

Our contribution to the United Nations Sustainable Development Goals 2021



Further together



VODACOM'S CONTRIBUTION TO THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

Background

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



Vodacom's contribution to the SDGs

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

Vodacom connects over 123.7 million people across our markets (including Safaricom) to the digital society. We are optimistic about how technology and connectivity can enhance the future and improve people's lives. Through our business we aim to build a digital society that transforms communities, embraces everyone, leaves no one behind, and does not come at the cost of our planet. Vodacom is committed to aligning our business objectives with the SDGs by providing support to governments, communities, businesses and individuals as we build a better future. We recognise that our footprint across Africa presents the opportunity to play a significant role in the continent's socioeconomic development. We aim to create sustainable value through our core business of increasing access to reliable and accessible data and voice services. We continue leveraging our mobile network services to help achieve the goals envisaged by the UN while driving financial and digital inclusion. This enables us to meet national and global developmental objectives, such as rebuilding economies severely affected by COVID-19, while promoting inclusive and sustainable measures as we start to recover from the effects of the pandemic.

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





GOAL 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 healthcare services and access to safe, effective, quality and affordable essential medicines and vaccines for all



Our commitment

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

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

Highlights in FY2021

Vodacom announced an **R87 million** financial pledge to **support the roll-out of cold chain technology** and **provide logistics support to ensure the safe delivery of COVID-19 vaccines** to vulnerable and hard-to-reach communities in South Africa, Tanzania, the Democratic Republic of the Congo (DRC), Mozambique and Ghana.

Vodacom donated **R13 million** to Lesotho to **secure vaccines and partnered with African Union Development Agency (AUDA-NEPAD) to build digital infrastructure to manage vaccinations across 55 countries** following successful deployments in South Africa through our mVacciNation platform.

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

Vodacom's Stock Visibility Solution **helps health facilities monitor stock availability of medications**, with over **41 million stock level reports** submitted by **5 935 health facilities.**

AitaHealth supports government to **quantitatively understand the state of healthcare in communities** with more than **571 000 households** and **1.6 million individuals registered** and **screened on the platform** since its launch in 2014.

eLabs, developed by **Mezzanine, a subsidiary of Vodacom**, is a **pathology management solution** used in **2 800 healthcare facilities** for multi-testing, including the **visibility of COVID-19 testing.**

Vodacom provided **free data and airtime to healthcare workers and the ministries of health, higher learning and science** to assist in managing COVID-19 in Tanzania, Mozambique and Lesotho.

The Vodacom Foundation has **supported the Smile Foundation for 13 years**, changing the lives of over **3 500 children.**

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

In Tanzania we donated over **R18 million** to the government's COVID-19 Containment Committee to source personal protective equipment.



GOAL 4

QUALITY EDUCATION

Key targets

4.1

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

4.4

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

4.5

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

Our commitment

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



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

Highlights in FY2021

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

1.25 million users.

The Vodacom Foundation spent over

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

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

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

260 000 students.

In South Africa and Lesotho, Vodacom provided **discounted data packages of 30 GB in universities** to **promote blended learning** during the COVID-19 pandemic. The data costs were absorbed by the universities.

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

In **Lesotho**

160 schools

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

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

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

150 000 and 113 840 registered users in **Tanzania** and the **DRC** respectively.

In **Mozambique**

12 libraries in eight provinces

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

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

1 672 young girls trained on **coding skills.**



GOAL 5

GENDER EQUALITY

Key targets

5.1

End all forms of discrimination against women and girls everywhere

5.5

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

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



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



Reach **38.5%** women in senior management level by 2024

Highlights in FY2021

Mum & Baby provides our communities with **maternal information**, with **1.9 million registered users** across South Africa.

Vodacom has connected **14.6 million female customers** (up 23% from 11.9 million in FY2016) in South Africa.

The **Vodacom Foundation** partnered with **United Nations Women** and **South African Women in Farming** to train more than **1 600 female farmers** in ICT skills since inception in 2019.

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

We invested **R4.5 million in digital skills training** for **GBV survivors** in South Africa.

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

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

In **Tanzania**, **Wazazi Nipendeni**, a **mobile health platform**, disseminates relevant **maternal health information** to over **1.3 million subscribers**.

In **South Africa** women account for **43.6% of our workforce** while, at Group level, **35% of women** are at **senior management level** against the target of **38.5%**.

Vodacom South Africa invested **R472 million** in **continuous skills development** – this included **R324 million invested in black employees**, of which **R141 million** was invested in **black women** and **R18 million** in the development of **black youth with disabilities**.



GOAL 8

DECENT WORK AND ECONOMIC GROWTH

Key targets

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

Our commitment

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



Connecting over
72.6 million
lives to our financial
inclusion services across
all our markets by 2024





Highlights in FY2021

Vodacom paid **R1.1 billion** to **SME suppliers within three days from invoice.**

Vodacom enabled **financial inclusion** to **57.7 million customers** including Safaricom.

M-Pesa has grown to service more than **44.5 million customers** (including Safaricom), a **12.1% year-on-year increase.** The platform processed more than **US\$24.5 billion in transactions a month in the last quarter of FY2021.**

Our **nano-lending solutions, Fuliza and Songesha,** granted **US\$3.3 billion in loans** during the year. Credit risk on these products is carried by partner banks.

