

Vodacom Tanzania

# Environmental, Social and Governance Snapshot

For the year ended 31 March 2025

Together we can





# Our ESG framework and report contents

Vodacom is a leading and purpose-driven African connectivity, digital and fintech operator. Our mobile networks cover more than 574 million people<sup>1</sup>. The Group serves 211.3 million<sup>1</sup> customers across consumer and enterprise segments in Africa, with 22.6 million in Tanzania.

## Environmental, social and governance disclosures

This environmental, social and governance (ESG) snapshot provides an overview of Vodacom’s ESG governance, framework, approach and impact for a wide range of stakeholders.

- ESG** Read more about our detailed ESG approach and performance in the Vodacom Group **ESG report**.
- IR** Read more about our **strategy, context and capitals performance** in the Vodacom Group integrated report.
- GOV** Read more about our **governance principles and practices** in the Vodacom Group corporate governance report.

## Our ESG Framework

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

At Vodacom, ESG is not a distinct strategy or set of activities, but an integral part of the Group’s purpose, business model and daily operations. Our purpose – which focuses on empowering people, protecting the planet and maintaining trust – serves as our ESG framework, directing how we embrace ESG-related opportunities and manage ESG risks. We set ESG goals linked to our purpose ambitions, demonstrating tangible value and building stakeholder trust.

## Transparency and measurement

Transparency is essential to our ESG approach. We track progress through ESG ratings, reputation tracking and stakeholder feedback to ensure accountability, and provide comprehensive disclosure to demonstrate meaningful impact.



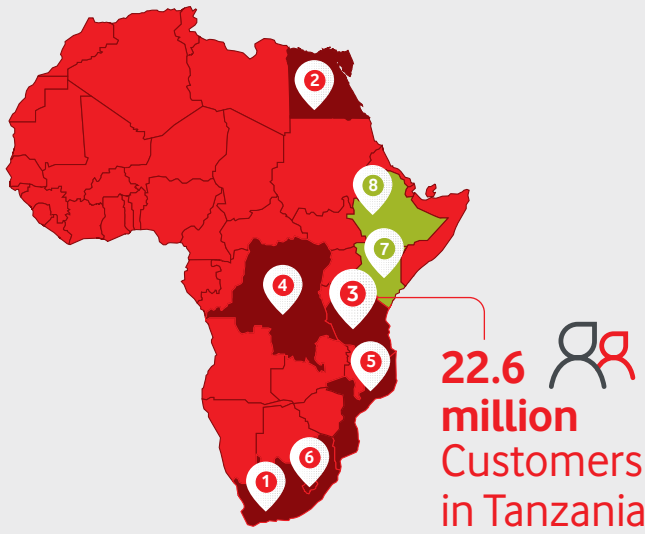
## Our approach to ESG disclosures, governance, accountability and purpose interlock

FY2025 in review 2   Our approach to ESG 3   Leadership reflections on ESG 4   Committed to Tanzania 5

## Our impact and performance against our ESG framework and purpose

Empowering people	Protecting the planet	Maintaining trust
<b>We aim to close the digital divide and help people benefit from digitalisation.</b>	<b>We want to help protect the planet and enable our customers to do the same.</b>	<b>We aim to maintain and enhance trust through responsible business practices.</b>
Closing the digital divide7	Responding to climate change15	Doing business ethically22
Empowering our customers9	Delivering net zero operations (scope 1 and 2 GHG emissions)16	Developing our employees23
Supporting communities12	Managing scope 3 GHG emissions18	Protecting privacy and data24
	Driving circularity19	Protecting people25
	Supporting biodiversity20	Promoting responsible and inclusive procurement25

Customers (million)	
1 South Africa	46.0
2 Egypt	48.3
4 DRC	23.4
5 Mozambique	12.5
6 Lesotho	1.6
7 Kenya	48.2
8 Ethiopia	8.8



1. Including Safaricom.



FY2025 in review

Our approach to ESG

Leadership reflections on ESG

Committed to Tanzania

Empowering people  
Protecting the planet  
Maintaining trust

# FY2025 in review



## Empowering people

3 275  
4G sites

FY2024: 2 804

699

girls trained through the Code Like a Girl programme, bringing the total to  
3 039

3.2  
million  
registered  
M-Kulima users

370 5G sites



43.9%  
smartphone  
penetration

FY2024: 37.2%

143 450

FY2024: 54 566

emergency calls and an estimated

5 984 lives

FY2024: 1 734

saved through m-mama

TZS1.5  
trillion

in Wakala Songesha loans

FY2024: TZS1.1 trillion

Received three  
**Tanzania  
Digital  
Awards:**

The M-Pesa super-app and M-Koba were recognised for their transformative impact on Tanzania's digital landscape; M-Pesa was honoured for the fourth consecutive year as Tanzania's leading super-app; and M-Koba was recognised for its significant impact on Tanzania's savings landscape



## Protecting the planet

TZS1.4  
billion

invested in energy  
efficiency projects

FY2024: TZS1.5 billion

2 861MWh

energy saved

FY2024: 1 000MWh

Launched

a series of energy efficiency  
projects at our data centres

242 tonnes

reduction in paper use due to  
increased smart recharges

Maintained ISO 50001

energy management system certification

Twende  
Butiama  
Cycling  
Tour

contributed to

18 000

trees planted in  
communities and

37 000

planted in school

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



## Maintaining trust

100%

of employees completed  
Doing What's Right training  
(data privacy, cyber  
security, code of conduct,  
anti-bribery and corruption,  
and health and safety)



Number  
one Top  
Employer

by the Top Employer  
Institute

One of the first three  
recipients of the Data  
Processor and  
Controller Registration  
Certificate

Dar es Salaam Stock  
Exchange Award  
for Embracing ESG  
Principles for Sustainable  
Capital Markets

CEO Roundtable Award  
for Championing  
Collaboration and  
Partnerships

379

employees received  
occupational medical  
examinations

17

site and  
Occupational Safety  
and Health  
Administration  
inspections of all  
workplaces



