Vodacom

A social contract with our stakeholders

2025

Further together

Driving Purpose. Deepening Trust. Delivering Impact.

At Vodacom, our purpose to connect for a better future is more than a statement. It is the lens through which we measure our performance and the promise that guides every decision, partnership and innovation. In 2025, as South Africa and the continent navigated rapid digital transformation, deepening socio-economic pressures and the accelerating impacts of climate change, our social contract remained the anchor that grounds us in responsibility, equity and shared progress.

This Social Contract Booklet reflects how we show up for the communities we serve. It captures the commitments we have made and the actions we take to ensure that technology becomes a force for good, not a driver of exclusion. Through education, digital inclusion, youth empowerment, climate resilience, safety online and a growing ecosystem of partners, we continue to extend meaningful connectivity to the places where it has the power to change lives.

It is a year of delivering on our purpose with measurable performance: expanding digital access in underserved communities, strengthening our education ecosystem, enhancing child online safety, supporting small and medium enterprises (SMEs) and job creation, accelerating e-waste solutions and embedding sustainability across all business touchpoints. During the year, we also strengthened trust across our partnerships with government, customers, civil society and, most importantly, the young people we serve.

Our social contract is both a commitment and a call to action. It defines how we work with partners, how we innovate responsibly, and how we hold ourselves accountable to the people and environments we serve. It reflects a simple truth: the wellbeing of society and the success of our business are deeply connected. Looking ahead, Vodacom remains focused on leading with purpose, acting with integrity and delivering meaningful impact at scale. This is our social contract and how we connect for a more resilient, inclusive and sustainable future.

1 Education ecosystem

Vodacom Foundation supports education in underserved communities through a holistic, long-term approach. This includes the establishment of computer labs, the provision of interactive digital tools and the placement of dedicated information and communication technology (ICT) coordinators in schools. The Foundation also provides psychosocial support to address challenges such as bullying and gender-based violence. At Early Childhood Development (ECD) centres, support extends to sustainable electricity and water solutions, as well as food gardens, strengthening resilience at an early stage. Through its Schools of Excellence (SOE) programme, the Vodacom Foundation has reached more than 38 000 learners, contributing to improved learning environments and educational outcomes.

Infrastructure
- SOEs, ECDs and teacher centres (brick and mortar)
- Water and sanitation
- Security upgrades
- ICT (computer lab, trolley solution and video conferencing)
- Connectivity

ECD
- Quality education
- Learner

School leadership
- School management team
- Teacher support
- School governing body

Partnership
- Google, Microsoft, Media, Information and Communication Technologies Sector Education and Training Authority (MICT-SETA), Cisco
- Department of Basic Education (DBE) and Department of Social Development
- Non-profit organisations (NPOs)

Communities
- Parents
- Youth academics
- Female farmers
- Psychosocial support
- NPOs

Learning material
- Vodacom e-learning
- Digital content
- ECD mobile libraries

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ECD centres

Every year, our education ecosystem continues to grow. In 2025, we welcomed nine new schools, including a special needs school and seven ECD centres. By year-end, 39 SOEs and 39 ECDs were active across communities.

Infrastructure and digital learning

Connecting learners with the tools and support they need is central to what we do. We support schools with reliable infrastructure, internet access, on-site ICT coordinators and psychosocial care, creating learning environments where students and teachers can thrive. A total of 10 SOEs now provide virtual classrooms with round-the-clock access while five are leading in coding and robotics helping learners build skills for future careers.

Case study

Vodacom voted #1 for 9th consecutive year

Vodacom took the number 1 spot for the ninth consecutive year in the developmental impact category of Top Company Ranked by other Companies based on research conducted by Trialogue.

Communities

Youth Academy

Over 1 800 young people have graduated from our Youth Academy now updated with AI, cybersecurity and blockchain to stay relevant in today's job market. Graduates earn real-world experience by supporting learners in our SOEs and ECD centres.

#CodeLikeAGirl

Since 2017, CodeLikeAGirl has empowered >10 000 girls from underprivileged communities with coding, mentorship and life skills. Thousands join each year, earning accredited certifications and building a strong female talent pipeline for tech.

Digital Skills Hub

In partnership with the Eastern Cape Development Corporation, our Digital Skills Hub gives young people access to advanced training in cloud, AI and machine learning. It supports Vodacom's commitment to upskilling one million young Africans by 2027, helping open pathways into science, technology, engineering and mathematics (STEM) careers and strengthen the communities they come from.

Case study

#CodeLikeAGirl alumna

Shreya Rupan, a CodeLikeAGirl alumna and Vodacom graduate data analyst, calls the programme a turning point. Beginning with no coding experience, support and mentorship sparked her confidence and passion for STEM. That journey led to a Vodacom bursary supporting her degrees in computer science and applied mathematics. For Shreya, the programme did more than teach skills, it gave her the belief she could excel where women are often underrepresented.

Learning material

e-Learning provides free and unlimited internet access to quality digital curriculum reaching >300 000 registered users.

School leadership

To date, 86 teacher centres have been furnished, maintained and equipped with internet connectivity. These centres are used by the DBE to deliver ICT training to educators.

Partnership

Vodacom continues to partner with Microsoft, Cisco and the MICT-SETA to provide ICT training opportunities for young people who are unable to afford tertiary education.

Case study

Smile Foundation

Vodacom Foundation has supported the Smile Foundation since 2007, contributing more than R27 million and enabling life-changing facial surgeries for over 800 children. In 2025, the partnership marked 25 years since the Smile Foundation's first surgery at Charlotte Maxeke Johannesburg Hospital, an occasion once witnessed by Nelson Mandela. During Mandela Week, 14 children received corrective surgeries, restoring physical function and confidence. Vodacom employees also supported the initiative through volunteering, helping to provide comfort to children and families during treatment. The partnership reflects Vodacom Foundation's commitment to improving lives and strengthening communities through sustained social impact.

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2 Gender-based violence (GBV) ecosystem

Deploying technology to support survivors of violence

Prevention	• Psychosocial support in schools • >28 700 downloads on the Bright Sky app
Response	• GBV Command Centre: Provides primarily counselling services • Coordinates rapid responses when individuals are at risk
Gender empowerment	• More than 1 900 survivors of violence in shelters have received ICT skills training • More than 3 900 female farmers have been trained in relevant ICT skills

More than **3 900** female farmers have been trained in ICT

Vodacom addresses GBV through prevention and response initiatives. The Bright Sky app has recorded more than 28 700 downloads. Support extends to psychosocial services in schools, the establishment of Thuthuzela Care Centres and ICT skills training for survivors.

