Vodacom Tanzania

Environmental, Social and Governance Snapshot

For the year ended 31 March 2024
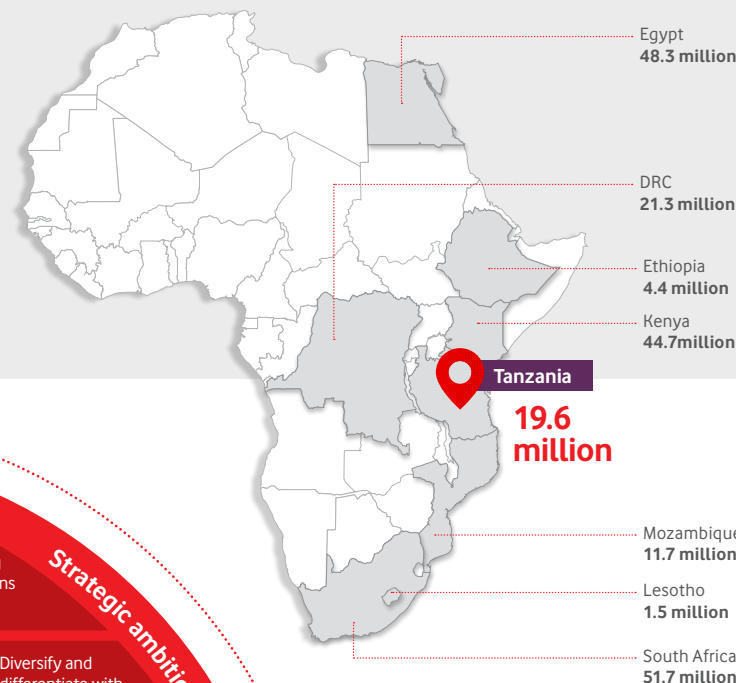
Further together

Contents

Vodacom is a leading and purpose-driven African connectivity, digital and fintech operator. The Group serves 203.1 million[1] customers across consumer and enterprise segments in Africa, with 19.6 million in Tanzania.

Egypt
48.3 million

DRC
21.3 million

Ethiopia
4.4 million

Kenya
44.7million

Tanzania
19.6 million

Mozambique
11.7 million

Lesotho
1.5 million

South Africa
51.7 million

Our approach to ESG

Vodacom's purpose — connecting for a better future — means using our products 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.
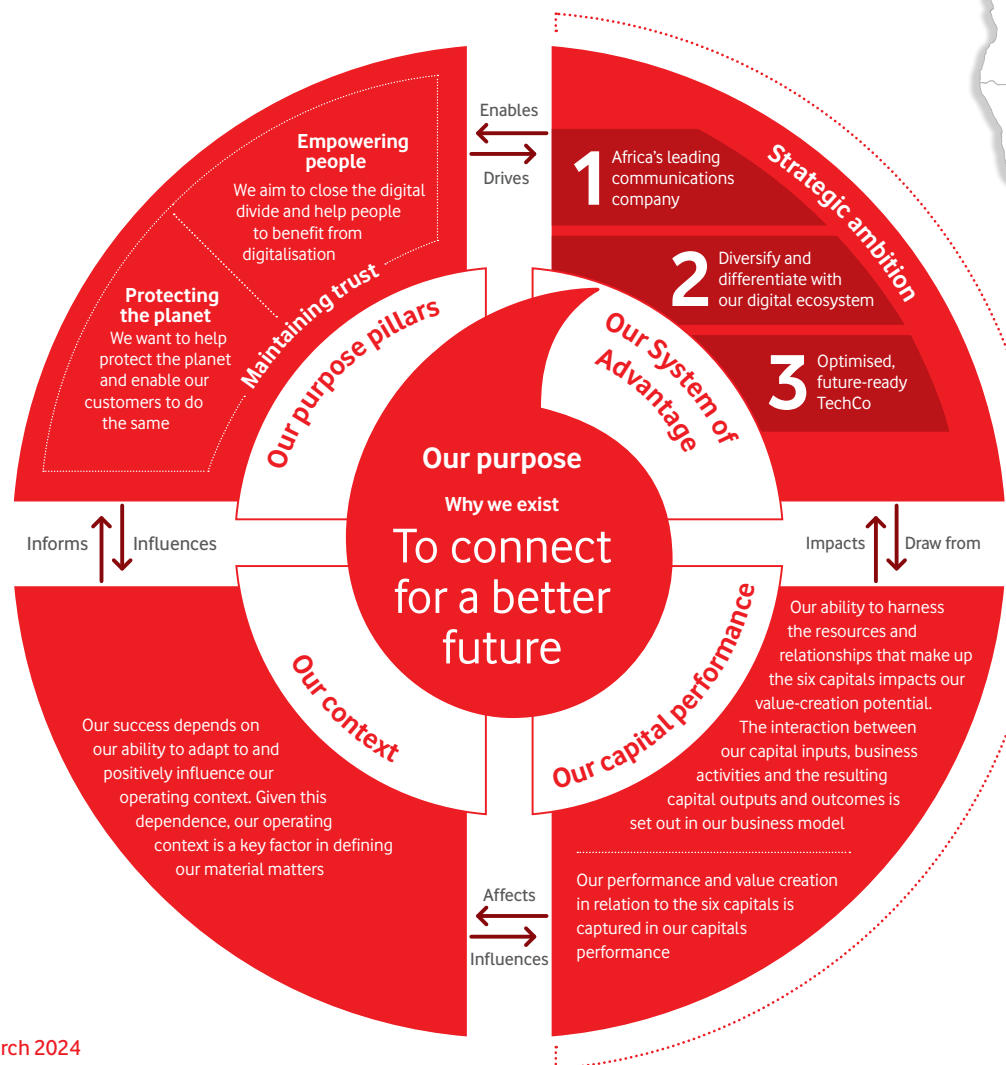
By delivering against our purpose, we aim to produce profitable solutions to challenges faced by society and the planet, and to identify and avoid those that have negative impacts. We strive to minimise the negative environmental impacts arising from our operations and seek ways to support our customers 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.

