



**Our contribution to the  
United Nations Sustainable  
Development Goals 2020**

**We connect**  
for a better future



# Vodacom's contribution to the United Nations Sustainable Development Goals



## BACKGROUND

The United Nations Sustainable Development Goals (SDGs) were developed to transform the world by presenting a unified vision to end poverty, reduce inequality and prevent further harm to the planet. The SDGs define global priorities and aspirations for 2030 and represent an unprecedented opportunity to eliminate extreme poverty and put the world on a sustainable path. Governments worldwide including the South African government have already agreed to these goals. This annual report highlights our key contributions to the SDGs for the financial year 2020.

## NATIONAL DEVELOPMENT PLAN

In South Africa, the National Development Plan (NDP) is the guiding document focused on eliminating poverty and reducing inequality by 2030. In essence, it states that South Africa can realise these goals by drawing on the energies of its people, growing an inclusive economy, building capabilities, enhancing the capacity of the state, and promoting leadership and partnerships throughout society. The main objective of the NDP is to ensure that all South Africans attain a decent standard of living by eliminating poverty and reducing inequality. The NDP has been approved and adopted by government and is supported by the broader society. The aspects of the NDP and SDGs are related and striving to achieve the goals of both frameworks will result in the attainment of sustainable development for the majority of communities.

## VODACOM'S CONTRIBUTION TO THE UNITED NATIONS SUSTAINABLE DEVELOPMENTAL GOALS

Vodacom connects 116 million people across our markets to the digital society. We are optimistic about how technology and connectivity can enhance the future and improve people's lives. Through our business we aim to build a digital society that transforms communities, embraces everyone, leaving no one behind, and does not come at the cost of the planet.

We believe that Vodacom has a significant role to play in contributing to the societies in which we operate. During the year, we articulated our purpose – the ambition to improve the next 100 million lives and halve our environmental impact by 2025, and build on existing and new initiatives, efforts and solutions in our markets. We aspire to enable an inclusive and sustainable digital society. In parallel, we remain dedicated to ensuring that Vodacom operates responsibly and ethically, supported by our

social contract. Our purpose is aligned to the SDGs as we believe that our solutions to drive digital and financial inclusion can enhance the achievement of these goals. This year marks the beginning of the 'decade of delivery' to achieve the SDGs, which provide a clear roadmap and call to action for business to contribute towards creating a better future.