FY2025 in review

Our approach to ESG

Leadership  
reflections on ESG

Committed  
to Tanzania

Empowering people  
Protecting the planet  
Maintaining trust

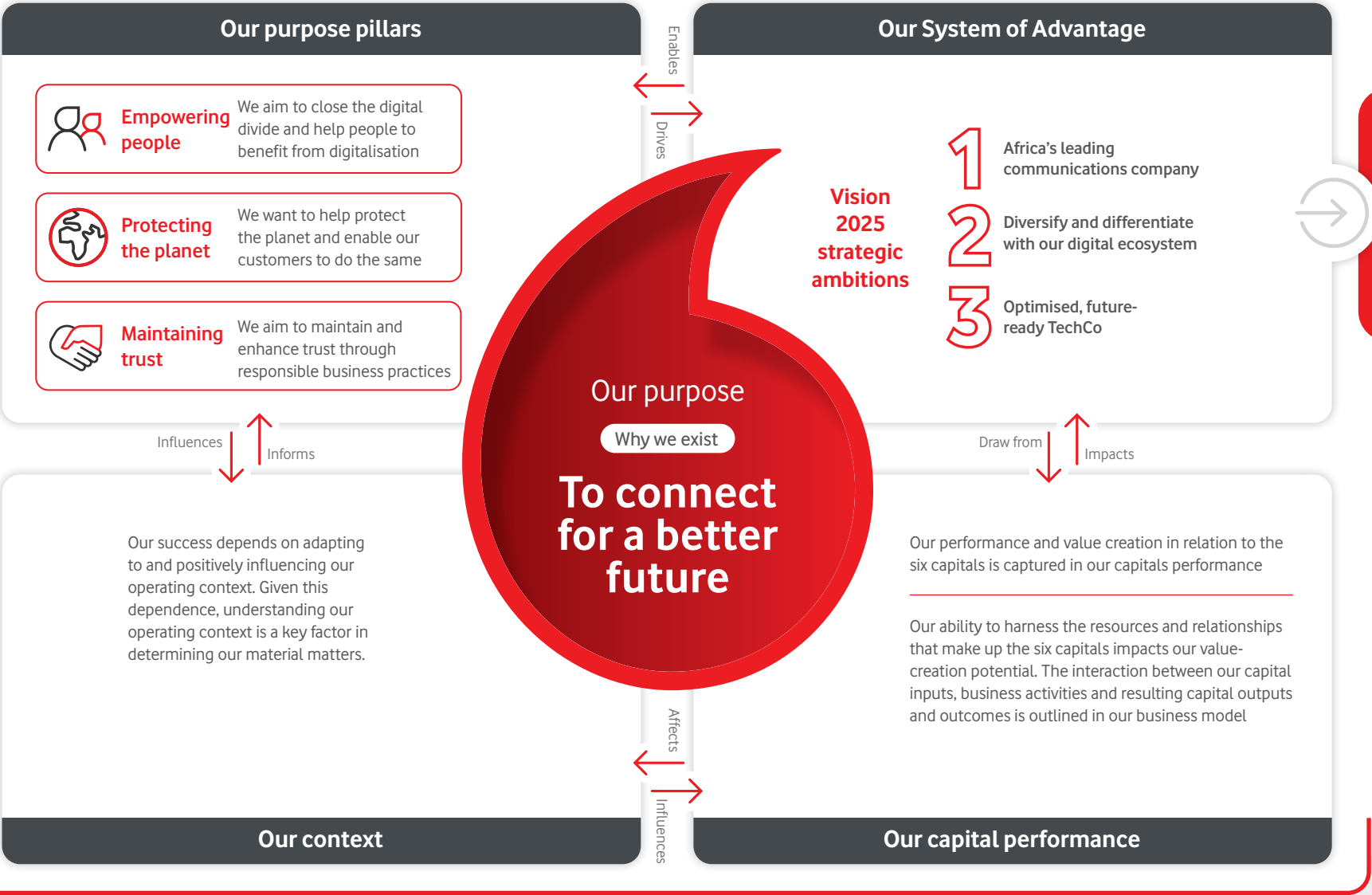
# Our approach to ESG

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

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

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

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



**Governance oversight and responsible business practices**

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

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

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

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



FY2025 in review

**Our approach to ESG**

Leadership reflections on ESG

Committed to Tanzania

Empowering people  
Protecting the planet  
Maintaining trust



Our strategic ambitions



Philip Besiimire

# A message from the CEO

“Over the past year, we strengthened our efforts to drive financial inclusion, digital access and environmental responsibility.”

**At Vodacom Tanzania, we believe that progress is measured in technology deployed, services delivered and in the lives improved through them.**

This is the spirit that guides our work and the story reflected across this year’s ESG snapshot. Our purpose pillars – empowering people, protecting the planet and maintaining trust – continue to shape how we operate, innovate, and contribute to national development.

Over the past year, we strengthened our efforts to drive financial inclusion, digital access and environmental responsibility. M-Pesa remains a powerful enabler, providing millions with secure and accessible financial services. The growth of M-Koba, where over 60% of transactions come from women’s savings groups, highlights the transformative role digital finance plays in advancing women’s economic participation. The launch of M-Wekeza, a first-of-its-kind micro-investment platform, is helping Tanzanians build long-term financial resilience, with strong early adoption signalling market confidence.

Our investments in network infrastructure, including the deployment of 4G in underserved regions continue to bridge the digital divide. Today, more Tanzanians are connected than ever before, with rising smartphone adoption

deepening participation in the digital economy. Our Lipa Kwa Simu service is scaling rapidly, facilitating commerce across businesses, government and individuals, while contributing to broader economic growth.

Sustainability means safeguarding the environment we all share. This year, we made tangible progress in reducing our energy consumption and carbon footprint. Through network and data centre efficiencies and initiatives like the Twende Butiama reforestation drive, we are playing our part in advancing climate action.

Trust remains the foundation of our business. We are proud to be among the first companies certified under Tanzania’s new Personal Data Protection Act, 2022, reaffirming our commitment to transparency, data privacy and responsible digital citizenship.

As we look ahead, we remain guided by a clear ambition: to connect more people, foster greater inclusion and contribute to Tanzania’s Vision 2050 meaningfully. The progress we share in this report reflects the dedication of our teams, the strength of our partnerships and our enduring belief that when technology serves people, true progress follows.



FY2025 in review

Our approach to ESG

**Leadership reflections on ESG**

Committed to Tanzania

Empowering people  
Protecting the planet  
Maintaining trust



# Committed to Tanzania

Vodacom is Tanzania’s leading communications provider. We provide a wide range of services, including voice, data, messaging, financial services and enterprise solutions to 22.6 million customers.

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



FY2025 in review

Our approach to ESG

Leadership reflections on ESG

Committed to Tanzania

Empowering people  
Protecting the planet  
Maintaining trust

Nominal GDP per capital<sup>1</sup>

1 245 US\$ 2030 1 287 US\$

## Tanzania’s digital profile



121.5%  
mobile connection penetration<sup>2</sup>



of the population are financial institution account holders<sup>3</sup>



of the population made an online purchase using mobile phone or internet<sup>4</sup>



of the population have a mobile money account linked directly to a phone number<sup>5</sup>



smartphone penetration<sup>5</sup>



individual internet penetration<sup>5</sup>



social media user penetration (age 18+)<sup>5</sup>



gender gap in mobile ownership<sup>7</sup>



1. UN, BMI.  
2. GSMA, 2025.  
3. Financial Sector Deepening Tanzania - FinScope Tanzania 2023.  
4. DataReportal, 2023.  
5. TCRA Quarterly Report - March 2025.  
6. DataReportal, 2025.  
7. Economist Intelligence Unit, 2021.



# Empowering people



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

Mobile technology provides billions of people with their primary means of communication, access to the internet and many life-enhancing services such as education, healthcare, economic participation and financial services. Across Africa, digital inclusion is hindered by limited access to reliable digital infrastructure in rural

and underserved areas and the high costs of connectivity and devices. The digital divide remains a significant barrier, with unequal access to education, employment and communication. Many communities lack the tools, platforms, and programmes needed to fully participate in the digital economy, while insufficient access to high-quality connectivity limits access to essential services like healthcare, education and modern communication, impacting overall quality of life.

## Our focus areas at a glance



### Contributing to the Sustainable Development Goals (SDGs)

We contribute to the SDGs by driving financial inclusion, rural connectivity, and advancing gender equality. We also support sustainable agriculture and inclusive care and promote healthcare and education access.

Read more about our contribution to the SDGs

### 1 Closing the digital divide

We invest in network infrastructure to deliver high-quality coverage and services for individuals and communities. We expand our network to rural locations and support access through affordable connectivity, devices and platforms.

**61 319** people accessed affordable device financing

**3.6 million** youth had access to the discounted data bundles

**8.7 million** smartphones on our network

### 2 Empowering our customers

We provide products and services to address financial inclusion and enhance productivity and efficiency within SMEs, large enterprises and the public sector, considering the broader impact these solutions can have on individuals, communities and the planet.

**11.5 million** financial inclusion numbers through M-Pesa

FY2024: 10.2 million

**TZS 1.3 trillion** in cross-border network transactions

FY2024: TZS1.2 million

**TZS 130.5 billion** in Airtime Advance was extended to 8.3 million customers

### 3 Supporting communities

We provide products and services to address specific societal challenges such as access to education, the empowerment of people with disabilities, and gender-based violence.

**1 181** schools and institutions of higher learning connected at a value of TZS0.70 billion, through the provision of 130GB of data

**443** stores equipped with wheelchair access and priority service desks

FY2024: 179

**1.1 million** Vodacom Foundation beneficiaries

#### Key developments

Regulatory developments in the telecommunications sector, including evolving guidelines and stakeholder engagement initiatives, reflect a broader shift toward consultative policymaking and innovation-friendly frameworks.