In advancing gender empowerment, over 1 900 survivors have received skills training, including 155 in the current year. More than 3 900 female farmers have been trained in ICT. These farmers are connected through a dedicated digital platform that enables networking and access to markets, supporting economic independence and resilience. Additionally this FY we have started training female fruit traders in Limpopo and will be adding these to the digital platform as well.

Case study

Thuthuzela Care Centres

In partnership with the National Prosecuting Authority and the GBV Response Fund, Vodacom has built two Thuthuzela Care Centres: in the Eastern Cape and Mpumalanga. These centres serve as one-stop facilities for survivors of violence, providing access to medical care, law enforcement support and counselling in a safe, supportive environment. This integrated approach reduces the risk of secondary victimisation and ensures survivors receive care with dignity and respect.

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3

Promoting accessibility

BlindShell Classic 2 phone

Vodacom introduced the BlindShell Classic 2, an accessible mobile device designed for persons with visual impairments, with features including:

- Voice control
- WhatsApp
- Near-field communication object tagging
- Loud speaker
- BlindShell app catalogue
- Assistive tools
- Tactile keypad
- YouTube
- Screen reader
- Long life 3 000mAh battery
- Internet browser and e-mail
- Charging cradle

2nd Vodacom Africa Accessibility Conference

On 1 July 2025, Vodacom hosted its second Africa Accessibility Conference, reaffirming its commitment to disability inclusion across the continent. The conference focused on reducing the digital divide for persons with disabilities and was led by Vodacom employees with diverse visible and invisible disabilities, reflecting the principle:

"Nothing About Us Without Us"

The event brought together representatives of government, industry and Vodacom's senior leadership to advance practical actions that support inclusive digital access and meaningful participation.

International Day of Persons with Disabilities (IDPD)

Vodacom South Africa marked IDPD by giving 26 000 registered customers with disabilities 5GB of data per month for three months, supporting inclusive digital access.

ICT disability policy review

Vodacom participated in the Department of Communications and Digital Technologies review of South Africa's National Disability ICT Strategy, contributing to policy development aimed at advancing digital inclusion for persons with disabilities.

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4 Democratising the internet

Vodacom-Starlink partnership

Vodacom has partnered with Starlink to extend high-speed satellite broadband to underserved and rural areas across Africa. By integrating satellite connectivity with Vodacom's 4G, 5G and fibre networks, the partnership expands reliable coverage for schools, health facilities and remote communities while enabling new digital and enterprise solutions.

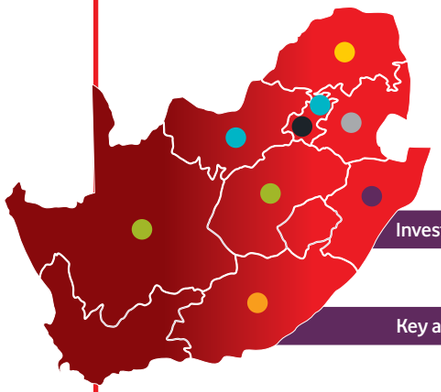
Case study

Community partnership to protect network infrastructure

Vodacom partnered with the Kamberg community in KwaZulu-Natal to address vandalism and battery theft at base stations through a community-led security approach. The initiative included the installation of electric fencing and support from private security, resulting in the recovery of stolen equipment and arrests. With infrastructure losses estimated at nearly R100 million annually, the partnership has helped protect critical rural connectivity and emergency communication services. Vodacom continues to invest in advanced security measures and encourages community vigilance to safeguard essential network infrastructure.

Strengthening network resilience to support safety and connectivity

Vodacom in the Eastern Cape strengthened network resilience in Addo and along the R335 corridor in response to rising truck hijackings. Upgrades to 11 base stations increased coverage by 10% and capacity by 15%, improving connectivity for local communities and supporting reliable communication for emergency services. With further signal boosters and base stations planned, Vodacom's R1 billion investment in the province demonstrates how network infrastructure plays a critical role in safety, security and socio-economic development.



Investments to drive digital inclusion in communities

	Southern Gauteng	Limpopo	Northern Gauteng*	Eastern Cape	Central Region**	Mpumalanga	KwaZulu-Natal
Investments:	>R660 million	>R500 million (R3.1 billion over 7 years)	>R435 million	>R400 million	>R400 million	>R620 million (R1 billion over 2 years)	>R100 million
Key actions:	• 445 new 5G sites • 409 4G upgrades • 1 700+ sites with battery backup	• 250 new 5G sites • Rural coverage	• 190 new 5G sites • 4G upgrades with 700MHz spectrum	• Rural connectivity • Digital Skills Hub (1 million youth by 2027)	• Fibre and microwave upgrades • Smart metering for municipalities	• 4G and 5G rollout • Backup power systems	• 106 new rural base stations • Coverage across 11 district municipalities
Impact:	Affordable connectivity and resilience	SME support (R40m) and Easy2Own devices	Broadband up to 350Mbps in underserved areas	Skills and connectivity for inclusive growth	Youth internships and bursaries	SME empowerment via VodaLend and Mandela Day smartphone campaign	Access to eHealth, eEducation and eCommerce

* Includes North West and Tshwane.
** Includes Free State and Northern Cape.

Affordability

PowerFlex gives customers unlimited voice and SMS with flexible data options of either 17GB for R449 or 22GB for R579 per month. Alongside this, Vodacom's zero-rated ConnectU platform provides South Africans with free access to essential information and critical online services, supporting digital inclusion and everyday connectivity.

NXT LVL connects and empowers over **4 million** young people under 25

NXT LVL supports more than four million young people under the age of 25 by making connectivity more affordable and opening access to learning opportunities that matter. During Youth Month, Vodacom introduced the NXT LVL Super Content Bundle offering 25GB for R69 over seven days, to help young content creators stay online and active without the pressure of high data costs. Beyond connectivity, NXT LVL members benefit from free digital skills training, rewards and competitions, reinforcing Vodacom's commitment to empowering young people to participate meaningfully in the digital economy.