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

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

Maintaining trust

Our purpose pillars

Enables / Drives

Strategic ambition
1 Africa's leading communications company
2 Diversify and differentiate with our digital ecosystem
3 Optimised, future-ready TechCo

Our System of Advantage

Our purpose
Why we exist
To connect for a better future

Our context — Our success depends on our ability to adapt to and positively influence our operating context. Given this dependence, our operating context is a key factor in defining our material matters

Our capital performance — Our ability to harness the resources and relationships that make up the six capitals impacts our value-creation potential. The interaction between our capital inputs, business activities and the resulting capital outputs and outcomes is set out in our business model

Our performance and value creation in relation to the six capitals is captured in our capitals performance

Informs / Influences

Impacts / Draw from

Affects / Influences

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

It is with great pride that we present our annual ESG snapshot, offering insights into how we operate our business, support our community and partners, and foster a collaborative team environment.

Each year, our aim with this report is to enhance transparency and ensure accountability as we evolve, learn, and improve. This year presented us with opportunities to learn and grow as we navigated a dynamic business landscape — all while maintaining our steadfast commitment to making a positive impact.

Almost 20 million people in Tanzania rely on our products and services to express themselves, stay informed, acquire new skills, connect with others, and enjoy shared experiences.

At Vodacom Tanzania, we are deeply committed to contributing to a healthier and happier society. We will continue to strive for excellence in this regard.

Tanzania's economic forecast is optimistic, with GDP growth projected to accelerate to above 5% in 2025, driven by construction and commodity sector expansion, and supported by an improving business environment and ongoing structural reforms. However, the economy faces risks related to global geopolitical uncertainty and the need for inclusive growth focused on agricultural productivity and human capital.

Within this environment, we firmly believe that upholding our core values is not only ethical, but essential for Vodacom's sustained success. While we have achieved significant progress, we recognise that our journey to protect the planet and enhance the lives of our people is ongoing, and there is more work to be done. We remain dedicated to fulfilling our mission through the products we develop and the way we conduct our business and operations.

We value our stakeholders' input as we strive for continuous improvement and progress. Thank you for your ongoing support as we work towards a better future together.

> **"We firmly believe that upholding our core values is not only ethical, but essential for Vodacom's sustained success."**

Philip Besiimire

Committed to Tanzania

Vodacom is Tanzania's leading communications provider. We provide a wide range of services, including voice, data, messaging, financial services and enterprise solutions to 19.6 million customers.

Vodacom Tanzania was listed on the Dar es Salaam Stock Exchange on 15 August 2017. Vodacom Group Limited holds a 75% majority share in Vodacom Tanzania and its subsidiaries.

Nominal GDP per capita[1]
1 231 US$

2030 ▷ 1 776 US$

Tanzania's digital profile

99.0% mobile connection penetration[2]

23.3%
of the population are financial institution account holders[2]

5.9%
of the population made an online purchase using mobile phone or internet[2]

44.6%
of the population have a mobile money account linked directly to a phone number[2]

53.5%
smartphone penetration[3]

31.9%
individual internet penetration[2]

16.5%
social media user penetration (age 18+)[2]

15.8%
gender gap in mobile ownership[4]

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 goods 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

451
new 4G sites (FY2023: 387)

TZS170 billion
invested in network capacity, coverage and IT infrastructure improvements (FY2023: TZS156 billion)

104 %
growth in merchants accepting M-Pesa payments to more than **321 685** (FY2023: 289%; 157 000)

We announced a joint investment of
TZS32.5 billion
in expanding and fortifying telecommunication infrastructure in partnership with other telcos

2 340
girls trained through the Code Like a Girl programme

3.2 million
registered M-Kulima users (FY2023: 3.2 million)

132
new 5G sites (FY2023: 236)

54 566
(FY2023: 16 739) emergency calls and saved an estimated **1 734** lives (FY2023: 587) through m-mama

TZS1 trillion
in Wakala Songesha loans (FY2023: TZS690 billion)

40.2%
smartphone penetration (FY2023: 35.3%)

In partnership with Thunes, MFS Africa, Terrapay, Safaricom, Remitly, MTN, World Remit and more, the M-Pesa **cross-border network** is larger than ever and growing steadily

We launched the **Farm Clinic Partnership** between Vodacom Tanzania Plc, Ministry of Agriculture and Mwananchi Communication Limited

We partnered with MassChallenge, Ericsson, Huawei, Adapt IT, the United Nations Development Programme's Funguo programme, Inventions Technologies, Stanbic Bank and the European Union to launch the **Future Ready Summit**

Protecting the planet

TZS6.6 billion
invested in energy efficiency projects (FY2023: TZS1.4 billion)

1 000MWh
energy saved (FY2023: 792MWh)

27.0 tonnes
of plastic saved through the conversion to half SIMS (FY2023: 28.9 tonnes)

Launched
a series of energy efficiency projects at our data centres

214.4 tonnes
reduction in paper use for electronic recharges (FY2023: 171.6 tonnes)

ISO 50001
certified for energy management

Through a partnership with **Gas Fasta**, we are increasing accessibility to cooking gas

Maintaining trust

48%
of employees took part in the pilot conflict of interest declaration process

99%
of employees completed health and safety, anti-bribery and corruption and security training (FY2023: 94%)

Certified as Tanzania's
number one Top Employer
by the Top Employer Institute

ISO 27001
certified for data security

46.7%
women in management and senior leadership roles (FY2023: 43.8%)

444
employees received occupational medical examinations

56
site and OSHA inspections of all workplaces

12
years of zero fatalities

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 SDGs[1]. Since 2015, the mobile industry has increased its impact on the 17 SDGs[1].