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



# Good Health and Well-Being

## 3 GOOD HEALTH AND WELL-BEING



### KEY TARGETS

**3.1** By 2030, reduce the global maternal mortality ratio to less than 70 per 100,000 live births.

**3.8** Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all.

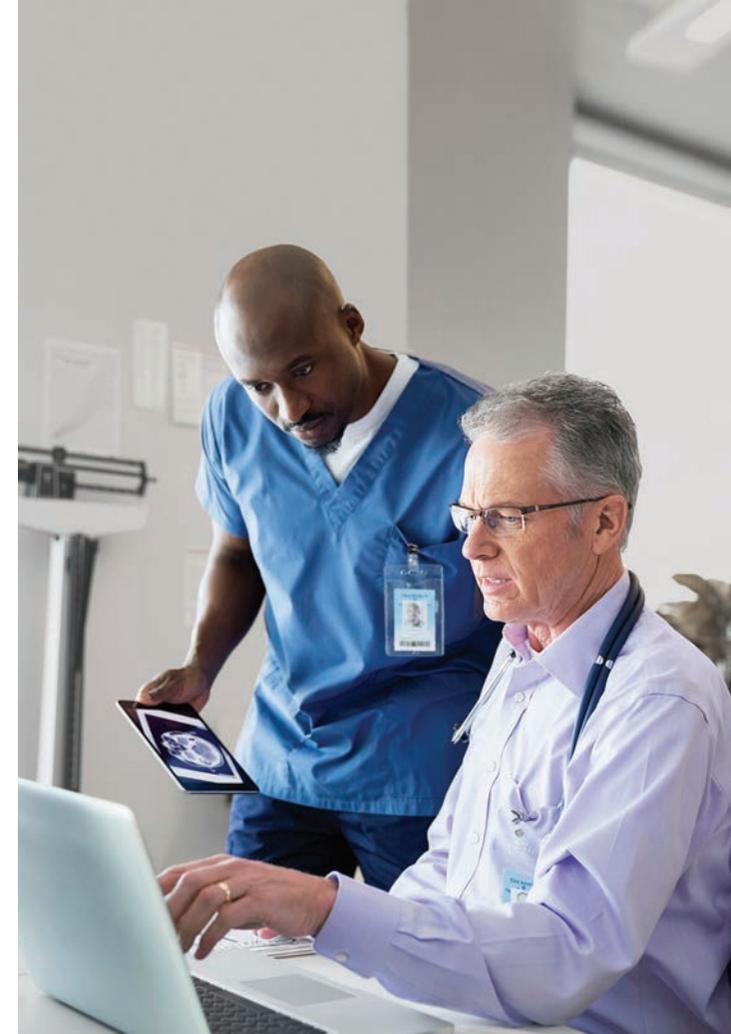
### OUR COMMITMENT

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

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

### OUR RESPONSE TO THE COVID-19 PANDEMIC

- Vodacom provided 20 000 and 1 000 devices in South Africa and Lesotho, respectively, to the Ministry of Health departments for field workers involved in testing and related data collection.
- In South Africa and Tanzania, we partnered with the respective ministries of health to send awareness messages to our customers.
- Vodacom in South Africa partnered with the medical aid provider, Discovery Health, to provide South Africans with easy access to dedicated online COVID-19 screenings and 100 000 free doctor consultations. At the end of March, 2 265 consultations (776 video and audios and 1 489 chats) had been provided.
- In Tanzania, we donated over R18 million to the government's COVID-19 Containment Committee for the sourcing of personal protective equipment (PPE).
- Vodacom zero-rated access to key government services and other essential websites in South Africa, Lesotho and Tanzania, providing free access to government services such as health, education, home affairs, ambulance and government communication services.



### KEY HIGHLIGHTS



Vodacom's **Stock Visibility Solution (SVS)** helps health facilities to monitor stock availability of medications with more than **27 million stock level reports** submitted by over **4 000 health facilities** in South Africa, Zambia and Nigeria.

**mVaccination** is a digital health record solution that improves immunisation coverage with more than **262 000 patient records** created.

**eLabs**, is a pathology management solution that provides visibility in the value chain for testing, analysing and reporting in the pathology laboratory; used in

**661 and 619 health facilities** in Zambia and South Africa respectively.

**AitaHealth** supports government to quantitatively understand the state of healthcare in communities with more than

**250 000 households and 740 000 individuals** registered and screened on the platform since its launch in 2014.

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

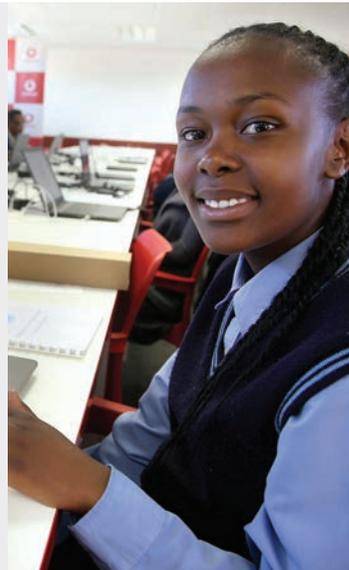
**3 500 children.**

4 QUALITY EDUCATION



## KEY TARGETS

- 4.1 By 2030, ensure that all girls and boys complete free, equitable and quality primary and secondary education leading to relevant and effective learning outcomes.
- 4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.
- 4.5 By 2030, eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for the vulnerable, including persons with disabilities, indigenous peoples and children in vulnerable situations.