1 Democratising access to essential services

- **Zero-rated access** to public education portals (basic and higher education), e-school platforms, job-search sites and health services
- **Free access** to key government services, including South African Police Service (SAPS), South African Social Security Agency grant platforms, Home Affairs and National Administration Traffic Information System
- **ConnectU** zero-rated >770 institutions and >1 400 URLs
- **Consolidation** of zero-rated platforms, including Facebook Flex and other approved services

2 Supporting affordable connectivity for underserved communities

- **Cheaper voice and data options:** We offer targeted, lower-cost voice and data packages, with discounts of up to 30% compared to standard market rates, helping customers stay connected at an affordable price.
- **Airtime and data advances:** When customers run out of airtime or data, we provide short-term advances so they can remain connected when it matters most.

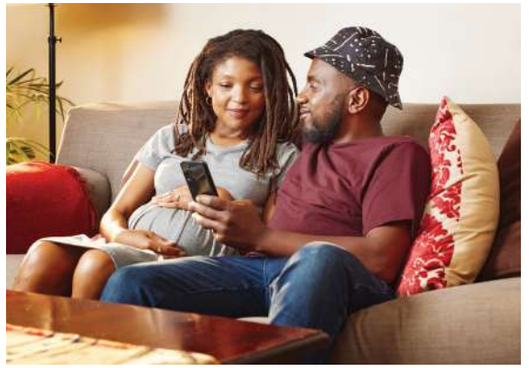
3 Empowering people to participate online

- **Facebook Flex:** Zero-rated access allows customers to stay connected on Facebook without using their data.
- **Encouraging trial of content services:** We create low-risk opportunities for customers to explore and try digital content services.
- **Bite-sized content access:** We offer short, affordable access to free and paid content.

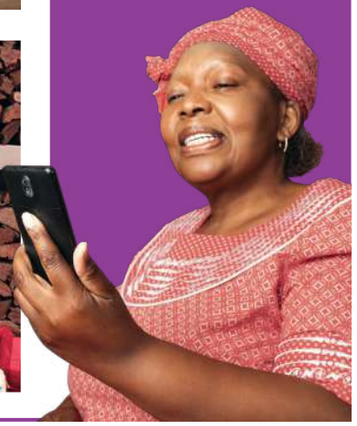
Case study

67 phones to drive smartphone penetration

Vodacom's Mandela Month Device Campaign supported the transition from 2G to 4G by enabling customers to upgrade from basic phones to affordable smartphones. Through the "Surprise & Delight" initiative, 67 customers received smartphones at no cost while others traded in 2G devices to purchase a Vodacom Kicka smartphone for R67. The campaign contributed to closing the digital access gap by improving smartphone adoption.



67
customers received free smartphones



Vodacom Business ecosystem

Vodacom understands that every business is different. Rather than offering one-size-fits-all solutions, we work with organisations to identify the technology that best supports their goals and delivers practical, measurable results. Our services span across mobile and fixed connectivity, Internet of Things (IoT), financial solutions, cloud, security and digital content, enabling end-to-end digital transformation. These services bring together Vodacom's full range of capabilities into tailored solutions that help businesses increase impact and grow sustainably.

Enablers

One app · Big data · CVM

Partners

facebook · Google · amazon · Alipay · Microsoft · VISA · HUAWEI · HUAWEI CLOUD · SAP

Subsidiaries

xlink · mezzanine · IoT.nxt · Infinity · nexio · AFRIGIS

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Health solutions

Through Mezzanine, Vodacom delivers health technology solutions that strengthen healthcare delivery. These include digital tools for vaccine tracking, medicine stock visibility and improved pathology testing and reporting. In addition, the AitaHealth platform has supported the registration of more than 350 000 households and 1.8 million individuals, contributing to improved community wellness and more effective primary healthcare services.

Health, safety and security

Vodacom supports public safety through technology-enabled solutions. The mySAPS app improves access to crime reporting while a partnership with NAVIC uses real-time vehicle data to support crime prevention. Powered by Amazon Web Services, NAVIC processes more than 120 million licence plate scans each month, assisting law enforcement in preventing hijackings, responding to kidnappings and addressing other serious crimes. Together, these initiatives demonstrate Vodacom's use of technology to strengthen community safety and security.

Case study

Smarter school admissions platform

Vodacom Business and Gauteng's Department of Education launched an upgraded, zero-rated online admissions platform to simplify Grade 1 and 8 applications. Processing over 820 000 applications in 2026, it features smarter filters and tools for transparent, fair placements reducing stress for parents. This showcases Vodacom's drive to use technology to transform education and connect communities.

Buffalo City Metropolitan Municipality

Buffalo City faced challenges collecting electricity and water revenue due to outdated systems and inaccurate metering. Vodacom introduced a technology solution that improved billing accuracy, enabled Eskom to verify charges and gave households daily visibility of their electricity use while also detecting potential tampering. Over a three-year period, Vodacom supplied and installed approximately 63 000 meters strengthening revenue collection, improving accountability and supporting more reliable energy management.

Business support and empowerment

V-Hub is a platform designed to support SMEs through practical training in areas such as digital skills, operational efficiency, company registration and business growth. To further support SMEs in South Africa's tourism sector, Vodacom offers NightsBridge, a digital platform that enables guesthouse owners to manage bookings more efficiently and strengthen the sustainability of their businesses.

Connectivity

Vodacom Business provides integrated connectivity and unified communications solutions that enable businesses to operate reliably across locations and devices. Services range from fixed-line voice and scalable broadband to SD-WAN and Business Connect with wireless backup, supported by national and international reach, secure data centre access and robust service-level agreements. Unified communications offerings, including VoIP, managed gateways and cloud-based contact centres, support efficient collaboration while reducing infrastructure complexity and operating costs.

Sasol partnership

Through a partnership with Sasol, Vodacom deployed a mobile private network at the Secunda facility, delivering secure, low-latency connectivity to support real-time monitoring, remote operations and improved safety. The project demonstrates how Vodacom's technology enables practical, on-the-ground digital transformation in complex industrial environments.

DHL partnership

For more than a decade, Vodacom Business has supported DHL Express operations across sub-Saharan Africa with reliable, scalable voice, data and video connectivity. Backed by dedicated support, this partnership provides the digital foundation required for efficient logistics operations and sustained growth.

Curro partnership

Curro Schools relies on Vodacom's secure, high-performance MPLS virtual private networks to connect more than 40 campuses and around 35 000 learners. This reliable connectivity supports modern teaching and learning through voice, video and data, enabling a scalable and secure digital learning environment across the network.

Communication for communities and NPOs

Hope Church, which operates across dispersed and rural communities, improved its communications through Vodacom's One Net Business solution. By integrating mobile and fixed lines onto a single platform, the church reduced call costs and improved flexibility through features such as call handling and conferencing, strengthening operational efficiency and community outreach.