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	**2** Supporting customers	**3** Supporting communities

22 972
people accessed affordable device financing

10.2 million
M-Pesa customers
(FY2023: 8.2 million)

TZS1.2 trillion
in cross-border network transactions
(FY2023: TZS920 billion)

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 populations[2]. Expanding mobile broadband penetration across Africa by 10% could boost gross domestic product per capita by 2.5%[3].
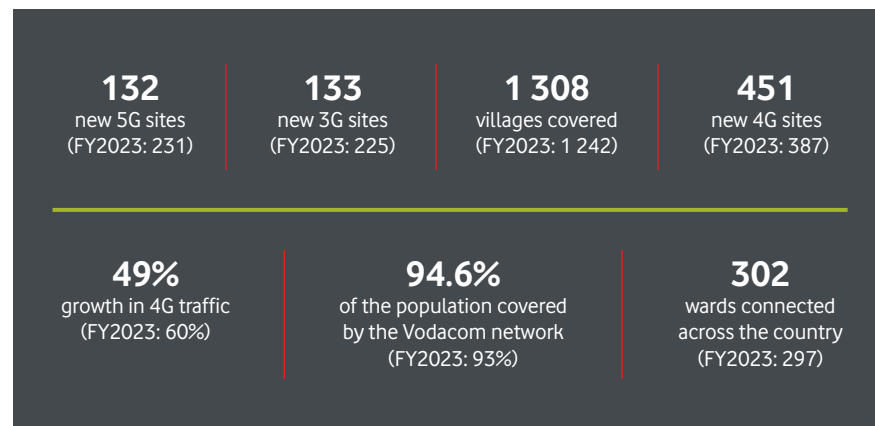

1 GSMA, 2023.   2 World Bank, 2023.   3 ITU, 2019.

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.

132 new 5G sites (FY2023: 231)	**133** new 3G sites (FY2023: 225)	**1 308** villages covered (FY2023: 1 242)	**451** new 4G sites (FY2023: 387)
49% growth in 4G traffic (FY2023: 60%)	**94.6%** of the population covered by the Vodacom network (FY2023: 93%)		**302** wards connected across the country (FY2023: 297)

To support government efforts to widen access to communications, and in partnership with the **Universal Communications Service Access Fund and SIMBA** we:

▷ Activated nine new sites;
▷ Contracted on 190 sites
▷ Upgraded 69 2G sites to 3G and 4G (FY2023: 100); and
▷ Upgraded an additional 147 rural sites to 3G and/or 4G in partnership with Facebook (FY2023: 138).
▷ As a result of these upgrades, our Net Promoter Score lead widened by 13 points (FY2023: 16).

In partnership with other TelCos, we announced a **joint investment of TZS32.5 billion** to expand and fortify telecommunication infrastructure. This strategic initiative underscores our collective dedication to advancing connectivity and economic development within Tanzania.

We are now an integral part of the **Consortium of Telco Operators**, which will allow approximately 3 000 kilometres of communication infrastructure to be entrusted to the government, paving the way for enhanced connectivity across Tanzania.

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 gaps[1]. We offer affordable entry-level smartphones and tailored financial solutions to broaden device ownership.

	FY2024	FY2023	% change
Smartphone penetration	**37.2%**	**35.3%**	**1.9%**

A partnership between Vodacom Tanzania, NMB Bank and Google made affordable 4G smartphones available across Tanzania, benefiting 13 317 customers. Customers also accessed devices through **Miliki simu Lipa Mdogo Mdogo** (Get your phone and pay bit by bit).

Device financing broadens access through easy and affordable daily or weekly instalments. Devices are locked if a customer fails to pay the daily amount, but the customer will still be able to access customer care, M-PESA and the Kiosk App.

We sold **199 710** **smart devices** (FY2023: 82 316), including:
- **161 551** Open market devices
- **38 159** Hero devices

There are now **6 million** smart devices in our network (FY2023: 5 million)

The number of prepaid smartphone users increased by **25%**

22 972 people accessed affordable device financing options

Smartphone penetration is at **37%** (FY2023: 35%)

1 GSMA, 2023.

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.

Just4You usage

56.0% (FY2023: 55%)

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 phone[1]. 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.

In many African countries, accessing quality health information and antenatal care is challenging. We identified lack of information as one of the leading causes of infant and mother mortality, and we are working to bridge this gap through mobile applications such as **m-mama.**

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	640	2 340

▶ Watch Code Like a Girl

We collaborated with the **Tanzania Women Chamber of Commerce** to empower women in business. We provide communications solutions including internet services, smartphones, bulk SMS, M-Pesa and more. These services are available throughout Tanzania, including in remote areas, to ensure no women are left behind.

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[1]. 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 unbanked[2]. 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.

We made further significant strides in promoting financial inclusion through innovative **M-Pesa products**. M-Pesa has the largest reach of any mobile financial services provider in Tanzania.

Transactions worth
TZS97 trillion
were processed through the M-Pesa wallet

10.2 million
M-Pesa customers
(FY2023: 8.2 million)

Customers — some of whom have no formal banking accounts — have access to savings accounts and loans through our innovative overdraft and loan services, Songesha and M-Pawa.