## OUR COMMITMENT

Vodacom leverages digital solutions to provide affordable and quality education to learners. The provision of free or subsidised education resources and technology – particularly to marginalised groups including refugees – offers enhanced opportunities to achieve academic success and therefore improved life opportunities. With schools being closed during the COVID-19 lockdown, Vodacom provided free access to government educational resources, as well as other educational resources recommended by the national educational authorities and academic institutions.



Connecting over **six million** lives through our education programmes by 2025 in South Africa.

## OUR RESPONSE TO THE COVID-19 PANDEMIC

- In Mozambique, the Vodacom Foundation trained up to 150 000 learners and members of the community on digital skills connected 50 schools to the internet and provided 2 500 GB of free data through the Vodacom Faz Crescer.
- In South Africa and Lesotho, Vodacom provided discounted data packages to universities to promote blended learning during the COVID-19 pandemic. The data costs were absorbed by the universities.
- In the DRC, Mozambique and Tanzania, the usage of Vodacom Instant Schools (an online learning platform) increased significantly during the COVID-19 lockdown period.
- The Vodacom e-School platform **exceeded one million** registered users in March 2020 during lockdown in South Africa. The platform has curriculum-aligned educational material for grades R to 12 learners and is free to all Vodacom customers.

## KEY HIGHLIGHTS



Vodacom's school management application is used in **11 800 schools** in Nigeria and South Africa. More than 7 million learner attendances were captured on the School Management Platform.

In Tanzania, the **Instant School platform** has reached more than **66 300 learners and teachers.**

Vodacom provided **300 virtual classrooms** in South Africa promoting access to digital learning.

In Mozambique, **12 libraries** in eight provinces were equipped with **240 computers, 6 400 books and internet connectivity.**

The Vodacom Foundation provided **3 000 schools** with ICT equipment and connectivity at no cost.

The **Vodacom Foundation** spent over **R8.6 million** on free connectivity to **92 teacher centres.**

The **'Code like a Girl'** programme aims to teach young girls how to **code**; with **1 498 young girls** trained on coding skills.

# GOAL 5 Gender Equality

5 GENDER EQUALITY



## KEY TARGETS

5.1

End all forms of discrimination against all women and girls everywhere.

5.5

Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.

5b

Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women.

## OUR COMMITMENT

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



Connecting over **nine million** lives through our **youth and women empowerment programmes by 2025** in South Africa.



## KEY HIGHLIGHTS



Mum & Baby provides our communities with maternal health information with **1.8 million registered users** across South Africa.

Vodacom has connected **14.6 million female customers** (up 23% from 11.9 million customers in financial year 2016) in South Africa.

The Vodacom Foundation partnered with **United Nations Women and South African Women in Farming** to train more than **1 000 female farmers** in ICT skills since inception in 2019.

Vodacom spent **R1.2 million** to train **GBV survivors in digital skills in South Africa**.

In Lesotho, the Vodacom Foundation implemented the **Nokaneng app** which provides information on curbing **gender-based violence** with over **1 594 registered users**.

In Tanzania, **Wazazi Nipendeni**, a mobile health platform, disseminates relevant maternal health information with over **R1.2 million subscribers**.

In South Africa, women account for **43.5%** of our workforce, with **34.4%** at senior management level against the target of 36%.

Vodacom invested **R331 million in black employees** with a total of **R149 million invested in black female employees**, and more than **R14 million** invested in the development of **black youth living with disabilities** in South Africa.

# GOAL

# 8

# Decent Work and Economic Growth

## 8 DECENT WORK AND ECONOMIC GROWTH



### KEY TARGETS

- 8.2** Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labour-intensive sectors.
- 8.3** Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services.

**8.5** By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.

**8.6** By 2020, substantially reduce the proportion of youth not in employment, education or training.

**8.10** Strengthen the capacity of domestic financial institutions to encourage and expand access to banking, insurance and financial services for all.