Case study

Modernising industrial tech with Vodacom

Volvo Group Southern Africa partnered with Vodacom Business in technology transformation that extended beyond basic connectivity. The solution combined flexible telephony, biometric attendance systems, paperless workflows and IoT-enabled inventory tracking, all supported by a stable network and responsive, customer-focused service. This integrated approach strengthened operational efficiency and expanded Volvo's digital footprint across its national operations.

"Vodacom integrated into our business in deeper ways," said Volvo's Prashika Ramnath. "When we rolled out the attendance solution, the 'noise' stopped meaning everything started working smoothly."

Prashika Ramnath
General Manager of Group IT at Volvo Group Southern Africa

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Efficiency in government

Vodacom uses technology to support more efficient and responsive government services. Through smart asset management, resource use and associated carbon dioxide (CO_2) emissions are reduced. Citizen engagement tools help improve communication between municipalities and residents while SmartGov, an integrated digital platform, streamlines administrative processes and supports more effective public service delivery.

Case study

Enhancing public safety through IoT

Vodacom Business strengthens public safety through IoT-enabled asset management solutions. In partnership with IoT.nxt, Vodacom supports the Peacemaker system, which enables real-time tracking of firearms to improve accountability, reduce the risk of loss or theft, and support more effective crime prevention. Beyond firearms, Vodacom's IoT solutions are used to monitor vehicles, equipment and personnel, helping government agencies use resources more efficiently while contributing to safer communities and broader public sector digital transformation.

6 SME ecosystem

Supply chain management (SCM) Supplier Development

Preferential payment terms
Facilitated early invoice payments to >170 Black-owned SMEs, totalling >R1.2 billion year to date

Health and safety initiative
An online health and safety system supporting compliance, including document submission, training and licence renewals

Ithuba sales and marketing initiative
Provides marketing support, including strategy development, digital presence (websites and social media) and sales capability building

Voucher initiative
Enables SMEs to identify and address priority development needs for their workforce and businesses

Artificial intelligence (AI) and digital transformation
Provides customised AI and big data training, tools and strategic support to improve operational efficiency and service delivery

Financial management
Equips SMEs with financial tools and training to strengthen cash flow management and long-term financial stability

Youth internship initiative
Creates employment pathways by placing interns within SMEs to gain practical, real-world experience

Logistics as-a-service initiative
Builds SME capability to manage warehouse operations through access to knowledge, equipment and operational resources

Deep rural initiative
Supports rural network expansion by supplying equipment cabinets used across multiple site builds

Business law coaching initiative
Builds legal literacy to improve compliance, strengthen risk management and support sustainable operations

Vuma Reach initiative
Develops SMEs to expand sales of Vuma Reach prepaid fibre in low-income communities

SCM Supplier Development partners with strategic, high-potential Black-owned SMEs to strengthen capabilities in areas such as cash flow management, revenue growth, quality standards, delivery performance and technology adoption. The programme creates shared value for Vodacom and participating suppliers, contributing to a more inclusive and resilient economy.

Africa has significant potential to shape the future of technology and women play a critical role in realising this potential. Building and leading a business in the technology sector often requires persistence and resilience, particularly in the face of structural and systemic challenges. At the Innovator Trust Women in Tech Experience, we recognise and support women who are advancing innovation, creating opportunity and expanding participation in the tech ecosystem. Their leadership contributes not only to business growth but to a more inclusive and sustainable digital future for the continent.

Logistics as-a-service video:

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REAL PEOPLE STORIES

Youth internship programme

Three interns at R and M Group's Edhost participated in Vodacom's Youth Internship Programme where their work extended beyond technical training to the development of practical digital solutions. Their first application now supports nearly 1 000 users in the Free State by enabling more affordable and efficient travel. A second project focuses on connecting local food vendors with surrounding communities using fintech integration to help retain economic value within local economies. In addition to technical skills, the interns developed experience in teamwork, problem-solving and applying technology to real social and economic challenges. Their contribution highlights the role of structured youth development programmes in building relevant digital skills while addressing inequality and supporting inclusive economic participation.

Edwin Ratlabala, R and M Group

The Rise of Mavua Holdings

Naledi Dibakoane entered the logistics sector facing the challenge common to many emerging businesses: building credibility without established clients. Through Vodacom's Supplier Development support, delivered with the Innovator Trust, she strengthened her skills and market access. Her company, Mavua Holdings, grew from three to 18 employees, supported by structured assistance including sales coaching and health and safety certification.

Beyond growth, Naledi is creating internship opportunities to help young people gain the experience needed to enter the workforce, demonstrating how targeted enterprise development can build sustainable businesses and inclusive economic opportunity.

Watch the video:

Thabile Makhoba's entrepreneurial journey

Makhoba Professional Services

Thabile Makhoba returned to her rural home after being retrenched in 2020 where limited connectivity prompted her move into entrepreneurship. With support from Vodacom and mentorship through the Innovator Trust, she established Makhoba Professional Services. Despite early compliance and financial challenges, the business strengthened its operations and systems. Today, it employs 36 people across multiple provinces, holds ISO 9001 certification, and contributes to job creation and community connectivity demonstrating how targeted enterprise support can turn disruption into long-term economic opportunity.

Today, it employs **36 people** across multiple provinces

Watch the video:

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7 Financial inclusion ecosystem

Payments

Kwika a compact point-of-sale device, enables mobile and informal traders to accept card payments easily while providing access to additional income opportunities through VodaPay Vending and short-term cash advances via VodaLend.

The VodaPay Max Card Machine supports a wide range of small businesses, from spaza shops to growing start-ups, by enabling fast and secure card transactions. For greater flexibility, the VodaPay Tap on Phone application allows entrepreneurs to turn a smartphone into a card payment device at no additional cost.

VodaPay Payment Request further simplifies transactions by enabling payments to be collected through a secure digital link, supporting freelancers, tutors and small vendors to get paid efficiently.

VodaPay for individuals, VodaPay enables quick and convenient money transfers and bill payments. For entrepreneurs, it provides a secure, reliable platform for managing everyday transactions, helping businesses operate smoothly and sustainably.

Lending

Airtime Advance helps individuals and entrepreneurs stay connected during critical moments, whether for urgent communication or completing a sale, ensuring continuity even when funds are limited.

VodaLend Business Lending provides small businesses with quick, flexible access to finance, supporting the purchase of stock, equipment upgrades and the management of unexpected expenses.

Business Cash Advance offers funding linked to actual trading activity, enabling businesses to restock, expand operations or manage cash flow during periods of opportunity or pressure.