1 GSMA, 2020.
2 GSMA, 2023.

M-Pesa payment solutions

321 685
Lipa merchants
(FY2023: 157 000)

3.3 million
customers use M-Pesa Lipa each month
(up 32% from 2.5 million in FY2023)

- **Cross-border remittances** are easily made from M-Pesa wallets.
  - TZS1.2 trillion in cross-border network transactions (FY2023: TZS920 billion)
  - 5.8 million cross-border transactions completed.
- The **M-Pesa Visa card** is a virtual debit card that connects Tanzanians to e-commerce opportunities globally with online payments. The offering has grown helping facilitate 2.1 million payments amounting to TZS117 billion. In FY 2024, this has been extended to include other online players like Facebook.
- **M-Pesa Lipa** supports the country-wide digitisation of payments and the migration to a cashless society. M-Pesa Lipa allows customers to easily pay for goods and services using a mobile phone, while small businesses access the advantages of digital payments, easily tracking their transactions and transacting quickly and securely.
- M-Pesa in Tanzania was selected to support the **government's disbursement** to support low-income families under the Tanzania Social Action Fund.
- M-Pesa is facilitating the **disbursement of National Prosecution Service funds** to National Court attendants. We supported the disbursements of TZS2.7 billion to 6 464 attendants.

M-Pesa savings solutions

▶ Watch M-Koba

- **M-Koba** is a group saving solution in partnership with the Tanzania Postal Bank. M-Koba is interoperable, and subscribers from other mobile network operators can participate. The solution grew in FY2024 due to increased engagement efforts on the ground. In the year, we achieved 116 000 M-Koba active groups (FY2023: 68 000), with TZS373 billion saved (FY2023: TZS173.5 billion) and TZS322 billion withdrawn (FY2023: TZS148.5 billion). This growth signifies a significant improvement in the saving culture of everyday Tanzanians.
- **M-Pawa** allows customers to save money using their phones, earn interest from their savings and gain instant access to affordable microloans. TZS81 billion in loans was extended through M-Pawa (FY2023: TZ53.7 billion), with 309 381 active subscriptions (FY2023: 307 000) delivering over TZS16 billion in monthly savings (FY2023: TZS13 billion).

M-Pesa insurance solutions

- **VodaBima** provides immediate access to insurance services in partnership with 20 motor and health insurance providers. There are 447 047 VodaBima policy holders (FY2023: 200 000). Motor insurance grew by more than 104.5% over the previous year valued at TZS4.5 billion (FY2023: TZS2.5 billion).
- We provided one-year comprehensive **health insurance** coverage to 600 mothers at regional referral hospitals.

M-Pesa lending and advance solutions

92 705
active Wakala Songesha customers with a TZS1.1 trillion lending portfolio (FY2023: TZS690 billion)

54 156
Wezesha Wakala agents
TZS92 billion in Wakala Wezesha loans

- **Songesha** is an overdraft facility in partnership with Tanzania Commercial Bank. The speed and frequency of loan access has been transformational in accelerating financial inclusion, with 39% growth (FY2023: 18%) in the number of people using the service and 82 % growth (FY2023: 112%) in loan value in FY2024. There are 6.2 million (FY2023: 4.5 million) active Songesha customers with a TZS703 billion (FY2023: TZS 386 billion) lending portfolio.
- **Mgodi** allows M-Pesa customers to save and access mid-sized loans.
- **Chomoka** allows drivers to fuel up on credit at filling stations with the Lipa kwa Simu service.
- **Insurance Premium Financing** allows drivers to complete payments for their insurance cover without funds.

Airtime Advance

Airtime Advance allows customers to get airtime or data, which is paid for when the customer next recharges. TZS102 billion in Airtime Advance was extended to 2.1 million customers.

2.2 Supporting SMEs to thrive in a digital world

SMEs are critical in supporting economic growth and employment. We provide business support and innovative technology to foster their development. We support entrepreneurs, start-ups, small enterprises and our SME suppliers by delivering connectivity, tailored platforms, solutions, products and services, training and financial support. We connect SMEs through guidance on available solutions, advice and best practice information, improving their digital readiness.

Wakala Songesha and **Wezesha Wakala** are mobile financial services that enable M-Pesa agents to access instant overdraft facilities and larger short-term loans.

We extended
TZS1 trillion
in Wakala Songesha loans (FY2023: TZS690 billion) and
TZS92 billion
in Wezesha Wakala loans (FY2023: TZS111 billion).

M-Pesa SME solutions offer access to personal services and simplify and expand access to e-commerce. The solutions are widely used to manage business transactions, pay salaries and pensions, and receive subsidies and government grants. These solutions reduce risks related to a cash-based society. The M-Pesa super-app connects various SMEs including retailers, restaurants and food delivery and transport services.

Tunzaa is a mini-app that offers a marketplace for goods and services. It improves financial habits through gamification. Since going live on the M-Pesa super-app in October 2023, Tunzaa has gained approximately 45 000 registrations and 2 000 active orders.