#### Lowlights

e-Fahamu was temporarily paused due to scaling and engagement challenges. We are conducting a cost-benefit and impact assessment to inform the future design of our e-learning platform.

#### Looking ahead

- Raise awareness about digital channels for people living with disabilities
- Launch Bright Sky, pending approval from the Board and government
- Roll out 200 sites in rural Tanzania as part of the Universal Service and Access Fund and World Bank partnership



FY2025 in review

Our approach to ESG

Leadership reflections on ESG

Committed to Tanzania

Empowering people

Protecting the planet

Maintaining trust

# 1 Closing the digital divide

Mobile connectivity is a key driver of transformation and socioeconomic growth in Africa, creating jobs within the mobile industry and across other sectors.

However, despite growing demand, a significant usage gap persists due to network coverage, device affordability and digital skills gaps. Investment in the sector is crucial to reduce Africa’s digital divide. We connect people, enterprises and communities, creating digital societies by continuously developing our fixed and mobile network, relevant platforms and services, and supporting innovative, impactful projects and programmes.

## We achieve this through

- 1.1 Pursuing ubiquitous coverage
- 1.2 Increasing smartphone ownership
- 1.3 Addressing digital gaps

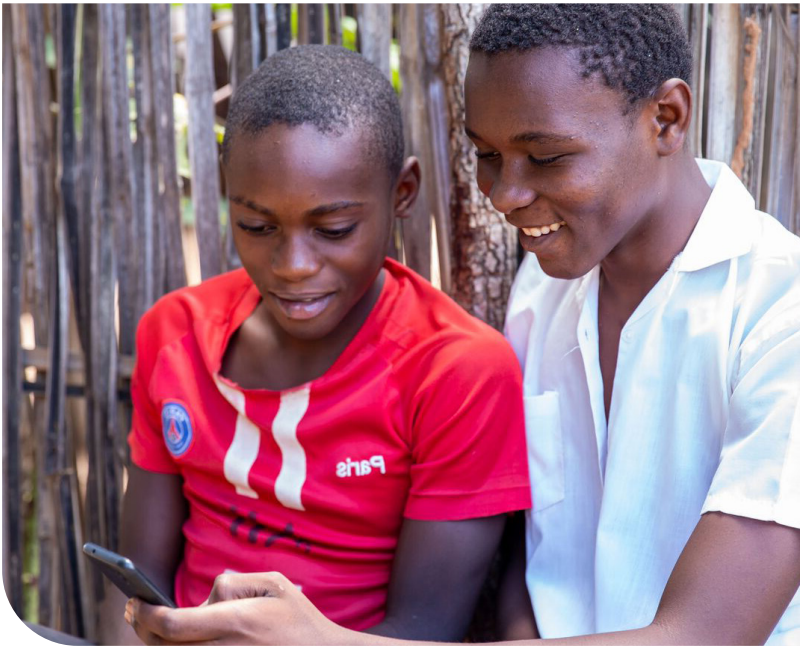
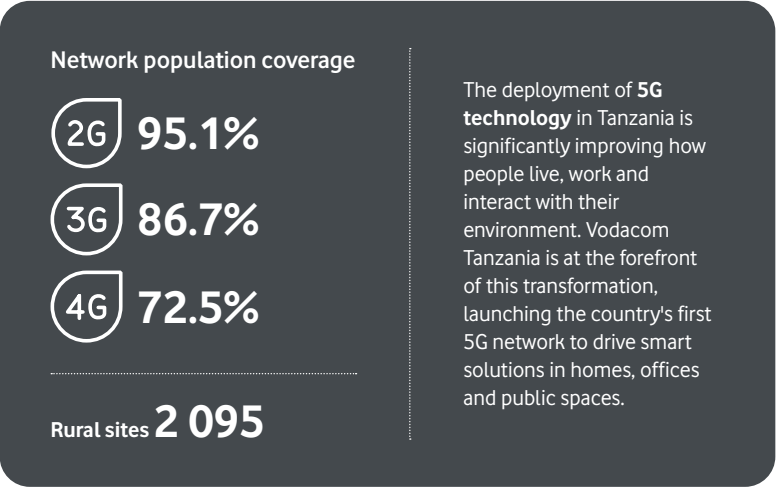


### 1.1 Pursuing ubiquitous coverage

In Africa, 57% of urban dwellers used the internet in 2024, compared to 23% in rural areas – significantly below global averages<sup>1</sup>. Expanding rural networks can often be more challenging and offer a lower return on investment due to lower population densities. New approaches, partnerships, targeted investment and a blend of technologies will help us overcome some of these barriers and deliver universal coverage.

In 2024, we significantly completed procedures for the acquisition of Smile Communications Tanzania Limited. With this acquisition, we will have access to valuable spectrum of 20MHz of 800MHz and 20MHz of 2 600MHz, which is critical in enabling us to further strengthen our network infrastructure and customer experience. This strategic acquisition bolsters our network infrastructure and expands data coverage, particularly in rural areas.

By extending 4G coverage to these areas, Vodacom can provide more reliable and faster internet services to more people, driving digital inclusion and economic growth. In addition to providing greater network efficiency and reliability, the acquisition ensures we are well-positioned to meet Tanzania’s growing demand for mobile data services while enhancing our existing customers’ data experience. We are looking forward to the upcoming spectrum auction by the TCRA, for which we are evaluating our options.



FY2025 in review

Our approach to ESG

Leadership reflections on ESG

Committed to Tanzania

Empowering people

1. Closing the digital divide

2. Empowering our customers

3. Supporting communities

Protecting the planet

Maintaining trust

1. ITU, 2024. Measuring digital development: Facts and Figures 2024.



1.2 Increasing smartphone ownership

Affordability remains a stumbling block to internet access and use in Africa, even though most people without mobile internet live in areas covered by broadband. Sub-Saharan Africa continues to have the largest coverage usage gaps<sup>1</sup> To bridge this gap, we offer affordable entry-level smartphones and considered financial solutions, making device ownership more accessible and fostering greater digital inclusion.

In FY2025, we financed 61 319 devices, making smartphones accessible through flexible payment plans that empowered our customers and expanded our user base.

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

Our collaboration with Samsung supported the launch of the new S25 Series through a targeted co-marketing initiative. Vodacom leveraged digital and customer value management channels for market engagement.



Smartphone penetration  
**43.9%**  
FY2024: 37.2%



Smartphones on network  
**8.7 million**  
FY2024: 6.6 million

1. GSMA, 2024. The State of Mobile Internet Connectivity Report.

1.3 Addressing digital gaps

Access to mobile connectivity is persistently unequal. Women, people with disabilities and those within low-income, rural and underserved communities are less likely to own mobile phones and access financial and other services. Adults in rural areas of low and middle-income countries are 28% less likely to use mobile internet compared to those in urban areas<sup>1</sup>.

Reducing the cost of data

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

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

Just4You usage  
**56%**  
FY2024: 55%



Unlocking digital access for Tanzania's next generation

Case study

Recognising the immense potential of our youth, this year, we launched VYB, aiming to empower Tanzania's youth aged between 15 and 28. The platform's tagline, "Your Network is Your Net worth", highlights the importance of connectivity in today's digital economy.

VYB offers exclusive benefits, integrated offers, discounted devices and bundles to free mobile money connections - all designed to bridge the gap between the aspirations of young people and the digital tools they need to succeed.

Additionally, VYB connects young people with life-enhancing resources such as career-building tools, learning and upskilling opportunities and the ability to connect with a network of peers and mentors to help them prepare for a self-reliant future.

In addition to ensuring we are well-positioned to seize commercial opportunities in bridging the digital divide, VYB will enable us to support Tanzania's young and growing population as we seek to deliver on our purpose to connect for a better future.

We are collaborating with various universities and colleges to drive adoption of this youth-empowering platform.