Case study

VodaLend success stories

Mothibe Thabeng
Greenro Solutions

Armstrong Ngcobo
Founder of Mzansi Auto Glass

Francois Theron
Founder of The Sox Factory

	Mothibe Thabeng, Greenro Solutions	Armstrong Ngcobo, Founder of Mzansi Auto Glass	Francois Theron, Founder of The Sox Factory
Challenge	Mothibe struggled to secure funding to support the expansion of his renewable energy company.	Armstrong was unable to obtain funding from traditional lenders to grow his auto glass business.	Francois needed funding to purchase advanced machinery for his custom sock manufacturing business.
Solutions	He applied for a VodaLend Business Term Advance to get the capital he needed.	He turned to VodaLend for quick and paperless access to working capital.	He sought fast flexible funding and applied for VodaLend business financing.
Outcome	Funding of over R3 million was approved within 24 hours, enabling Greenro Solutions to grow and take on larger projects.	Within 24 hours, Armstrong secured R2 million in funding, allowing Mzansi Auto Glass to invest in new equipment and expand its services.	Francois received R1 million in funding, transforming The Sox Factory into a leading supplier of custom socks.

Meet Mothibe Thabeng **Meet Armstrong Ngcobo** **Meet Francois Theron**

Insurance

VodaSure provides insurance cover for employees, including life, disability, critical illness and funeral benefits. In addition to financial protection, the offering includes access to counselling and legal support, helping individuals and families navigate difficult circumstances. For employers, this contributes to workforce stability and business continuity. For employees, it offers reassurance that their wellbeing is supported beyond day-to-day work demands.

Supplier management platform

The Vodacom Ordering Solution is a digital platform that enables businesses to order devices, airtime and services efficiently without manual paperwork or in-store queues. By securely connecting multiple buyers and sellers, the platform reduces administrative effort and improves order accuracy. For entrepreneurs, this supports reliable access to stock and services, helping them meet customer needs without unnecessary delays.

The VodaTrade Supplier Portal integrates small suppliers into the systems of their trading partners using automated processes and e-mail alerts to notify them of new orders. This improves efficiency and reduces administrative effort for SMEs through transaction automation and key performance indicator tracking. Larger corporate partners benefit from advanced capabilities such as electronic data interchange and document management enabling more streamlined and transparent supply chain operations.

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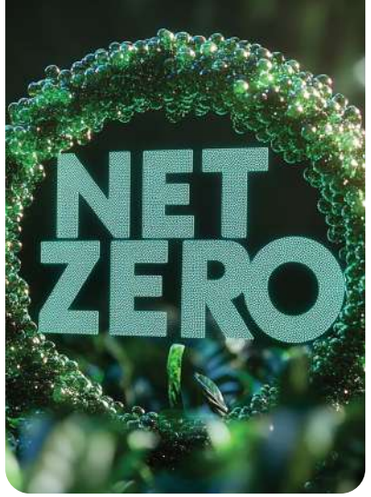
1 Energy and climate change

Midrand solar

The solar installation at the Midrand campus generates approximately 29 000kWh of renewable energy per day, equivalent to the average electricity needs of around 3 052 South African households. The project was completed six months ahead of the original schedule with the full system producing approximately 10GWh of energy annually. Since becoming operational, the installation has displaced an estimated 6.87GWh of municipal electricity, resulting in operational expenditure savings of approximately R3.2 million to date.

The full system produces approximately **10GWh** of energy annually



Case study

Vodacom achieves ISO 50001 energy management certification

Vodacom achieved ISO 50001 certification, reflecting a structured, world-class approach to energy management. The certification supports measurable energy targets and continuous improvement, contributing to Vodacom's goals to reduce greenhouse gas emissions and source renewable electricity for its operations. This commitment strengthens operational efficiency, delivers cost savings and advances climate action across the business.

Green Building Council of South Africa (GBCSA) 5-star certification

Vodacom's Business and Corporate Park buildings in Midrand received five-star existing building performance ratings from the GBCSA, recognising excellence in sustainable operations. Initiatives include an on-site solar installation, electric vehicle charging with integrated recycling facilities and the introduction of Vodacom's first electric bakkie. Together, these efforts support the company's target to electrify 20% of its fleet by 2030 and advance resource efficiency and low-carbon operations.

Century City rebuild update

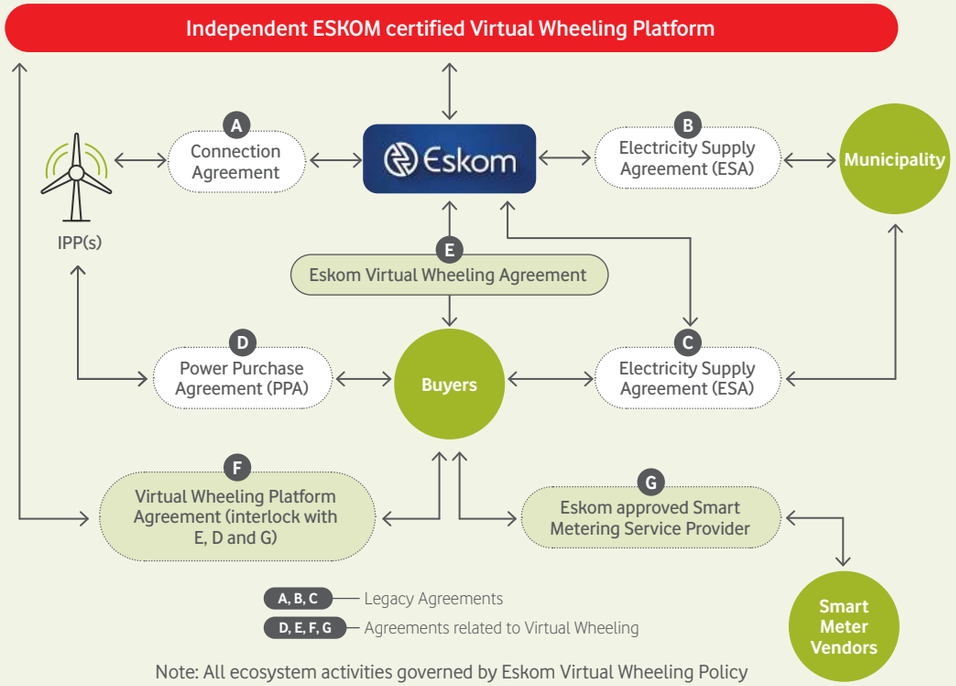
Vodacom's Century City building is being re-certified under the existing building performance rating following refurbishment after fire damage. Improvements to indoor air quality, energy efficiency, finishes and the use of sustainable materials position the building to progress from a five-star to a six-star rating. The site also includes three electric vehicle charging stations supporting Vodacom's commitment to sustainable operations.