### OUR RESPONSE TO THE COVID-19 PANDEMIC

- Vodacom introduced faster supplier payment terms for SMEs that face potential liquidity challenges.
- Vodacom has extended loans to SMEs, through Vodalend, to assist these enterprises in managing cash flow challenges as COVID-19 impacts intensify in South Africa. Vodacom funded more than 100 SMEs through Vodalend in March 2020.
- Vodacom reached agreements with the central banks to lower transaction fees and adjust tier levels to facilitate cashless payments in the DRC, Lesotho and Mozambique.
- In Lesotho and the DRC, we have zero-rated transactions for merchant transactions and person-to-person money transfers.
- In South Africa, we offered unlimited data and special offers to SMEs for a limited period

### OUR COMMITMENT

Vodacom is committed to connecting people and 'things' to the internet and providing innovative digital solutions that will create more efficient, safer and smarter economic sectors for communities, government and businesses. By connecting people and their families to financial services, we believe that we can reduce poverty and provide access to essential services such as banking, education and health while contributing the economy and creating jobs.



Connecting over **56 million** lives to our financial inclusion services by 2023 across all our markets.



## KEY HIGHLIGHTS



**NXT LVL** connects young people under 25, through access to **affordable connectivity, skills and lifestyle benefits with over 3.8 million users.**

Our collaboration with Kids Lab and Think Ahead has resulted in the training of **97 young people on coding skills.**

In the DRC, Vodacom empowered over **500 young SMEs on business skills and opportunities.**

The Vodacom Foundation trained **1 333 Youth Academy graduates** in Cisco and Microsoft accredited programmes since its inception in 2013.

In Mozambique, **Vodacom's YA programme offers an affordable tariff plan and lifestyle services** to young people with more than **177 000 active users.**

Vodacom works with more than **11 800 suppliers** to meet business and customer needs with a **total expenditure of over R48.6 billion.**

More than **285 000 customers are using VodaPay digital wallet and express recharge platforms** for direct recharges.

The VodaPay platform had **102 000 unique downloads,** enabling our customers to pay for **electricity, retail, healthcare and municipal services.**

Vodacom introduced point-of-sale (POS) devices and a digital wallet with **290 POS devices** processing **R10 million on a monthly basis for 107 merchants** since its launch in November 2019.

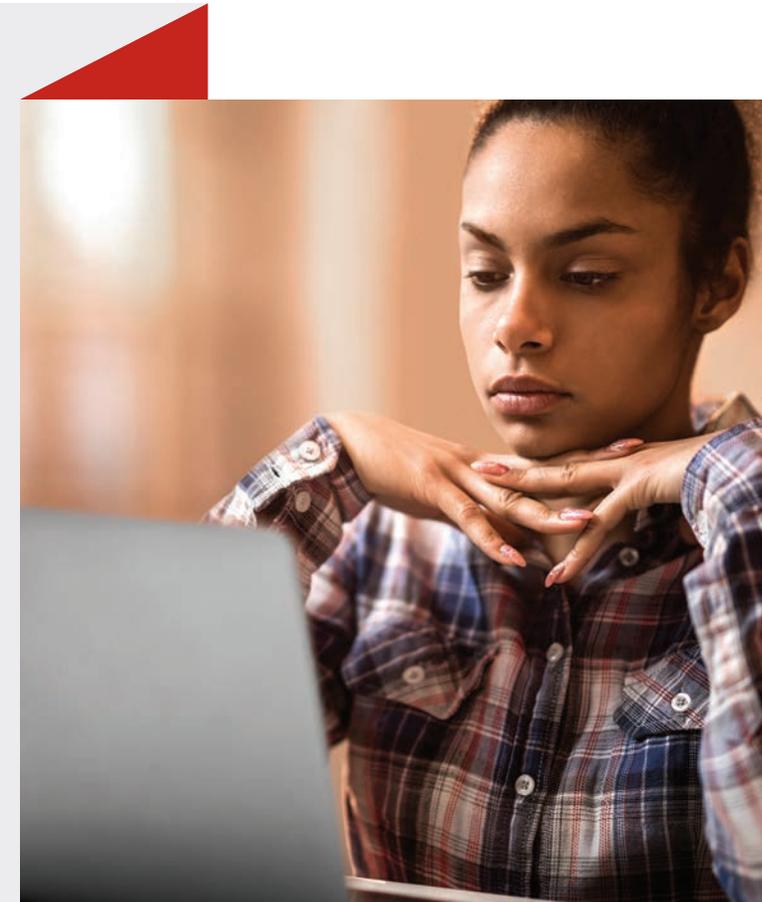
Our total number of financial services customers **increased by 12.8%, to 53.2 million,** adding **six million customers in the year.**