The third season of the **Digital Accelerator** supported early and growth stage technology start-ups to develop disruptive products and services with the potential to enter the market and scale into profitable, revenue-generating enterprises. We received 210 applications. Successful applicants participated in a product design bootcamp and seven were selected for the acceleration phase.
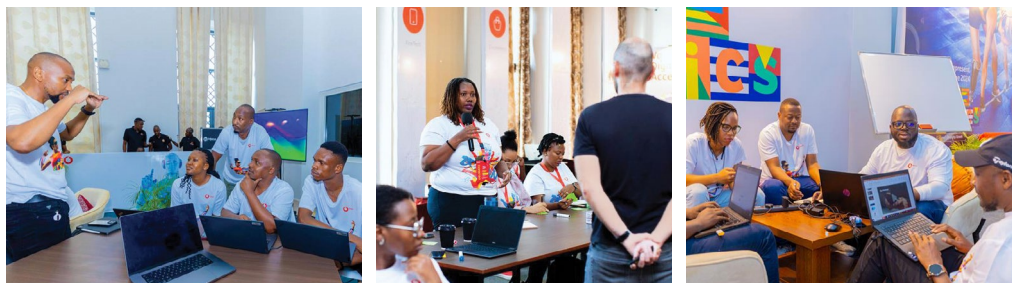
2.3 Digitalising larger organisations and key sectors

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.

Our **fleet management solutions** give companies full visibility of their assets and use data analysis to improve efficiencies and manage risks. Route and vehicle usage data can be used to reduce fuel usage and emissions.

We signed an MoU with the **e-Government Agency,** outlining collaborative activities to enhance government communication systems and digital operations across various sectors. This will accelerate development and the swift provision of diverse services.

773 (FY2023: 325) government institutions use our **Tanzanian Government's Electronic Payment Gateway** to support transactions with citizens. We recorded TZS530 billion in transactions in FY2024.

M-Pesa facilitates the disbursement of **National Prosecution Service** funds to National Court attendants. We supported disbursements of
TZS750 million
to 7 480 attendants.

We disbursed
TZS11.82 billion
to 99 838 marginalised household heads through the **Tanzania Social Action Fund** programme (FY2023: TZS23.5 billion, 102 484). Payments are made directly to mobile wallets or over the counter for those without access to mobile payments.

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 outcomes[1]. 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.

We remain committed to supporting the **m-vaccination** and **stock visibility** projects in the health sector, with approval from government. While momentum has slowed with a reduced focus on COVID-19, we are jointly looking for funders to support this work to ensure we remain prepared for future pandemics.

In partnership with the Vodafone Foundation, we support **m-mama**, the government-led, technology-based, affordable emergency transport system. Its pilots achieved overwhelming success, which focused on providing maternal and newborn emergency care.

Emergency calls	**54 566**
Estimated lives saved	**1 734**

▶ Watch m-mama: connecting pregnant women to emergency care in rural Africa

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.

M-Kulima is an easy-to-use mobile and web-based platform that enables multiple stakeholders to communicate and transact with farmers to provide digital payments and advisory services. The platform has a base of 3.2 million registered farmers. They access M-Pesa financial services, including business to consumer payments for their crops, microloans and group savings. Insurance products are currently being piloted.

▶ Watch M-Kulima

The launch of the **Farm Clinic Partnership** between Vodacom Tanzania Plc, Ministry of Agriculture and Mwananchi Communication Limited took place during Farmers' Week and accelerated signups to the M-Kulima platform.

1 Mckinsey, 2023.
2 The World Bank, 2022.
3 World Economic Forum, 2020.

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 10[2]. Over 230 million jobs will require digital skills in Africa by 2030, meaning many African children will likely be excluded from these opportunities[3].

Instant Network Schools (INS)

Instant Network School was set up in 2013 by the Vodafone Foundation and the United Nations High Commissioner for Refugees. It provides young refugees, host communities and their teachers access to digital learning content and the internet, improving the quality of education in marginalised communities in Africa. The programme is known as e-Fahamu in Tanzania.

INS centres	**11**
Pupil beneficiaries	36 030
Teacher beneficiaries	361

e-Fahamu

e-Fahamu is our e-learning platform which registered 42 181 users in FY2024 bringing the total of registered users to 227 181. The programme has also reached 15,000 teachers across 252 schools throughout Tanzania, where we have setup ICT labs, and donated equipment. The programme has helped increase in academic performance by 2.4%.

Case study
Silabu
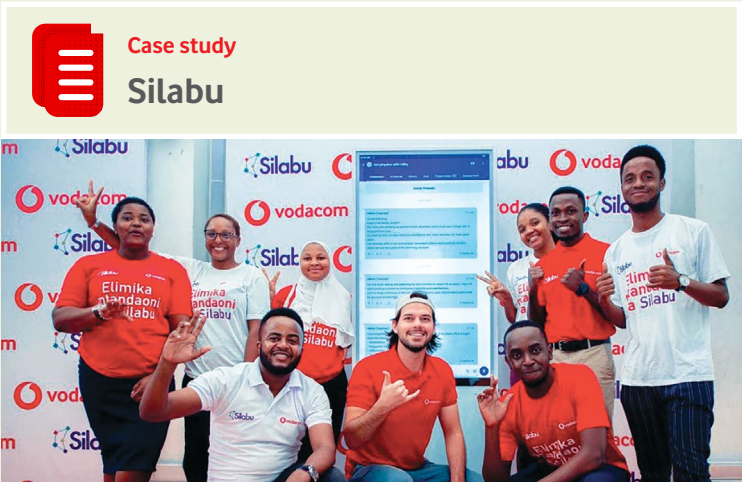
We partnered with **Silabu,** a cutting-edge platform that enables students to quickly connect with vetted tutors for personalised tutoring. Students can save costs by attending online group classes, and create cost-free peer-to-peer classes to learn alongside like-minded students. We provided free and discounted data bundles for access. Silabu was the winner of the 2020 Vodacom Digital Accelerator programme.