Empowering people
Protecting the planet
Energy and climate change
Reducing water consumption
Circular economy
Greening communities
Biodiversity
Partnerships

Case study

Vodacom pioneers virtual wheeling

In September 2025, Vodacom became South Africa's first company to fully operationalise virtual wheeling, securing renewable energy for approximately 15 000 sites through a power purchase agreement with SOLA Group, enabled by Mezzanine's platform. The initiative reduces energy costs and emissions, supports grid stability and enables job creation within the renewable energy sector. It also provides a scalable model for wider adoption, contributing to efforts to address load shedding and accelerate South Africa's transition to a low-carbon energy system.



Note: All ecosystem activities governed by Eskom Virtual Wheeling Policy

Disaster relief

Vodacom allocates funding annually to support vulnerable communities affected by extreme weather events and other disasters. Since 2017, more than R80 million has been invested in disaster relief. In 2025, support was provided to affected communities in the Western Cape, KwaZulu-Natal and the Eastern Cape.

Reducing diesel consumption and Scope 1 emissions

Vodacom's Midrand campus upgraded its generator fleet to address aging, inefficient units affected by load shedding. By matching generator capacity to building demand and re-purposing surplus units, the project avoided capital expenditure while introducing modern controls and remote monitoring. The upgrade cut diesel use by 25%, reducing emissions by approximately 25 tonnes of CO_2 (equivalent to 992 trees), improved reliability and delivered a 30% reduction in repair and maintenance costs.

Smart generator Dashboard

Remote monitoring

Real-time visibility of generator status across the entire portfolio through a centralised dashboard

Performance analysis

Enables early predictive maintenance and identification of inefficient operation

Critical alarming

Consolidated visibility of current and historical critical and non-critical alarms

Smart generator Diesel monitoring

Real-time fuel level monitoring

Reduces risk of human error (overfilling/spillage)

Consolidated reporting of consumption

Supports predictive maintenance and early detection of inefficient performance

Alarming

Low-level alarms and smart probes to detect fuel theft, leaks and contamination support business continuity

2 Reducing water consumption

Vodacom South Africa has reduced water consumption by approximately 75% since 2017 through a comprehensive conservation strategy. Key initiatives include boreholes, a one-megalitre rainwater harvesting dam for irrigation and cooling, and the rollout of water-efficient technologies supported by employee awareness programmes. These efforts contribute to Vodacom's commitment to reduce its environmental impact.

Case study

Water management

Vodacom is implementing borehole water initiatives to reduce reliance on municipal supply and strengthen water resilience. At Commercial Park, a borehole flushing project is expected to reduce municipal water use by 30-40% by supplying water for ablution flushing, supporting greater building autonomy and business continuity during supply disruptions.

At the Midrand campus, preliminary assessments show that borehole water could meet irrigation needs, which account for approximately 35% of annual water consumption.

Digital innovation for water security

Vodacom Business partnered with the Strategic Water Partners Network to help address Gauteng's water challenges where nearly 40% of supply is lost to infrastructure failures and theft. Through the Digital Water Tower platform, developed with Mezzanine, geospatial and consumption data are used to reduce losses, optimise supply and improve revenue recovery. The platform provides municipalities with real-time visibility to prioritise interventions, supporting the Water Secure Gauteng programme.

3 Circular economy

E-waste management ecosystem

Vodacom addresses electronic waste through a five-pillar strategy focused on environmental protection, social benefit and economic value. The approach goes beyond compliance by combining customer access, job creation, partnerships, circular economy practices and education. Together, these elements support more responsible e-waste management while contributing to long-term sustainability across the telecommunications value chain.

Driving sustainable impact through e-waste management

>51 000
GAN devices sold

>267 152 (53.0 tonnes)
devices processed by Advanced Repair Centre

480
schools reached

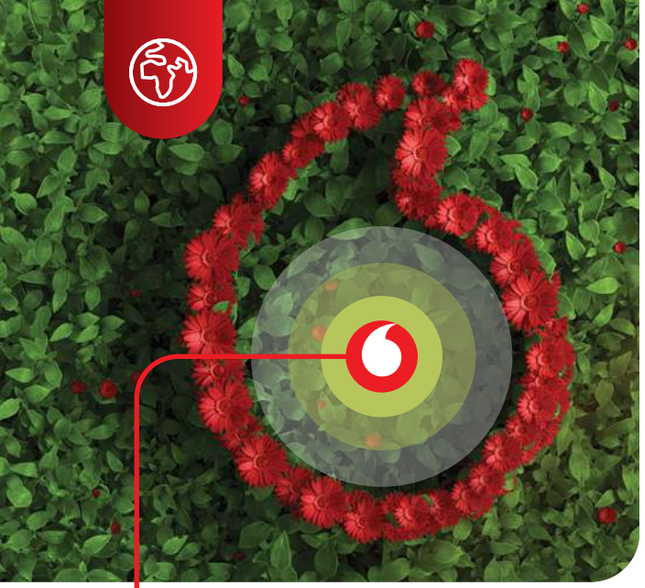
>140 000
digital transactions completed

Future targets

500
learners educated about sustainability by 2027

15
schools engaged in sustainability initiatives by 2027

Join us in building a **sustainable future**



Pillar 1

Convenient take-back

Vodacom partners with Circular Energy to make device recycling more accessible through a convenient return and collection system. This approach reduces landfill waste while strengthening customer trust through greater transparency and the promotion of circular economy practices.

Read more:
https://circular-energy.org/request-collection/

Pillar 2

Green jobs

Vodacom's e-waste learnership programme equips South African youth with skills for the green economy, supporting employment in recycling and refurbishment. The initiative addresses youth unemployment while building a sustainable workforce and contributing to inclusive economic growth aligned with national development priorities.

Pillar 3

Strategic partnerships

Vodacom's partnership with Circular Energy strengthens its approach to responsible recycling and resource recovery. By combining expertise, the collaboration supports the development of practical circular economy solutions and enhances Vodacom's contribution to sustainable and responsible business practices.

