommodate him, and he is working closely with the team in his area of expertise.

Our **parental leave** policies provide 16 weeks of fully paid leave with flexibility in how the leave is taken. These policies are open to all employees regardless of gender, length of service, and whether their partner is having a baby, or welcoming a new child through surrogacy or adoption.

Employees who took parental and maternal leave

	FY2024	FY2023	FY2022
Male employees	11	20	22
of which: returned to work and were retained	100%	95%	100%
Female employees	5	8	6
of which: returned to work and were retained	80%	100%	83%



2.2 Developing employee skills

We focus on developing diverse talent for the future and building future skills. Our transformation into a new-generation connectivity and digital services provider requires new skills and capabilities, such as software engineering, automation and data analysis.

Our annual **Elite programme (Discover Graduate)** offers a well-rounded experience that exposes participants to various company functions. Participants are chosen each year to enter roles within Vodacom.

FY2024		
Discover graduates	9	of which: women 5

2.3 Living the Spirit of Vodacom

The Spirit of Vodacom outlines the beliefs we stand for and the key behaviours that help us realise our strategy and purpose. The Spirit of Vodacom underpins the successful and sustainable delivery of our objectives and empowering our people to grow and innovate to meet our customers needs.

Driving innovation

The **Hackathon** is our premium innovation challenge. It encourages employees to ideate, learn and demonstrate their innovations to a senior leadership "dragons" panel. The programme aims to empower employees to solve specific business problems such as revenue growth, cost savings, efficiency and customer service improvements. The Hackathon embeds an innovation culture, builds transversal and technical skills, and enables participants to access and explore existing and emerging IT resources.

Participating teams } 15

Participating employees } 29

Female representation } 10

Male representation } 19

Stream views } 515

3 Protecting privacy and data

We focus on managing rapid technological advances, regulations associated with using data, and potential disruptions, opportunities and risks. Millions of people communicate and share information over our networks, enabling them to connect, innovate and prosper. Our privacy and security programmes create a strong culture and practice of protecting the privacy, security and confidentiality of customers' data.

Our **data privacy programme** ensures that we meet the requirements of privacy regulations in DRC. We maintain a **privacy steering committee** that combines privacy and security teams and senior management from relevant business functions.

Our **security and privacy by design programmes** have been fully implemented. Products, systems and services are vetted before being commissioned in production environments.

We monitor **control effectiveness** within Vodacom and oversee and improve the cyber security of our suppliers and third parties. At supplier onboarding, minimum security requirements are written into contracts and we determine suppliers' inherent risk.

Cyber security awareness and training are delivered digitally through our awareness system, internal social media platforms, videos and webinars. Cyber security is included within our mandatory Doing What's Right programme, and we launched a cyber security training manual for contractors and a cyber security clinic to help small and medium enterprises understand the importance of cybersecurity.

We continue to make significant strides in **implementing tools that prevent** and detects potential compromises and leaking of sensitive data.

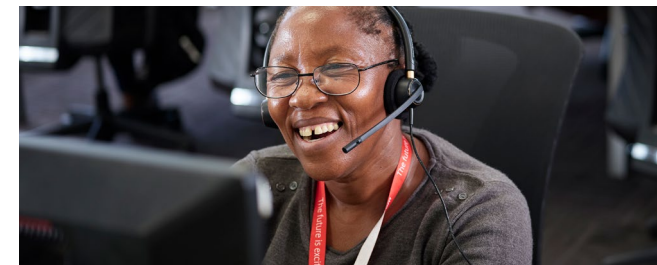
We adequately protect **internet-exposed systems** to reduce the likelihood of financial and reputational damage.

4 Protecting people

Wherever we operate, we have an opportunity to contribute to advancing the fundamental rights of our customers, employees and communities. We are conscious of the risks associated with our operations and we work hard to mitigate negative impacts, ensuring we keep people safe.

We remain focused on physical and mental well-being. Training and services are available to employees, including the provision of **employee assistance** and psychological support services.

We deliver **health and safety training** that promotes appropriate skills and behaviours and identifies risks. Additional training is provided based on local legislation and specific roles, such as fire marshals and project managers who engage with suppliers.



Our health and well-being teams **conduct internal inspections**. All incidents are reported and investigated in adherence with timeframes in our incident reporting standard. We investigate incidents according to their severity, then take appropriate remedial actions and identify and implement possible improvements.

We continue to improve security processes in case of incidents involving **armed groups**, including evacuation and preventive measures. Committee-level monitoring of risks in this regard is in place.

Our policies and procedures govern the masts and mobile devices in our network to ensure compliance to the international **electromagnetic field** safety standards.

5 Promoting responsible and inclusive procurement

To ensure safe and fair working conditions, and to responsibly manage environmental and social issues across our supply chains we encourage suppliers and business partners to adopt sustainable business practices.

We aim to work with suppliers who closely align with our purpose and who share our values. We expect our suppliers to meet our mandatory ethical, labour and environmental standards, to be accountable for managing risk in their operations, and to hold their suppliers accountable to equally high standards.

	FY2024	FY2023	FY2022
Number of first tier suppliers where a purchase order was raised	429	466	412
of which local suppliers	353	423	372