Bringing digital to and empowering more women

We use mobile technologies to enhance women's quality of life through programmes that enable financial inclusion, improve health and well-being, provide education and skills development.

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

**PG** Read more about m-mama on page 11

**Code Like a Girl** introduces underprivileged girls in Tanzania to coding basics and career paths related to current and future skills gaps. The programme is active in five regions in Tanzania.



Girls trained  
FY2025: **699** | Total since launch: **3 039**



**PG** See more about Code Like a Girl on page 12



FY2025 in review

Our approach to ESG

Leadership reflections on ESG

Committed to Tanzania

Empowering people

- 1. Closing the digital divide
- 2. Empowering our customers
- 3. Supporting communities
- Protecting the planet
- Maintaining trust

## 2 Empowering our customers

Access to financial services, digital tools and efficient systems remains a critical challenge for many individuals, businesses and governments, particularly in underserved regions. These gaps hinder economic participation, SME growth and organisational efficiency – limiting societies’ progress<sup>1</sup>. Recognising this, we deliver innovative digital solutions and provide connectivity and platforms to drive impact at scale. Through proactive partnerships and a commitment to overcoming barriers, we empower our customers to thrive in an increasingly connected and digitised world.

### We achieve this through

- 2.1 Delivering platforms for financial inclusion
- 2.2 Supporting SMEs to thrive in a digital world
- 2.3 Digitalising larger organisations and critical sectors

### 2.1 Delivering platforms for financial inclusion

Mobile money is a key driver of financial inclusion, transforming access into essential financial services for millions in underserved regions<sup>2</sup>. Africa accounts for 49% (856 million) of the 1.75 billion registered global mobile money accounts, and processed US\$919 billion worth of transactions in 2023<sup>3</sup>. Despite this progress, challenges remain. Without the ability to transfer money, people struggle to save, access loans, start a business, pay their bills or receive payment. We work with various licensed banking and financial services providers to enable people in remote areas to access payments, loans and savings on their mobile devices.

1. World Bank, 2023. Highlighting how financial inclusion reduces poverty and inequality while enabling economic growth.  
2. OECD, 2023. Financing SMEs for sustainability.  
3. GSMA, 2024. The State of the Industry Report on Mobile Money 2024.

**M-Pesa** has the largest reach of any mobile financial services provider in Tanzania. It empowers millions to participate in the formal economy by providing accessible, reliable and innovative digital financial platforms. M-Pesa reflects our commitment to financial inclusion, offering a comprehensive range of financial services tailored to meet the needs of key business and consumer sectors. This contributes to unlocking growth and economic empowerment opportunities.

We deepened financial inclusion by helping the unbanked population through our M-Pesa ecosystem. Customers used our advanced financial services, including lending, savings and insurance, benefiting from various options of short-term financing, and short-term loans. These financial services are key to empowering consumers, strengthening community resilience and enhancing business success.

Below is our suite of products and services that add value to our customers’ daily lives.

- Deposit and withdrawal
- Transfer
- Payment
- Bill payment
- Service delivery
- Airtime advance
- Interoperability
- Cross-border payments
- Savings
- Insurance
- Lending
- Wealth management
- Super-app

**11.5 million**  
M-Pesa customers

FY2024: 10.2 million

**TZS1.5 trillion**  
in Wakala Songesha loans

FY2024: TZS1.1 trillion



**TZS108.1 billion**  
in Wezesha Wakala loans

FY2024: TZS92 billion

### M-Pesa payment solutions

**M-Pesa Lipa** supports the country-wide digitisation of payments and the migration to a cashless society. M-Pesa Lipa allows customers to pay for goods and services using a mobile phone, while small businesses access the advantages of digital payments, easily tracking their transactions and transacting quickly and securely.

**479 141**

M-Pesa Lipa merchants

FY2024: 321 685

**4.3 million**

customers use M-Pesa Lipa each month

FY2024: 3.3 million

**Cross-border remittances** are made from M-Pesa wallets

**TZS1.3 trillion**

in cross-border network transactions

FY2024: TZS1.2 trillion

The **M-Pesa Visa card** is a virtual debit card that connects Tanzanians to e-commerce opportunities globally with online payments. The offering has grown, helping facilitate

**2.2 million** payments amounting to TZS132.9 billion

M-Pesa is facilitating the **disbursement of National Prosecution Service funds** to National Court attendants. We supported the disbursements of

**TZS4.0 billion** to 9 243 attendants

**872**

FY2024: 773

Tanzanian Government collection accounts in our Electronic Payment Gateway to support transactions with citizens. We recorded TZS684.6 billion in transactions in FY2025

We partnered with a leading digital taxi service company in Tanzania, enabling the taxi drivers to accept payments through our platform. Beyond streamlining and simplifying the payments, the collaboration allows taxi drivers to privately access essential digital financial services through M-Pesa, including loans and insurance.

### M-Pesa savings and investment solutions

**M-Pawa** allows customers to save money using their phones, earn interest from their savings and gain instant access to affordable microloans. TZS90.6 billion in loans was extended through M-Pawa (FY2024: TZS1 billion), with 404 340 active subscriptions (FY2024: 309 381) delivering TZS248.5 billion in savings (FY2024: TZS195 billion).



FY2025 in review

Our approach to ESG

Leadership reflections on ESG

Committed to Tanzania


Empowering people

1. Closing the digital divide
  2. Empowering our customers
  3. Supporting communities
- Protecting the planet  
Maintaining trust





2.1 Delivering platforms for financial inclusion continued




### M-Koba: empowering communities through digital group savings


**Case study**

M-Koba is a group saving solution in partnership with the Tanzania Commercial Bank. The platform aims to promote economic empowerment and financial inclusion by providing a solution to security and transparency challenges facing the ever-growing informal communal saving groups in communities, popularly known as “Vikoba”. Since its launch in 2019, M-Koba has lived its promise, resolving these challenges by providing the highest level of transparency for group transactions, in a secure and convenient manner. By facilitating evolution from traditional cash-based informal group savings schemes to our mobile platform, M-Koba promotes financial inclusion for its users and facilitates security for the funds accumulated. Group savings are typically used for providing financial advances to the group members, in accordance with the group’s own terms and rules.

M-Koba is interoperable, and subscribers from other mobile network operators can participate. We achieved 318 123 active M-Koba groups (FY2024: 116 000) with TZS769.5 billion saved (FY2024: TZS376 billion) and TZS662.6 billion withdrawn (FY2024: TZS322 billion). This growth shows a significant improvement in the saving culture of everyday Tanzanians.

Women are traditionally sidelined from economic opportunities. As most M-Koba members are women, we play a crucial financial empowerment role to them. M-Koba partners with non-profit organisations focusing on empowering women and youth, especially in rural areas. These collaborations aim to improve financial literacy and make digital savings products available to new markets.





### Democratising access to capital markets

**Case study**

M-Wekeza, a pioneering mobile-based investment scheme, launched in November 2024 in partnership with Sanlam Investment East Africa Limited. Users can invest amounts from as little as TZS1 000, with an annual interest rate of up to 13%.

M-Wekeza recorded 26% monthly growth in investing subscribers and 70% monthly growth in assets under management. 35 302 users opted in to the service, and 32 386 are active investors. This remarkable growth reflects the scheme’s success in making investment opportunities more inclusive and fostering a culture of saving and investment among the Tanzanian population.

We partnered with the Dar es Salaam Stock Exchange (DSE) to integrate the DSE mini-app into the M-Pesa super-app. This revolutionises access to capital markets in Tanzania by allowing users to buy, sell and manage stocks and other securities directly from their mobile phones. This mobile-first approach simplifies capital market investment and empowers Tanzanians with greater financial control and flexibility.