Case study

Public-private collaboration in the circular economy

Following Vodacom's circular economy presentation to the Department of Communications and Digital Technologies, the Department of Forestry, Fisheries and the Environment (DFFE) and the Council for Scientific and Industrial Research (CSIR), government stakeholders expressed interest in gaining deeper insight into Vodacom's e-waste management practices. A site visit on 19 November 2025 focused on Vodacom's approach to device reuse, refurbishment and recycling, alignment with national priorities, and opportunities for collaboration. This engagement strengthens public-private cooperation in advancing South Africa's circular economy and highlights Vodacom's role in responsible end-of-life device management.

Representatives of the CSIR and DFFE visit Vodacom's Advanced Repair Centre in Midrand.

Pillar 4

RedLovesGreen initiatives

Vodacom extends device lifecycles through initiatives such as Good As New, reducing demand for raw materials and associated carbon emissions. This circular approach provides customers with affordable, quality-assured alternatives while supporting environmental sustainability.

Good As New is a pre-owned device programme that offers certified smartphones at affordable prices, supporting increased smartphone access while reducing electronic waste. Since inception, more than 51 000 devices have been sold through the programme, contributing to digital inclusion and circular economy outcomes.

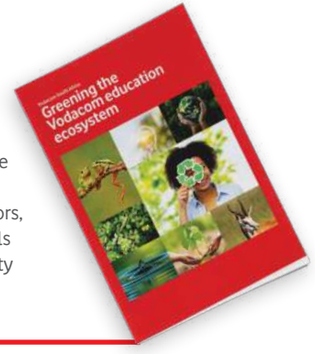
Digital stores: Vodacom continues to improve the customer experience through self-service kiosks that enable faster, paperless transactions. To date, more than 140 000 digital transactions have been completed using these kiosks. In parallel, over 47 000 customers have opted for digital receipts, reducing paper use and supporting more environmentally responsible service delivery.

Advance Repair Centre processed more than 267 152 devices (53.0 tonnes). Of these, 19 552 devices (4.0 tonnes) were reused or refurbished while 5 484 devices (3.6 tonnes) were recycled and disposed of through environmentally responsible processes.

Pillar 5

Education and awareness

Vodacom promotes responsible e-waste management through education and awareness initiatives such as Eco-Warriors, which embed e-waste literacy in schools and encourage a culture of sustainability among young people.



4 Greening communities

Managing general waste

For waste management, centralised disposal systems, clearly labelled recycling bins, biodegradable supplier packaging and employee education support effective waste segregation. Initiatives such as Bokashi food recycling, food waste monitoring and pre-collection sorting contribute to zero-waste objectives. Ongoing sustainability campaigns further raise awareness of waste, water and energy conservation across the organisation.

Vodacom reduced waste sent to landfill by **42%** in the first half of FY26 compared to the previous half-year in FY25. Through ongoing improvements in waste management practices, recyclable materials now account for **92%** of general waste, significantly reducing reliance on landfill disposal

Vodacom applies a zero-waste approach focused on reducing, reusing and recycling across its operations. Waste is separated at source with organic waste processed on site through BiobiN composting to minimise landfill use and odours. Single-use plastics are eliminated, retail packaging is optimised and awareness campaigns encourage waste reduction. Partnerships with certified recyclers ensure responsible disposal, supporting Vodacom's RedLovesGreen sustainability programme.

Eco-Warriors

Empowering learners for a sustainable future

Vodacom South Africa's Eco-Warriors Sustainability Competition engages Grade 9-11 learners from supported SOEs to develop technology-enabled solutions addressing waste, energy, water and biodiversity challenges. Through workshops, mentorship and toolkits, learners create projects assessed in terms of innovation and impact with winning schools receiving funding and national recognition.

Transforming learning spaces at Steve Tshwete High School

Vodacom, together with its business partners, improved the learning environment at Steve Tshwete High School in Olivenhoutbosch, Gauteng. Following a greening initiative that highlighted overcrowding and limited resources, the partners collaborated to create a more supportive space for learning and development. The project included clearing land for a new sports field, planting greenery and raising environmental awareness. Contributions included:

- **200 desks and chairs** from **Bidvest Facilities Management**
- **Seeds and support** for the school feeding programme from **Empact**
- **2 000 and cleaning products** from **Bidvest Steiner and Prestige**
- **2 000 lunch boxes, meals and 250 mathematics packs** for Grade 8 learners

Greening Kasselsvlei Primary School

Vodacom supported a major upgrade at Kasselsvlei Primary School in Bellville, Western Cape, to create a safer and more sustainable learning environment. The project converted 520m² of sand into grass for the Grade R play area, installed a well point to improve water security and planted more than 100 water-wise spekboom trees to prevent soil erosion.

Planted over **100** water-wise spekboom trees to prevent soil erosion and promote sustainability

5

Biodiversity

Gamification of ocean education

Vodacom partners with World Wide Fund for Nature-Southern African Sustainable Seafood Initiative (WWF-SASSI) to strengthen ocean literacy and marine conservation through digital innovation. Vodacom has enhanced the SASSI app to help users identify sustainable seafood using AI-powered image recognition while the WWF-SASSI Ocean Challenge Game uses gamification to engage young people in ocean conservation in an accessible and interactive way.

Sustainable seafood awareness included in national curriculum

Since 2022, WWF-SASSI's sustainable seafood education content has been integrated into South Africa's marine science curriculum for Grades 10-12, covering oceanography, ecology and human impacts. Supported by Vodacom funding, these tools equip learners with practical scientific knowledge, enabling informed decision-making and strengthening ocean literacy nationwide.

Early warning system for whale disentanglements: Saldanha Bay

In 2023, Vodacom partnered with WWF South Africa to pilot an AI-enabled marine conservation solution in Saldanha Bay. The project supports sustainable rope-grown mussel farming by using cameras and hydrophones to detect whale activity, alert farmers and trigger rapid response measures to prevent entanglement. The system also collects data on marine life movement and has the potential to reduce ship strikes involving seals and dolphins. Once proven, the solution will be expanded to other coastal fisheries, supporting marine protection while enabling responsible economic activity.

G20 Leaders Reception

Vodacom Group CEO Shameel Joosub and Vodacom South Africa CEO Sitho Mdlalose attended the G20 Leaders Reception alongside G20 heads of state and business leaders. The platform provided an opportunity for Vodacom to reinforce its position as a committed investor in Africa and a contributor to socio-economic development across the markets in which it operates.