Our existing **insurance portfolio** covering life, funeral and various short-term insurance offerings has grown over the past year, with **1.9 million policy holders.**

**M-Pesa has grown** to provide the largest reach of any financial services provider on the African continent, with more than **36.1 million customers** and processing over **11 billion transactions annually.**

Our new **nano-lending** platforms in **Kenya and Tanzania** provides an overdraft functionality to **17 million customers** to access basic needs such as **food and electricity.**

More than **900 enterprise organisations** use M-Pesa to collect and disburse payments, and over **170 000 retail and online merchants now accept M-Pesa, including Safaricom.**



We invested

**R430.3 million**

in skills development for our employees across all our markets

## 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



## KEY TARGETS

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

**9.C** Significantly increase access to information and communications technology and strive to provide universal and affordable access to the Internet in least developed countries by 2020



## OUR COMMITMENT

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

## OUR RESPONSE TO THE COVID-19 PANDEMIC

- Vodacom in South Africa was granted a licence on 20 April 2020 for the temporary assignment of spectrum in the IMT700, IMT800, IMT2600 and IMT3500 bands. There are various conditions attached to the licence that relate to supporting the overall national COVID-19 government response.
- Vodacom in South Africa set aside a budget of R500 million for network upgrades to facilitate the effective management of the network traffic upsurge during the COVID-19 lockdown initiated in March 2020.
- Vodacom will further spend more than R9.1 billion in the 2021 financial year to expand and increase capacity and resilience in our network.
- Vodacom zero-rated access to key government and other essential websites in South Africa, Lesotho and Tanzania, providing free access to government services such as health, education, home affairs, ambulance services, education sites and government communication services during the COVID-19 pandemic.
- In South Africa, the Vodacom airtime advance service significantly increased, from R3.6 million to R4.5 million advances per day during the COVID-19 lockdown.

## KEY HIGHLIGHTS



Vodacom now has **377 rural network sites** extending connectivity to communities that were previously not connected to the network in South Africa.

Vodacom has deployed the following technologies across our markets:



**8 032**  
2G sites

**6 175**  
3G sites

**2 672**  
4G sites

**2**  
5G sites

In South Africa, Vodacom sold **4.2 million affordable smart devices** costing less than R849.

We invested **R13.2 billion** this year in infrastructure, modernising the network and performing capacity upgrades across our markets.

Vodacom has **20.1 million smart devices** on our network, an increase of **3.9%**, while the number of 4G devices increased by **34.5%** to **12.9 million** in South Africa.

We introduced one of the most affordable 4G smart feature phone, **the 'Vibe'** retailing at **R299** to drive device penetration in South Africa.

In our international markets, smartphone users **increased by 4.2%** to **10.2 million**, representing **26%** of our customer base.

To drive device penetration in our International markets, we introduced the **smart Kitochi** in **Tanzania**, a **low-cost smart feature phone** with **29 000 devices** sold since its introduction in **November 2019**.

We introduced **prepaid device financing**, enabling customers with no credit facilities to pay for **4G devices** in instalments in South Africa.

Vodacom customers can manage their mobile data spend and purchase mobile data on **MyVodacom app** across all our markets.