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

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

NXT LVL is aimed at using connectivity to **advance youth under 25** by giving them **access to affordable connectivity, skills and lifestyle benefits,** with over **3.5 million users.**

Every month, Vodacom processes over **R92 million** in payments through **point-of-sale devices,** with over **1 700 active merchants.**

Vodacom's **SME-focused lending solution (VodaLend Business Term Advance)** continued to **grow after its recent launch,** **advancing over R74 million in funding** to **330 SMEs.**

VodaSure, our insurance solution launched in 2019, adds **5 000 policies a month,** with **2.1 million policyholders since inception.**

The **Vodacom Foundation** trained **1 480 Youth Academy graduates** in **Cisco and Microsoft-accredited programmes** since its inception in 2013.

Our nano-lending and microloan platforms continue to **drive growth in our International markets,** giving **15 million first-time borrowers** **access to basic needs,** including food and electricity.

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

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

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

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

We completed **872 health and safety training hours** for **63 SMEs** during the year through the **Innovator Trust.**

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

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



GOAL 11

SUSTAINABLE CITIES AND COMMUNITIES

Key targets

11.3

By 2030, enhance inclusive and sustainable urbanisation 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 Internet of Things (IoT) solutions help governments, businesses and civil society address environmental issues and enable the development of connected and smart cities, helping them to run more efficiently and effectively.



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

Highlights in FY2021

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

The **Mpilo app**, the patient engagement platform, facilitates **easy and efficient communication between patients, doctors and the Department of Health** in South Africa, with more than **61 467 active users**.

The **mySAPS app** supports citizens to **access police information and report criminal activities in a safe and convenient manner**, with more than **78 000 active users**.

More than **160 000 active water and electricity smart meters** across **five provinces** in South Africa.

In South Africa, Vodacom's **smart asset management system** has

265 000 movable and 120 000 immovable assets registered, improving **profitability and cash flow** for public and private enterprises.

Our **Internet in the car solution** enables **Internet connection** in vehicles through a **mobile data stream**, with **75 480 auto connections** fitted and over **27 000 cars activated** in South Africa.

Our IoT connections have **enabled carbon savings** of **1 648 494 mtCO₂e** for our customers. This was achieved through **>160 000 smart metering solutions** and **616 210 smart logistics and fleet management solutions**.





GOAL 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

9C

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

Our commitment

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



To connect the next
100 million
lives across the Group,
including Safaricom,
by 2025



Highlights in FY2021

Vodacom has

2 784 rural network sites extending connectivity to **communities** that were **previously not connected** to the network in **South Africa**.

Vodacom **added the following technologies across International markets:**



2G 262	3G 322	4G 1 072	5G 2
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Vodacom South Africa has

23.2 million smart devices

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

South Africa's most affordable **4G smart feature phones**, the **Vibe** and **Nokia 215**, which retail at R299, **continue to grow – 133 200 devices** were sold in FY2021.

In our **International markets**, **smartphone users** increased by **8% to 11 million**, representing **32% of our customer base**.

In Tanzania over

500 000 low-cost smart feature devices

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

In Mozambique,

750 000 low-cost devices

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

Just4U provides **affordable price packages** to over

10 million customers in South Africa.

Vodacom invested

R13.3 billion in infrastructure

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

We extended our **2G, 3G and 4G coverage** in the DRC, while our **rural communication solution improved** the bandwidth and stability of connectivity in rural areas.

We introduced

192 new network sites

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

We expanded mobile broadband services to reach

52% of Tanzania's population –

equal to **1 184 villages**.

With the combination of our **segmented customer approach** and our **pricing transformation journey**, we successfully **reduced pricing between 34% to 40% year on year**, returning

R3 billion in price cuts

to our South African customers.

After launching the **ConnectU** platform in March 2020 to provide **free access to basic Internet and essential services**, over **15.5 million unique users**

visited the platform with over **20 million sessions initiated in a month**.

82.9% of rural South Africa

covered by **4G network**.

Fibre penetration to

146 401 homes

and **businesses** in South Africa.

MyVodacom app has

3.7 million unique users

across our markets.



GOAL 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 greenhouse gas (GHG) emissions associated with our operations and will increase the proportion of the electricity we buy from renewable sources.



Reducing our GHG emissions by **50%** against a 2017 baseline by 2025



Reducing our GHG emissions by **25%** against a 2020 baseline by 2024



Highlights in FY2021

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

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

Collectively, we have over **1 088 solar powered sites** across all our markets.

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

Electricity consumption **reduced by 32%** in our buildings in South Africa.

Through the IoT-enabled **Raptor Project**, we **deployed intelligent controls to over 7 232 base stations** in South Africa, enabling us to **reduce our energy consumption by 2.8%.**

5 GWh of electricity is produced from **Vodacom's own renewable energy sources.**

Vodacom saved **R16 million in energy costs** and **12 272 mtCO₂e of GHG emissions were reduced** (equivalent to 2 669 passenger vehicles driven for one year).

1 183 898 kWh renewable energy sourced from the **Purchase Power Agreement** that covers **36 base station sites** in **Nelson Mandela Bay.**

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

Vodacom **recycles 75% of its general waste annually.**

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



GOAL 17

PARTNERSHIPS FOR THE GOALS

Key targets

17.16

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

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