### 2.2 Supporting SMEs to thrive in a digital world

Despite their critical role in driving economic growth and employment, African SMEs often struggle with challenges such as limited access to financing, inadequate infrastructure and insufficient digital skills. These barriers hinder SMEs’ ability to scale, compete and fully participate in an increasingly digital market. Recognising the importance of overcoming these challenges, Vodacom is committed to supporting entrepreneurs, startups, small enterprises and our SME suppliers by offering tailored connectivity solutions, digital platforms, financial services and training. By equipping them with the necessary tools, we enhance their digital capabilities and ensure they are well positioned to thrive in the modern economy.

**Digital enablement through connectivity**


Reliable and affordable connectivity is essential for SMEs to operate, access markets and scale in a digital economy. Vodacom provides tailored connectivity solutions that support SMEs.

**Digital commerce ecosystem**

SMEs need financial and digital tools as well as business ecosystems to trade, scale and compete. Vodacom enables this through our financial inclusion platforms and digital commerce solutions, which help SMEs transact seamlessly, access funding, and grow in a cashless, digital-first economy.

**Digital skills and business growth platforms**

To successfully transition into the digital economy, SMEs need digital skills, advisory support and access to business growth platforms. Vodacom provides tools and training to help SMEs adopt digital solutions, scale efficiently, and remain competitive.



### Third season of Digital Accelerator programme

**Case study**



Vodacom, in partnership with Huawei and MassChallenge, successfully concluded the third season of the Digital Accelerator Programme, celebrating the achievements of seven standout finalists from an initial cohort of 20 startups.

Over the course of three months, participants engaged in intensive workshops, mentorship sessions, and a transformative learning tour in Shenzhen, China – where they explored cutting-edge technologies and 5G networks. These experiences sparked new ideas and possibilities for Tanzania’s growing tech ecosystem.

The programme culminated in a dynamic demo day and pitching session, where the seven finalists showcased their innovations to a panel of judges and a live audience. Three startups emerged as winners, underscoring the programme’s role in nurturing entrepreneurial talent and driving digital innovation in Tanzania.

We partnered with the CEO Roundtable of Tanzania to pilot a programme, **Think Equal Lead Smart**. The programme teaches business, leadership and financial skills to 400 female street vendors in Dar es Salaam’s Temeke District. Our aim is to scale the programme to three additional districts, reaching 5 000 women over three years.

Vodacom Tanzania participated in the **48th Dar es Salaam International Trade Fair**, also known as SabaSaba, highlighting its role in digital and financial inclusion for SMEs and micro, small and medium enterprises. In partnership with TanTrade, M-Pesa introduced e-ticketing, streamlining entry for over 15 000 daily attendees and enhancing efficiency. Vodacom’s dedication and innovation earned it the titles of Overall Winner and Best Company Showcase. Vodacom was the only telecom company to feature fraud awareness in its showcase, demonstrating its commitment to security and customer protection.



FY2025 in review

Our approach to ESG

Leadership reflections on ESG

Committed to Tanzania

Empowering people

1. Closing the digital divide

2. Empowering our customers

3. Supporting communities

Protecting the planet

Maintaining trust

10

2.3 Digitalising larger organisations and critical sectors

Digital technologies drive efficiencies, reduce costs, enhance services and enable data-driven decision-making. Digitalisation is a catalyst of business growth – it boosts business performance and enhances public sector service delivery. We work with organisations to provide carefully selected digital products and services to improve efficiency and productivity.

Digital public services and e-government solutions

We provide scalable digital platforms, such as government e-payments, to enhance government efficiency by streamlining service delivery and financial transactions.

**PG** Read more about financial inclusion platforms on page 9

Digitalising healthcare

Many African healthcare systems still rely on paper-based processes, leading to inefficiencies in diagnosis, treatment and resource allocation. With a growing population and a shortage of healthcare workers, digital transformation is crucial to improving service delivery. We continued to work with key strategic partners in the health sector to connect health and social care providers with digital tools and improved data access.

Emergency and maternal health services

Lack of information is one of the leading causes of infant and mother mortality in many African countries. Our technology-based emergency transport and maternal care services improve accessibility and response times, saving lives in underserved communities.



**Empowering emergency care: m-mama**

Case study

In partnership with the Vodafone Foundation, we support **m-mama**, the government-led, technology-based, affordable emergency transport system focused on providing maternal and newborn emergency care. This programme aims to reduce maternal and newborn mortality rates in Africa, with usage steadily increasing.

m-mama's innovative approach uses various forms of transportation. This approach addressed geographical and logistical challenges, making emergency care more accessible. The programme's success serves as a model for improving healthcare access in remote areas, with the government committed to sustaining and expanding its reach and mandate. The Vodacom Foundation allocated US\$2 million to expand additional emergency services through m-mama, ensuring that more communities have access to critical emergency services.

Estimated lives saved

**5 984**

Emergency calls

**143 450**

Emergency response

In November 2024, a four-storey **building collapsed** in Dar es Salaam's Kariakoo market, resulting in at least 13 deaths and over 80 rescues. We provided medical equipment and supplies for the treatment of those injured in the collapse, underscoring our commitment to community support and resilience in crises.

In January 2025, Tanzania declared a **Marburg virus disease outbreak** in Kagera Region. The Marburg virus, similar to Ebola, is highly infectious and often fatal. In response, Africa Centres for Disease Control and Prevention mobilised support, deploying a team of public health experts to assist with surveillance, infection prevention, diagnostics and community engagement. The Africa Centres for Disease Control and Prevention committed US\$2 million to bolster immediate response measures and enhance the diagnostic and sequencing capacity of public health laboratories in Tanzania. Vodacom provided support to the Africa Centres for Disease Control and Prevention and World Health Organization during this time, underscoring our commitment to public health and community resilience.

Community health outreach

In October 2024 the Vodacom Tanzania Foundation, in partnership with AfyaCheck, sponsored **Twende Butiama Medical Camps** in Dodoma, Singida, Tabora, Kagera and Geita. Each camp offers free medical consultations, laboratory investigations, medication and health education, with a focus on preventing non-communicable diseases. This effort aligns with our commitment to promoting health and well-being in underserved communities.

Digitalising agriculture

Agricultural productivity is crucial for Africa's economic growth, and enhancing productivity and competitiveness is key to unlocking this potential. We partner with M-Pesa to provide digital solutions that streamline inputs distribution, expand market access and facilitate payments.

**M-Kulima** is an easy-to-use mobile and web-based platform that enables multiple stakeholders to communicate and transact with farmers to provide digital payments and advisory services. The platform has a base of 3.2 million registered farmers, who access information and advisory services, transact through M-Pesa and engage with buyers and other stakeholders in the value chain. Payments are facilitated through partnerships with agribusinesses and the Agricultural Marketing Cooperative Union. We continue to encourage more farmers to join the platform to enhance their access to financial services and support.



Facilitated payments totalling

**TZS21 billion**

**62 861**

transactions performed

**20 484**

farmers benefited



FY2025 in review

Our approach to ESG

Leadership reflections on ESG

**Committed to Tanzania**

- Empowering people**
- 1. Closing the digital divide
  - 2. Empowering our customers
  - 3. Supporting communities
- Protecting the planet
- Maintaining trust





## 3 Supporting communities

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

### We achieve this through

- 3.1 Enabling education
- 3.2 Empowering people with disabilities

#### 3.1 Enabling education

Nearly nine in 10 children in sub-Saharan Africa cannot read and understand a simple text by age 10<sup>1</sup>. Over 230 million jobs will require digital skills in Africa by 2030, meaning many African children will likely be excluded from these opportunities<sup>2</sup>.

Techstart aims to upskill 1 million African youth by 2027. Techstart includes a digital skills hub that leverages our e-learning platforms and other programmes we offer as well as a combination of classroom-based training and self-paced online learning, including courses like the AWS Educate programme. Techstart provides individuals opportunities to gain in-demand digital and tech skills, enhance career prospects and join a community dedicated to transforming Africa's tech landscape.