In South Africa, our 4G network now covers more than **95.4% of the population**, while 3G covers **99.7%** of the population.

Fibre penetration has reached up to **109 536 homes and businesses** in South Africa.

Vodacom extended discounted bundle offers to prepaid customers in **2 000 town** where the majority of people are living below the food poverty line.

To drive price transformation in the DRC we have **significantly reduced data prices**, by **63%** in the past three years.

In the DRC, Vodacom introduced a **data sharing wallet** which enables a group of customers to buy mobile data in bulk at an affordable price of **R2 200** for 100GB.

Vodacom advanced **R9.9 billion** in airtime on our Airtime Advance platform to **9.9 million** customers in South Africa.



We reduced the cost of **1GB** of data from **R149** to

**R99**

making this one of our biggest value commitments to South African customers.

GOAL

11

# Sustainable Cities and Communities

11 SUSTAINABLE CITIES AND COMMUNITIES



## KEY TARGETS

11.3

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

11.7

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

## OUR COMMITMENT

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



Connecting over **two million** lives to our digital platforms by 2025 in South Africa.

## KEY HIGHLIGHTS



The citizen engagement digital platform facilitates engagement between citizens and municipalities with more than **25 000 active users** in South Africa.

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

**33 500 active users.**

The beneficiary management solution enables the Zambian Social Welfare Programme to register and assess more than

**700 000 households** and 2.2 million individuals in Zambia.

My SAPS supports citizens to access police information and report criminal activities in a safe and convenient manner with more than

**35 000 active users.**

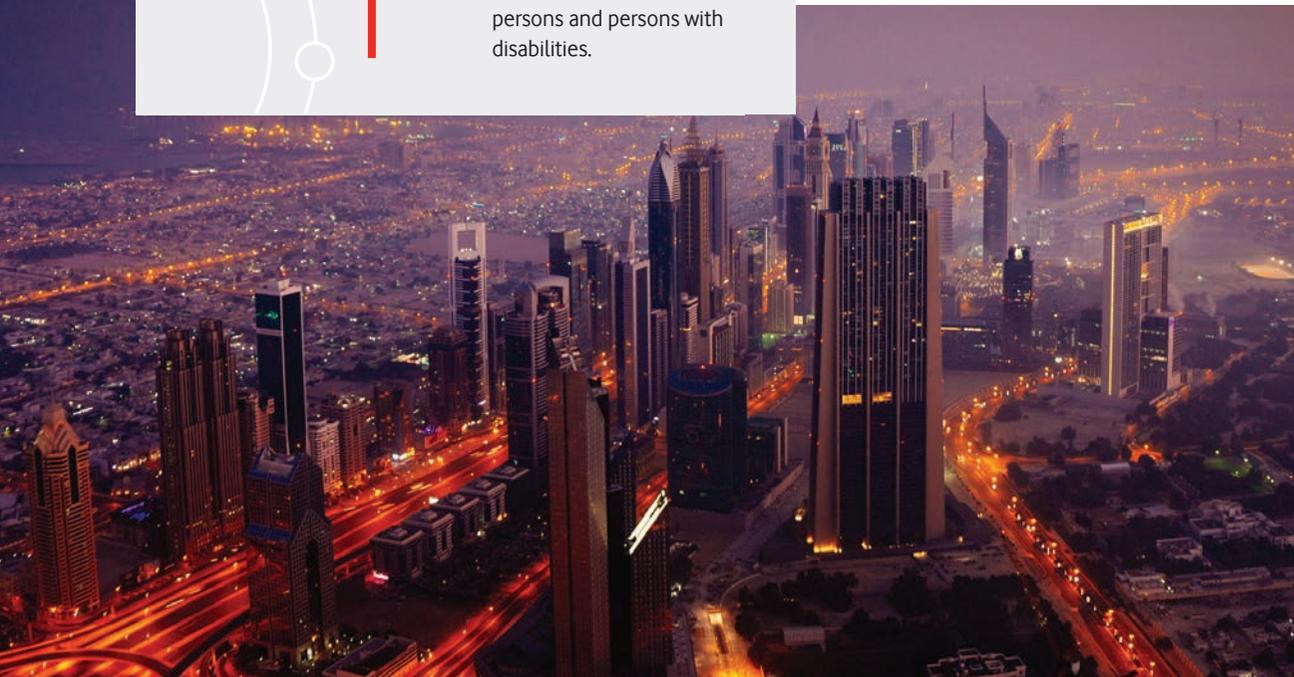
More than **54 900 active water and electricity smart meters** across five provinces in South Africa.