Tutors:	Sessions taught (online and physical):	Online classes created:
12 000	**270 096**	**5 000**
Students:	Hours taught:	Jobs created:
30 000	**310 382**	**1 756**

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.

Connected schools

32 (FY2023: 52) schools and institutions of higher learning connected at a value of TZS1.6 billion

159 schools supplied with the supakasi shule 100GB data packages under a Universal Communications Service Access Fund sponsorship

Supporting jobseekers and empowering youth

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

Our **practical training** for university students places them in departments related to their field of study where they get hands-on experience under the supervision of managers. The main objective is to provide opportunities for students to amalgamate theory and practice. The placements vary from four to eight weeks, depending on the requirements of the learning institution.

We partnered with MassChallenge, Ericsson, Huawei, Adapt IT, UKaid, the UNDP's Funguo programme, Inventions Technologies, Stanbic Ban, and the European Union to launch the **Future Ready Summit**. The summit provided a platform for fostering creativity and innovation, and empowered youth to learn future-focused skills. The summit also promoted gender diversity in technology and science by featuring influential women in science, technology, engineering and mathematics, showcasing success stories, and encouraging girls to pursue careers in these fields.

3.2 Helping people 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.

Vodacom is a signatory to the **GSMA's principles for driving the digital inclusion of persons with disabilities**. We established the **Africa Accessibility Forum**, which aims to drive the digital inclusion of disabled persons by providing accessible products.

We continued to expand our **inclusive care initiatives** across customer touchpoints, improving access to our services for people with hearing, visual and other physical disabilities.

- 171 stores support wheelchair access.
- All stores include a priority desk for persons with disabilities.
- Sign language services and support for customers with hearing disabilities are provided in 64 stores.
- Video call sign language services are provided via our call centre.
- 30 retail employees have been trained in sign language.
- We launched a dedicated helpdesk for blind people.

▶ Watch inclusive care initiatives

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

3 Managing scope 3 GHG emissions

4 Driving circularity

5 Supporting biodiversity

TZS6.6 billion
invested in energy efficiency projects
(FY2023: TZS1.4 billion)

1 000MWh
energy saved
(FY2023: 792MWh)

27.0 tonnes
of plastic saved through the conversion to half SIMS
(FY2023: 28.9 tonnes)

Launched
a series of energy efficiency projects at our data centres

ISO 50001
certified

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 to 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.

El Niño weather conditions resulted in higher-than-average rainfall, causing disruptions to fibre networks. In December 2023, a landslide in Hanang affected the nearby town. We contributed TZS449.3 million to **relief efforts** through sms, voice and data offerings to our subscribers and working together with other TelCos in the country through the Tanzania Mobile Network Operators Association. Relief efforts constituted food supplies, cleaning products, and blankets.

We continue to attend programmes, workshops and training sessions to increase our knowledge of **climate action.**

Through a partnership with **Gas Fasta**, an on-demand cooking gas distribution service, we are increasing accessibility to this health and more environmentally-friendly fuel than burning wood or coal. At low prices, Vodacom customers can order gas cylinders and have them quickly delivered by GasFasta after paying through the M-Pesa Super App. To accelerate uptake, in the first three months post launch, customers received a cashback refund and free delivery for every order. Since launching in November 2023 approximately 1 000 gas cylinders have been ordered through the Super App, with a month on month growth rate of 6%.

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

The ICT sector is responsible for an estimated 1.8% to 2.8% of global GHG emissions[1]. 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.
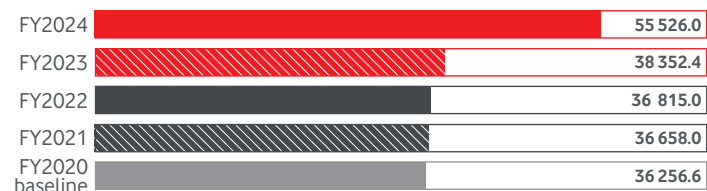
1   Freitag, C. et al., 2021.

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. We are making progress towards net zero in our operations.

In FY2024, our total scope 1 and 2 market-based GHG emissions increased by 45% to 55 526.0tCO$_2$e, due to new sites being established as well more smart meters being installed which has supported in improving data accuracy.

Scope 1 and 2 market-based GHG emissions (tCO$_2$e)

| Year	Value
FY2024	55 526.0
FY2023	38 352.4
FY2022	36 815.0
FY2021	36 658.0
FY2020 baseline	36 256.6

We have connected 87 sites to the national grid to reduce our diesel consumption. 3 089 of 3 481 sites are connected to the grid.

We are looking forward to the introduction of **electric vehicles**, accompanied by charging stations, in the next reporting period.

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 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 (80%), technology centres (19%), (offices and warehouse buildings) (1%) and some of our retail stores, where we primarily focus our energy efficiency activities.

FY2024 energy consumption by use

Transport
2.8GWh

Retail
0.2GWh

Buildings
1.8GWh

Technology centres
32.1GWh

Network base station sites
154.2GWh
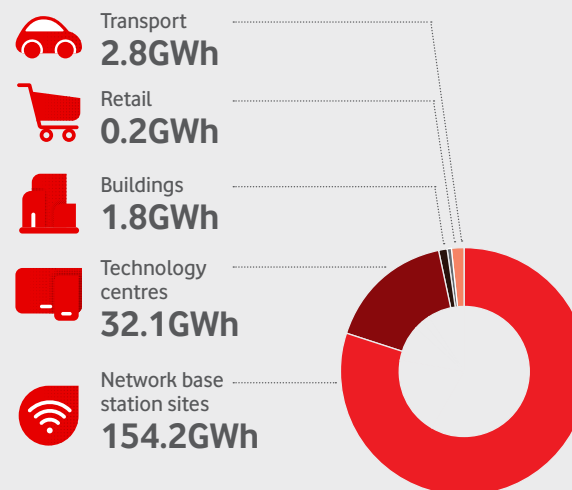
We launched additional **energy efficiency** projects at our data centres to lower energy consumption and emissions, which include LED lights, smart meter installation and cooling upgrades. We invested TZS6.6 billion in energy efficiency projects, resulting in 1 000MWh of energy saved (FY2023: 1.4 billion; 792MWh).