1. The World Bank, 2022.  
2. World Economic Forum, 2020.

**Physical infrastructure**

Supporting learning environments by investing in school infrastructure, connectivity, and financial assistance to improve students' and educators' access

**DigiTruck** provides digital education and skills training across Tanzania, contributing to community development and economic growth. By leveraging innovative information and communications technology solutions, the DigiTruck project contributes to community

**Instant Network Schools (INS)** provides young refugees, host communities and their teachers access to digital learning content and the internet, improving the quality of education in these marginalised communities

**2 000** beneficiaries reached in the first quarter of operation

**5 000** beneficiaries targeted per year for the next three years

**PG** Read more about INS on page 13

Connecting schools provides connectivity, ICT equipment and infrastructure to schools

**159** schools supplied with the supakasi shule 100GB

**Online learning platforms**

Enhancing e-learning platforms, digital content and device accessibility to support learners and teachers with inclusive, technology-driven education

**Building Brains Tour** provides innovative educational experiences to children in the Mara and Arusha regions. The tour is part of an Early Childhood Development programme developed in collaboration with non-governmental organisation Ubongo Learning

The tour delivered multimedia educational content to **50 000** under-14s through Ubongo Learning's online platform

**Classroom-based learning**

Schools and educators gain access to a curriculum that equips students with foundational technology skills and guides them in designing app ideas to address challenges in their communities

**Code Like a Girl** introduces underprivileged girls to coding basics and career paths related to current and future skills gaps

**PG** Read more about Code Like a Girl on page 8

**Integrated digital skills hub**

An online platform offering a wide range of educational resources and programmes in collaboration with partner organisations

**AWS Educate** provides self-paced digital skills training in areas such as cloud computing, AI, network and infrastructure and machine learning

We aim to train **30 000 youths** through the digital skills hub



FY2025 in review

Our approach to ESG

Leadership reflections on ESG

Committed to Tanzania

- Empowering people**
1. Closing the digital divide
  2. Empowering our customers
  3. Supporting communities
- Protecting the planet
- Maintaining trust

3.1 Enabling education continued

Since 2013, **INS** has transformed refugee classrooms in Tanzania, addressing the challenge of underresourced learning environments. Developed by Vodafone Foundation and United Nations High Commissioner for Refugees, INS provides a holistic digital education solution, equipping classrooms with internet connectivity, multimedia tools, localised digital content, and ongoing teacher training to enhance learning for refugees and host communities.

INS centres

11


Pupil beneficiaries

40 045

Teacher beneficiaries

371

We partnered with **Silabu**, an innovative platform connecting students with vetted tutors for personalised learning. It offers affordable online group classes and free peer-to-peer sessions. To support access, we provided free and discounted data bundles. Silabu was the 2020 winner of the Vodacom Digital Accelerator Programme.



Tutors:

36 331

Sessions taught (online and physical):

36 331

Online classes created:

74 175

Jobs created:

2 200

Students:

74 175

Hours taught:

892 231

Through our customer education platform, **Ni Rahisi Tu**, we continued to provide customers with data management tips and empowered them to manage their spending and usage. In FY2025 we launched on demand online education videos through the Vodatube website to supplement our education platform. This platform provides a repository of “how-to” tips, such as data management, and we continued to create new and relevant content for our customers this year.

**Bring Your Child to Work Day** is highly anticipated each year, as family members aged four to 18 spend the afternoon in our offices. They engage in STEM-based activities, are exposed to our products, and experience first-hand what it means to engage with our customers through call centre and shop visits.

3.2 Empowering people with disabilities

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



We invest in assistive technologies to empower persons with disabilities, including:

Support for the D/deaf and hard of hearing



Providing solutions to ensure communication access for D/deaf, hard-of-hearing, or speech-impaired individuals

- Sign language customer support and services for customers with hearing disabilities available in stores
- Video call sign language services are provided via our call centre
- 27 retail employees have been trained in sign language

Support for visually impaired individuals



Enabling digital accessibility for individuals who are blind or visually impaired through digital tools, training and connectivity solutions

- We maintain a dedicated helpdesk for blind customers and a specialised support channel for visually impaired users

Broader disability inclusion and advocacy



Advancing disability inclusion through economic empowerment, awareness campaigns and policy commitments

- 443 stores (89%) support wheelchair access
- All retail stores include priority service desks for persons with disability



FY2025 in review

Our approach to ESG

Leadership reflections on ESG

Committed to Tanzania

Empowering people

1. Closing the digital divide
2. Empowering our customers
3. Supporting communities

Protecting the planet  
Maintaining trust



# Protecting the planet



We strive to minimise the climate and other environmental impacts of our direct operations, while encouraging others to reduce their GHG emissions, improve resource efficiency and protect nature.

As the world's least climate-resilient continent, Africa is profoundly affected by climate change. Along with negative economic, social and health impacts, climate change has led to ecological crises brought on by environmental degradation. While government action is required, businesses need to collaborate with the public sector, drive down GHG emissions and contribute to climate and nature solutions.

Our protecting the planet strategy outlines our aspirations to become an environmental sustainability leader. This strategy includes our commitment to a low-carbon future and considers nature and biodiversity in our direct operations and increasingly in our value chain activities.

We actively assist our customers, and encourage our suppliers and other stakeholders to adopt approaches that serve our planet better. We also believe that as a society, we must become more efficient, and adopt a circular economy approach with a focus on eliminating waste. Our waste and circularity strategy focuses on network waste from our fixed and mobile access networks and electronic devices we provide and sell to customers.

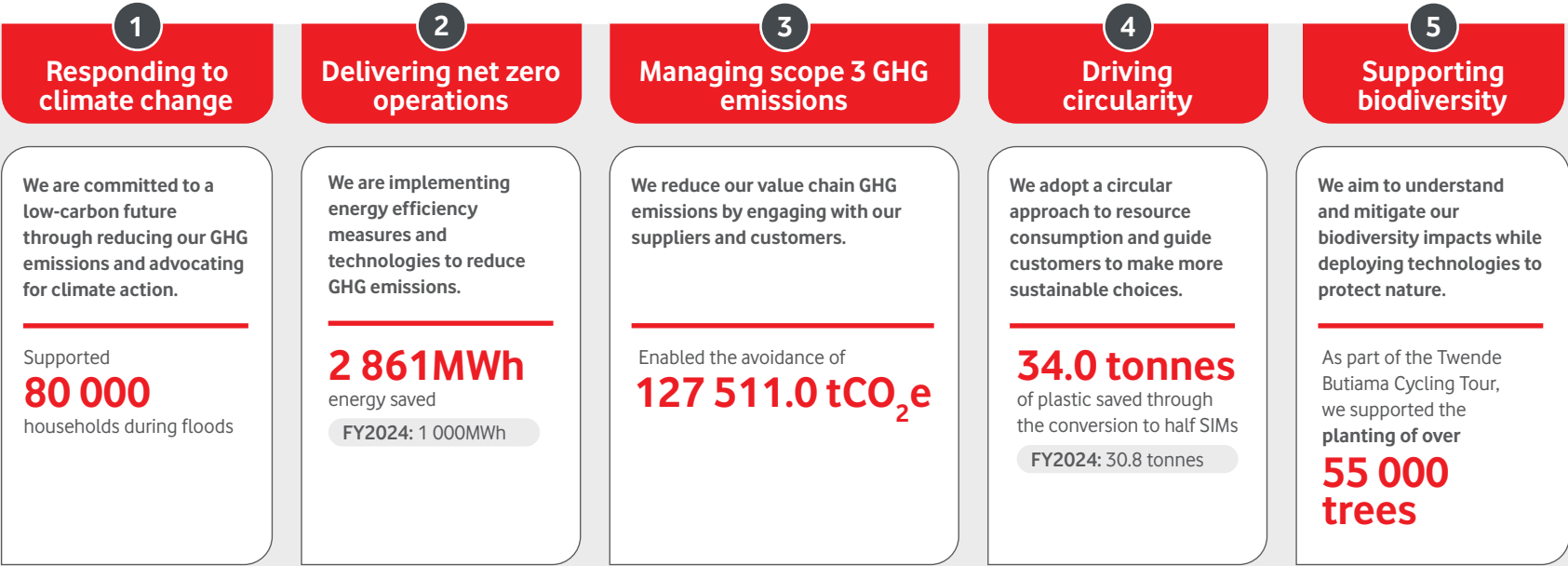
## Our focus areas at a glance



### Contributing to the SDGs

The mobile industry can influence environmental SDGs by addressing challenges related to energy, sustainable consumption and production (including mobile infrastructure and devices). The industry can harness technological innovations to minimise adverse environmental impacts and bolster environmental sustainability efforts.