Vodacom is monitoring and optimising more than **1 097 000 assets** through the smart asset management across three municipalities in South Africa.

Our 'internet in the car' solution enables a vehicle to be connected to the internet through a mobile data stream with

**56 380 auto connections fitted** in South Africa.

Our IoT connections have enabled carbon savings of **224 004 mtCO<sub>2</sub>e** for our customers. This is through **3 000** commercial electricity smart meters, **7 250** residential electricity smart meters and **83 004** smart logistics and fleet management capabilities.



# GOAL 13 Climate Action

13 CLIMATE ACTION



## KEY TARGETS

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

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

## OUR COMMITMENT

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



Halving our **GHG emissions** by 2025 across all our markets

## KEY HIGHLIGHTS



Vodacom fully supports **green recovery programmes** and believe that a **net zero future by 2050** is achievable through collective ambition and action.

Vodacom has reduced carbon emissions by **42 248 MtCO<sub>2</sub>e** through energy efficiency and renewable energy since 2017.

In the financial year 2020, Vodacom saved **R24.8 million in energy costs** from the implementation of energy efficiency and renewable energy projects.

These energy savings equates to **17 607 tCO<sub>2</sub>e** GHG emissions reduced during the year.

Vodacom has over **950 solar-powered network sites** across all our markets.

Vodacom is a member of the **National Business Initiative (NBI) and World Wide Fund for Nature (WWF)** who are the thought leaders and advocates for a **transition to a low carbon future**.

Our property portfolio which contributes approximately **10% of our energy profile**, saved **5.35 GWh of electricity** during the year in South Africa, leading to a further reduction of **5 564 mtCO<sub>2</sub>e GHG emissions**.

Vodacom signed a Purchase Power Agreement (PPA) which covers **36 base station sites in South Africa**.

The **Vodacom Foundation**, through the Disaster Relief Fund, spent close to **R7 million** to drill boreholes and install and refill **Jojo water tanks** with drinkable water at **85 schools and teacher centres** in South Africa.

Vodacom Group is consistently recognised as the leader in **Carbon Disclosure** in the South African telecommunications industry.



## 17 PARTNERSHIPS FOR THE GOALS



## KEY TARGETS

- 17.16** Enhance the Global Partnership for Sustainable Development, complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technology and financial resources, to support the achievement of the Sustainable Development Goals in all countries, in particular developing countries.
- 
- 17.17** Encourage and promote effective public, public private and civil society partnerships, building on the experience and resourcing strategies of partnerships.

## OUR COMMITMENT

Vodacom advocates for sustainable development, using our global footprint to influence others to do the same. We pursue an active social agenda and through the work of Vodacom Foundation, we work in partnership with governments and non-governmental organisations in many of our markets to accelerate socio-economic transformation and a better future for all. During the year we committed to a social contract which is a pact to help strengthen trust across all stakeholder groups. In simple terms, it is a renewal of vows with existing stakeholders to ensure that we strengthen our reputation and also drive an understanding with each stakeholder on what we stand for as a company. In our journey of becoming a purpose-led organisation, we are guided by a clear social contract – to build trust with our customers, ensure fairness and inclusivity, and maintain a reputation for responsible leadership and innovation while ensuring the achievement of the SDGs.