Our new office was equipped with **automatic sensor lights** that reduce electricity usage.

We are upgrading lighting systems at our **data centres** to LEDs, and we are installing sub-metering to improve power usage effectiveness. We embarked on a phased upgrade of the cooling systems at these centres.

Other **ongoing maintenance** projects that support improving our energy efficiency include replacing damaged floors in data centres and decommissioning non-operational equipment.

We began to deploy **smart metering** across our operations to digitise and automate our energy data to improve visibility for enhanced decision-making.

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

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.

Our data centre **solar solutions** faced technical challenges, pushing back commissioning to FY2025. Our TowerCo partners continue improving solar connectivity to enable business continuity at our network sites, where 202 access network sites have been connected to solar by the TowerCo as of FY2024 (42 sites added in FY2024).

3 — Managing scope 3 emissions

Scope 3 includes indirect GHG emissions that we can influence but not control. The primary sources of our scope 3 GHG emissions are purchased goods and services, capital goods and fuel and energy-related activities. Reliable and standardised data from across an entire value chain is fundamental to reducing scope 3 GHG emissions. In FY2024, Vodacom Group collaborated with Vodafone Group to invest in enhanced ESG data capabilities to improve the quality of our data, including scope 3 GHG emissions.

📖 Read more about how we help organisations and key sectors to digitalise on **Pages 09 and 10**

Enabling our customers to reduce their GHG emissions

We develop digital technologies and services that enable our customers (enterprises and governments) to reduce their environmental footprint.

4 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.

We have a **battery recharge centre** to rejuvenate and reuse returned batteries.

E-waste is removed from warehouses through an **auction process**, whereby approved e-waste disposers purchase e-waste, process it to reclaim components and manage the final waste product responsibly, in line with regulations and environmental guidelines.

In FY2024 we recycled 90.7 tonnes of network waste (FY2023: 36 tonnes). This increase is mainly due to heavier equipment that had to be recycled in FY2024.

1. GSMA (2022), Strategy paper for circular economy.

Circularity of devices

We implement circular device initiatives in collaboration with our partners and other operators. Small IT equipment and electronics such as devices constitute around 9% of total e-waste generated[1].

Mobile handsets are collected for reuse or safe disposal.

Reducing virgin plastic use

We continue replacing single-use plastics with lower-impact alternatives across all our retail stores, offices and logistics operations in collaboration with our logistics providers. Where plastic is necessary, we choose recycled plastic.

Half and trio SIM cards have saved 210.8 tonnes of plastic since FY2017, with 30.8 tonnes saved in FY2024 (FY2023: 28.9). Since we launched e-SIMs in 2015, 15 000 people have adopted the service. We only source trio SIM cards, which cater for all types of mobile device SIM card slots (normal, micro and nano). The trio SIM card has a cut-out that acts as an adaptor to help the customer move from normal, micro and nano form. Due to this, we have reduced SIM swaps for customers who need to switch between configurations.

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.

We introduced **smart recharges**, which allow customers to recharge their accounts via M-Pesa and Vodafone applications. This has contributed to reducing an estimated 214.4 tonnes in paper-waste (FY2023: 171.6), resulting in a cumulative estimated reduction of over 1 000 tonnes of paper in the past eight years.

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 IoT capabilities assist governments and businesses in reducing their water consumption.

We monitor and manage our water by building management systems.

5 Supporting biodiversity

The world is currently 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.

There has been no situation requiring us to relocate the planned site location due to environmental impact concerns.

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.

Young people and women were trained to make **alternative carrier bags** to support the government's campaign to eradicate single-use carrier bags.

In Kisarawe and Mkuranga, women were trained in the production of **efficient cooking stoves** to help them improve their livelihoods while reducing the use of charcoal in cooking. A group of young bakers was trained to use efficient ovens, which improved their livelihoods.

Between 2019 and 2022, Vodacom Tanzania Foundation partnered with the WWF, the Tanzania Forest Service and the Tanzanian government in **reforestation efforts**. The Kijanisha Dodoma and Kijani Zaidi programmes planted more than **111 782 trees in Dodoma**, Kisarawe and Mkuranga. In FY2024 we conducted a monitoring and evaluation process on the trees. To date, the programme has an 85% tree survival rate and 420 employment opportunities.

▶ Watch Kijanisha Tanzania na Vodacom Tanzania Foundation

In 2023, we partnered with the Twende Butiama Bicycle Club for the 14-day cycle tour where 78 cyclists completed a grueling 1550-kilometer journey across Tanzania to honour the legacy of Mwalimu Julius Nyerere which are: inclusive education, protecting the planet, and health awareness. More than 58 000 trees were planted in 10 region across Tanzania. Moreover, these trees were planted near primary schools, with the objective of promoting environmental awareness and care, reaching more than 11,200 students and 300 teachers. Building awareness and promoting environmental education.

Furthermore, in March 2024 we contributed 20 000 trees to President of the United Republic of Tanzania, Her Excellency Dr. Samia Suluhu Hassan in her efforts to promote biodiversity through her Green Tanzania program.