Read more about our contribution to the SDGs



### Key developments

- Eco-levies and climate disclosure guidelines are increasing compliance demands, while advancing responsible waste management and climate resilience in financial systems
- Engagements with national energy agencies are underway to upgrade grid capacity and extend infrastructure to connect offgrid sites, supporting improved energy access and operational efficiency

### Lowlights

- The cost and capital expenditure required to roll out sustainability initiatives, requiring investigation into different funding models
- Delays in data centre solar implementation due to technical challenges and procurement processes, with commissioning now expected in FY2027

### Looking ahead

- Eliminating SIM card leaflets, continuing to phase out physical recharge vouchers and accelerating e-SIM adoption
- Connecting more sites to the national grid to reduce diesel reliance and rolling out solar projects at data centres to accelerate renewable energy adoption



FY2025 in review

Our approach to ESG

Leadership reflections on ESG

Committed to Tanzania

Empowering people

Protecting the planet

Maintaining trust

# 1 Responding to climate change

According to the World Meteorological Organization, 2024 was the hottest year on record, due to a decade of unprecedented global warming driven by human activities. GHG levels continue to grow to new highs, contributing further to higher global temperatures. In FY2025, Tanzania experienced record rainfall and flooding. Today's climate change events are our new reality and a forewarning of the future.

At the core of our climate action, we:

- Build climate resilience by understanding the actual and potential impacts of climate-related risks and opportunities on our business strategy, including modelling their financial implications
- Leverage the Group's enterprise-wide risk management framework, which includes identifying, assessing and responding to climate-related risks
- Embed climate change into our governance process

In April 2024, severe flooding in Tanzania's Rufiji district resulted in significant damage and displacement. The floods led to numerous injuries, over 150 deaths, and the destruction of thousands of buildings and acres of crops. This left thousands needing food, clean water, shelter and healthcare. Vodacom Tanzania supported 80 000 households by providing basic needs, including setting up temporary shelters and supplying medicine, food, masks, gloves and sleeping tents. Vodacom Tanzania contributed TZS340 million in disaster relief efforts.



## Developing an early warning system for Tanzania

### Case study

Early warning systems (EWS) are essential when disaster strikes, providing crucial alerts that help communities prepare and respond to extreme weather events and environmental hazards. As disasters become more frequent and severe, the role of EWS and effective risk communication becomes increasingly critical. These systems offer a proactive approach to disaster risk reduction, preventing loss of life and economic damage. Just 24 hours' notice of an impending hazardous event can cut the ensuing damage by 30%<sup>1</sup>.

To catalyse the life-saving potential of mobile communications in EWS, the Global System for Mobile Communications Association launched an industry pledge at the 2023 UN Climate Change Conference, COP28. Vodafone is a signatory to this industry pledge, which aims to provide universal access to EWS through the EW4All Initiative.

Tanzania is at risk for various natural hazards, including floods, drought, earthquakes, landslides, and tsunamis. The incidence of disasters is exacerbated by climate change, increased population, rapid unplanned urbanisation and environmental degradation.

Vodacom Tanzania is working with the government and the Tanzania Red Cross Society to conduct user research to develop a national strategy for mobile-enabled EWS. The first phase of this development involved research, which was undertaken in Kilosa with local communities to understand user needs and preferences related to EWS dissemination channels and content.



1. United Nations Climate Action, (2022). Early Warnings for All: The UN Global Early Warning Initiative for Implementing Climate Adaptation – Executive Action Plan 2023–2027.



FY2025 in review

Our approach to ESG

Leadership reflections on ESG

Committed to Tanzania

Empowering people

Protecting the planet

1. Responding to climate change
2. Delivering net zero operations
3. Managing scope 3 GHG emissions
4. Driving circularity
5. Supporting biodiversity Maintaining trust



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

The ICT sector is responsible for an estimated 1.5% to 4% of global GHG emissions<sup>1</sup>. This is roughly equivalent to the footprints of the commercial aviation or maritime transport sectors. Unless the industry transitions to renewable energy sources, emissions will continue to rise as data traffic volumes increase due to higher internet and AI use.

We seek to achieve net zero GHG emissions from our operations (scope 1 and 2) no later than 2035, aligned with a science-based pathway to limit global warming to 1.5°C by 2100. Our energy management approach, led by our Group technology energy performance centre of excellence considers energy efficiency, deploying on-site renewables, taking advantage of off-site renewable opportunities such as power purchase agreements (PPAs) and using various market mechanisms such as renewable electricity certificates (RECs).

Powering our network requires around 236GWh of energy per year, sourced from electricity and diesel.

Converting our energy to renewable sources is not straightforward, due to the highly distributed nature of our infrastructure which comprises more than 3 000 sites.

- We achieve this through
- 2.1 Energy efficiencies

2.2 On-site renewables

2.3 Renewable electricity purchasing

2.4 Alternative fuels

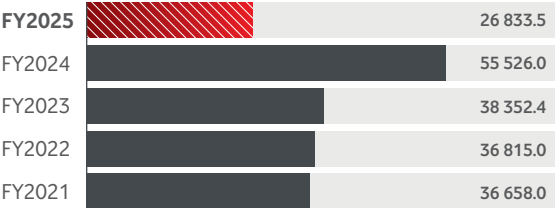
2.5 Electric vehicle fleet


### Scope 1 and 2 GHG emissions overview

We calculate our GHG emissions using the GHG Protocol Corporate Accounting and Reporting Standard. In FY2025, our total scope 1 and 2 GHG market-based emissions decreased by 52% to 26 833 tCO<sub>2</sub>e (FY2024: 55 526tCO<sub>2</sub>e). We achieved our goal of matching 100% of grid electricity purchased with electricity from renewable sources which has reduced our scope 2 market-based emissions to zero. This was accomplished through an investment in renewable energy purchases, and the installation of renewable energy systems on our premises.

Power stability and grid availability improved in Tanzania following the completion of 600MW in planned upgrades to the national grid, with full capacity awaiting integration. April and May 2024 recorded fewer power outages, and the ongoing construction of the Mwalimu Nyerere TANESCO hydropower dam should strengthen supply further. The main challenge lies in grid infrastructure and power instability, resulting in voltage fluctuations with high voltage at night and low voltage during the day. We are working with TANESCO to upgrade power lines, focusing on stable power supply for data centres.

### Scope 1 and 2 market-based GHG emissions (thousand tCO<sub>2</sub>e)





We connected

74 sites

to the national grid to reduce our diesel consumption.

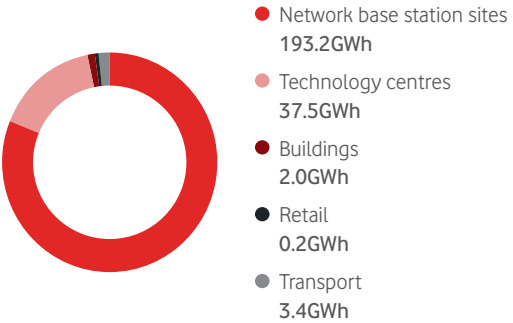
### 2.1 Energy efficiencies

Our energy consumption is split between our base station network

**81.8%**, technology centres **15.9%**, office and warehouse buildings **0.8%**, retail stores **0.1%** and transport **1.4%**.