Further together vodacom G20 SOUTH AFRICA 2025

G20

In support of the South African government's G20 presidency, Vodacom partnered with the G20 Heads of State Summit in Johannesburg. Throughout the year, Vodacom participated in select G20 working groups and platforms to engage on global policy discussions relevant to the ICT sector and broader business environment. These included the Digital Economy Working Group and AI Task Force led by the Department of Communications and Digital Technologies, the Empowerment of Women Working Group and Positive Masculinity Ministerial Programme led by the Department of Women, Youth and Persons with Disabilities, and the Trade and Industry Working Group Ministerial Programme led by the Department of Trade, Industry and Competition.

Vodacom hosted UK Minister for Digital Economy

Vodacom hosted a visit by the UK Parliamentary Under-Secretary of State (Minister for Digital Economy), Ms. Liz Lloyd, on 9 October 2025. The visit was led by Vodacom South Africa CEO, Sitho Mdlalose, and included a UK delegation comprising senior government and trade representatives, including the British High Commissioner Designate to South Africa and His Majesty's Trade Commissioner for Africa. The programme included a campus tour showcasing Vodacom's cybersecurity capabilities and data centre infrastructure as well as engagements on the Group's purpose, societal impact and 2030 ambition. Discussions highlighted Vodacom's role in advancing digital and financial inclusion, economic empowerment and sustainable growth across the African markets in which it operates.

B20

Vodacom sponsored the B20 Working Group under the G20, providing a platform for businesses to contribute to discussions on global economic and trade priorities across eight task forces. Vodacom participated primarily in the Digital Transformation Task Force where it served as Co-Chair through Group CEO Shameel Joosub and as an active member contributing to the development of practical policy recommendations for the digital economy.

Vodacom, alongside other companies, contributed to the following four recommendations:

1. Expand inclusive digital infrastructure and connectivity to provide affordable, reliable access to digital services, particularly in underserved regions
2. Strengthen national digital literacy systems to equip the workforce with foundational and advanced skills aligned with future-oriented labour market needs
3. Advance secure, trustworthy and inclusive human-centric AI, underpinned by ethical standards, regulatory clarity and transparent practices
4. Promote secure and inclusive digital public infrastructure that encourages private sector innovation and investment

2025 DLO African Women Leadership Summit

At the DLO African Women Leadership Summit in Johannesburg, Vodacom was represented by Mikateko Nkuna-Valoyi, Managing Executive: Talent and Culture, in a panel discussion on the role of large organisations in advancing diversity and inclusion. During the discussion, Mikateko highlighted that Vodacom's commitment to diversity, equity, inclusion and belonging is embedded across its employee value proposition and throughout the employee lifecycle.

Relationship with provincial government

Gauteng Premier's office

Gauteng Premier Panyaza Lesufi, MEC for Government Bonginkosi Dhlamini and Director-General Edward Mosuwe met with Vodacom South Africa CEO Sitho Mdlalose to discuss digital inclusion as a tool for addressing key societal challenges. The engagement highlighted the role of technology as an enabler, Vodacom's partnership with the Gauteng provincial government and its contributions to economic and community development. Discussions also explored Vodacom's digital solutions at a high level and identified opportunities for future collaboration, particularly in youth development and skills training.

Department of Communications and Digital Technologies

As part of ongoing stakeholder engagements, Vodacom South Africa CEO Sitho Mdlalose hosted the Minister of Communications and Digital Technologies, Mr. Solly Malatsi, at Vodacom's Midrand campus. The visit showcased Vodacom's capabilities beyond mobile connectivity and highlighted the potential of strategic, scalable public-private partnerships to deliver meaningful impact across South Africa.

Commenting on the visit online, the Minister noted:

"The innovations demonstrate the power of technology to strengthen service delivery, improve governance and support economic inclusion."

Black Business Council Summit

The annual Black Business Council Summit focused on socio-economic transformation and inclusive growth within the context of the Government of National Unity. Vodacom participated in a panel discussion on skills development and the future of work alongside the MICT-SETA. The discussions highlighted the need for transformation in the education system, particularly in quintile 1-3 schools, with emphasis on introducing compulsory digital literacy, including coding and robotics, to better prepare learners for the future work.

Connect for Change Trust: Driving impact through partnerships

Vodacom established the Connect for Change Trust in 2021 to support digital education, health and humanitarian welfare for underprivileged children. The Trust began by partnering with the LunchBox Fund to address food insecurity during Covid-19 and continues to support child nutrition initiatives. In 2025, the Trust expanded its focus to digital education, investing more than R300 000 to establish a computer lab at Tanga Senior Secondary School, enabling learners to build essential digital skills. Customers are also able to contribute to the Trust's work through VodaPay or USSD, helping to extend access to education and opportunity.

In 2025, the Trust expanded into digital education, investing over **R300 000** to establish a computer lab at Tanga Senior Secondary School

A look into 2025

Vodacom Foundation spend

2025/26
R86 181 389*

2024/25
R115 260 436

2023/24
R113 430 232

2022/23
R113 181 236

2021/22
R111 378 995

2020/21
R108 622 973

* Year to date (anticipated spend by March 2026 is R110 million).

Partnered with the South African government in the **G20 Heads of State Summit** in Johannesburg

77 education sites supported by year-end:
39 SOEs
and 39 ECD centres

SOEs reached
>38 000
learners

6 000
employee volunteers contributing to over 11 000 engagements

Since 2017, CodeLikeAGirl has empowered
>10 000
girls from underprivileged communities with coding skills

Since 2007:
>R27 million
contributed, 800 children supported through life-changing surgeries

NXT LVL connects and empowers over
4 million
young people under 25

ConnectU zero-rated
>770 institutions
and >1 400 URLs

Aitahealth helped register over
350 000
households and
1.8 million individuals

Disaster relief spend:
>R80 million
since 2017

Vodacom headquarters achieved
GBCSA 5-Star
green building certification

Vodacom achieved
ISO 50001
energy management certification

~75% reduction
in water consumption
since 2017

Since 2011:
>2.9 million devices
repaired, reused or refurbished

Good As New:
>51 000
certified pre-owned devices sold

Launched
e-waste management ecosystem
with five strategic pillars

Ranked
#1
for developmental impact for 8th consecutive year

Ranked Africa's
Top Employer
for third consecutive year

Vodacom Group and Vodacom South Africa again secured
Level 1 Broad-Based Black Economic Empowerment contributor status for seventh and eighth consecutive year

Vodacom continues to support the Sustainable Development Goals (SDGs) and focuses on eight SDGs that are most aligned to our core business. Vodacom continues to leverage mobile network services to accelerate the achievement of the SDGs.