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

36
suppliers attended our supplier forum

320
employees attended a financial management webinar

20
appointed first aiders received first aid training

1 Doing business ethically

Maintaining trust underpins our purpose. We hold our employees, business partners and suppliers to a high standard of integrity. An 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.

Speak Up

Click **here** to report an incident

Speak Up hotline:
0800 12 0044

We implement **communication campaigns** on high-risk activities and those that require high ethical standards. We focus on promoting our whistleblowing mechanism, **Speak Up**.

Employees are required to declare any personal interests. We piloted an **automated annual declaration of interest** campaign which resulted in 48% of employees declaring their interests.

The **anti-bribery and corruption policy** implementation is monitored regularly as part of the annual Group assurance process, and select key controls were independently evaluated. Our employees, subsidiaries, vendors and high-risk sales intermediaries regularly complete training.

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)	**618**	592	571
Permanent employees	**607**	581	560
Contractors	**11**	11	11
Employee turnover (%)	**6.0**	5.2	11.5

We work to ensure gender diversity when resourcing, especially for senior leadership roles. Our leadership team is accountable for maintaining diversity and inclusion in their teams. We embed women in management targets in our long-term incentive plans.

Women in management and senior leadership roles (F Band +)

46.7%

FY2023	FY2022
43.8%	40.0%

Our **Women's Network Forum** champions gender equality within Vodacom, and forms a platform where women can mobilise, connect, network and be empowered. We launched a **Men's Forum** as a space for male colleagues to connect and share experiences. This initiative is driven by our male colleagues, with an ExCo sponsor and support from human resources.

We introduced **mother's rooms** at various corporate offices, which allow new mothers returning to work to breastfeed in a private and child-friendly environment.

We implemented **demarcated parking** at our offices for employees with disabilities and expectant mothers.

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 **Discover Graduate programme** offers a well-rounded experience that exposes participants to various company functions. Participants are chosen each year to enter roles within Vodacom. 16 students are currently in the programme of which 50% are women.

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 is our catalyst for change, underpinning the successful and sustainable delivery of our objectives and empowering our people to grow and innovate.

Driving innovation

The **Hackathon** is Vodacom's 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.

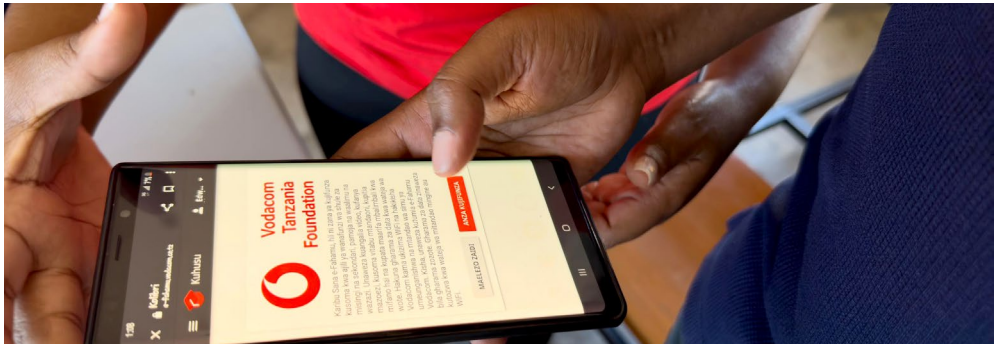|	
Participating teams	10
Participating employees	42
Female representation	12
Male representation	30
Stream views	495

Watch The Hackathon

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.

We monitor and work to build and maintain relationships with **data protection authorities** and other key stakeholders.

All products, services and processes are subject to **privacy impact assessments** that include identifying and protecting children and vulnerable groups.

Our **privacy control framework** is subject to continuous risk-based improvements.

We require employees and contractors to complete Doing What's Right **privacy training** within six weeks of joining and at least every two years. We conducted various data privacy awareness and training initiatives among our customers, and implemented easy-to-understand customer privacy supplement notices across all customer-facing channels.

Dedicated security teams ensure appropriate technical and organisational **information security measures** are applied to protect personal data against unauthorised access, disclosure, loss or use during transit and at rest.

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.

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.

Health and safety audits were conducted by the Vodacom Group ISO audit team.

A psychologist held a session with employees focusing on **mental health and emotional wellness**, and **24/7 employee assistance and psychological support** services are available to employees.

We enhanced our employee value proposition with the **C.A.R.E. (Compassion, Acceptance, Respect, Empathy)** initiative, which creates a work environment where all people feel empowered to succeed. Our initial focus is on broadening support, flexible working and employee benefits related to menstruation, miscarriage, stillbirth, menopause, and compassionate leave for employees or their immediate families.

Well-being ambassadors		
FY2024	FY2023	FY2022
16	13	21

We recognised suppliers for their good service at our **grand annual suppliers forum**. Awards were made in three categories: digital innovation in health and safety, occupational road risk, and site inspection and monitoring.

We commemorate **World Safety Day** by engaging our employees on our absolute safety rules. We partnered with the national traffic police to promote and support road safety across the country, and hosted the Commissioner of Police for a Vodacom vehicle safety inspection.

We held a community safety for schools initiative.

▶ Watch World Safety Day

Employees joined a webinar focusing on **good nutrition** and sustainable weight loss, and can enter the **A Better Me** lifestyle modification programme aimed at assisting overweight and obese employees.

Our **safety and health workplace committee** comprised of management, employee and supplier representation meets regularly to highlight and address safety and health concerns, and risks raised by health and safety representatives and on-site suppliers.

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	**258**	253	186
of which: local suppliers	**152**	159	123