Our primary energy source is grid-supplied electricity; however, due to the limited grid availability in some areas where we operate, we require diesel generators and batteries as the primary power source for base stations. These are also used for backup power across our footprint.

### FY2025 energy consumption by use



1. World Bank, Green Digital Transformation: How to Sustainably Close the Digital Divide and Harness Digital Tools for Climate Action, 2024.



FY2025 in review

Our approach to ESG

Leadership reflections on ESG

Committed to Tanzania

Empowering people  
Protecting the planet

1. Responding to climate change
2. Delivering net zero operations
3. Managing scope 3 GHG emissions
4. Driving circularity
5. Supporting biodiversity Maintaining trust

2.1 Energy efficiencies continued

Reducing network consumption

We manage network consumption by implementing more efficient network equipment and lowering energy demand by introducing advanced site control, energy-saving features, modernising our network, optimising equipment (such as cooling) and designing and selecting energy-efficient equipment for new sites and refurbishment. We are implementing energy meters and an energy management system to better understand our network's energy consumption and identify opportunities for energy reduction.

We invested **TZS1.4 billion** in energy efficiency projects, resulting in 2 861MWh of energy saved  
FY2024: 1.5 billion; 1 000MWh

**Ongoing maintenance** projects that support improving our energy efficiency include replacing damaged floors in data centres and decommissioning non-operational equipment. Our smart meter deployment continues across our operations to digitise and automate our energy data to improve visibility for enhanced decision-making.

We successfully renewed our **ISO 50001 certification**, confirming compliance with energy management system requirements and reaffirming our commitment to energy efficiency and sustainable resource management across operations. The audit raised no non-conformances, with only minor observations noted.

Managing building and technology centre consumption

We maintain leading energy management practices in our technology centres and properties. Ongoing energy efficiency initiatives include hot and cold aisle containment, heating and air conditioning upgrades and improved controls and configurations, including the use of building management systems, to reduce unnecessary use of equipment, lighting, heating and cooling

We completed three **energy efficiency initiatives** at our data centres, including installing LED lighting, deploying smart metering and upgrading cooling units. We are monitoring their impact to optimise performance. In FY2026, we will implement flow meter upgrades and room partitioning as part of our ongoing climate transition plan.

2.2 On-site renewables

Africa needs integrated, modern energy solutions that take advantage of the continent's massive renewable energy potential. At the same time, African governments need to increase access to reliable, affordable energy while considering the need to phase fossil fuel production and reduce GHG emissions. The private sector can support the just transition by investing in and purchasing renewable energy and collaborating with governments to share the benefits of the transition.

We seek to transition to renewable energy, including replacing diesel generators with alternative technologies using renewable fuel sources and potentially green hydrogen.

56% of our total energy consumption is from renewable sources, including solar energy generated, matched with purchased RECs.

Due to technical challenges, the implementation of our **data centre solar solutions** continues to be delayed. We are evaluating suppliers through a formal procurement process and exploring alternate capital allocation. Commissioning is now expected in FY2027 .

Our TowerCo partners continue improving solar connectivity to enable business continuity at our network sites, where 81 access network sites have been connected to solar by the TowerCo as of FY2025 (42 sites added in FY2024).

2.3 Renewable electricity purchasing

PPAs allow us to purchase renewable electricity from independent power producers providing cost certainty, shielding against electricity price volatility and significant cost increases. We engage governments to facilitate the development of renewable energy infrastructure and a more accessible market for renewables.

Purchasing RECs is part of our net zero strategy. We use RECs as a mechanism to match the grid electricity we use with electricity added to the same or an interconnected grid from renewable sources. This enables us to reduce our scope 2 emissions in places where on-site renewables cannot yet be deployed and therefore rely on grid electricity.

2.4 Alternative fuels

Our transition requires technological advancement and the availability of renewable fuels and alternative technology to diesel generators. In the short term, we prioritise batteries over diesel generators. In the long term, we seek diesel alternatives, including connecting offgrid sites to the grid, deploying wind and solar where applicable and exploring newer technologies, including microturbines and hydrogen fuel cells.

Increased diesel consumption increases our scope 1 GHG emissions and impedes our pace of decarbonisation. In FY2025, we consumed

**9.6 million litres** of diesel

FY2024: 9.2 million litres

mainly in stationary generators at our offgrid sites, or sites with unreliable grid-supplied electricity.

This is 4% more than the prior year largely due voltage instabilities affecting Kwale and Mbezi Juu DC, power rationing to the same facilities and network expansion.

2.5 Electric vehicle fleet

Limitations to introducing electric and hybrid vehicles include potential capital expenditure required, low availability of charging stations, in-country maintenance capacity and difficult terrain. We will initiate our fleet upgrade strategy by trialling two new **electric vehicles** in FY2026. Each electric vehicle will include a portable alternating current charger, and we will install two dedicated charging points at the Vodacom Tanzania head office.



FY2025 in review

Our approach to ESG

Leadership reflections on ESG

Committed to Tanzania

Empowering people

Protecting the planet

- 1. Responding to climate change
- 2. Delivering net zero operations
- 3. Managing scope 3 GHG emissions
- 4. Driving circularity
- 5. Supporting biodiversity Maintaining trust



### 3 Managing scope 3 GHG emissions

Scope 3 refers to indirect GHG emissions that we can influence but not control. Scope 3 GHG emissions constitute a significant portion of our Group's overall carbon footprint, encompassing indirect emissions across the entire value chain. While the most difficult to quantify and manage, understanding our scope 3 emissions supports us in meeting our net zero goals as well as in identifying and mitigating risks related to climate change, supply chain disruptions and reputational damage.

Reliable and standardised data from across our value chain is essential to reducing scope 3 emissions.

Our scope 3 reporting is aligned with the GHG protocol. We are committed to improving our data quality and estimation approach to reflect portfolio changes and the latest developments in industry standards and emission factors.

100 455 tCO<sub>2</sub>e

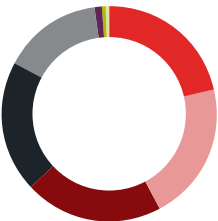
in scope 3 GHG emissions

FY2024: 76 729 thousand tCO<sub>2</sub>e



63% of these emissions were from purchased goods and services, capital goods, and fuel and energy-related activities

FY2025 scope 3 GHG emissions by category (tCO<sub>2</sub>e)



Fuel and energy-related activities	21 549.52
Purchased goods and services	21 041.11
Capital goods	20 874.55
Franchises	19 887.43
Upstream leased assets	15 120.12
Use of sold products	936.82
Other	718.30
Employee commuting	327.29

#### 3.1 Enabling customers to reduce their GHG emissions

Digital connectivity has the potential to accelerate the industrial transition. Internet-connected, smart technology can help unlock resource efficiencies at industrial scale, across all sectors of the economy – transport and logistics, energy, buildings, agriculture, manufacturing and many more. Scaled, these solutions have the potential to contribute almost 20% of net zero trajectories as outlined by the International Energy Agency<sup>1</sup> in the three highest-emitting sectors – energy, mobility, materials – by 2050.

1. Bhatia et al. (2024) Digital technologies and carbon neutrality.



This year, we enabled the avoidance of

127 511 tCO<sub>2</sub>e

We successfully deployed

20 smart meters

in the Moshi Urban Water Supply and Sanitation Authority. The next phase is commercialisation, which is in progress.



FY2025 in review

Our approach to ESG

Leadership reflections on ESG

Committed to Tanzania

Empowering people

Protecting the planet

1. Responding to climate change
  2. Delivering net zero operations
  3. Managing scope 3 GHG emissions
  4. Driving circularity
  5. Supporting biodiversity
- Maintaining trust

# 4 Driving circularity

An estimated 62 million tonnes of e-waste is produced globally, with only 22.3% documented as formally collected and recycled<sup>1</sup>. As technology becomes more pervasive, we can contribute to resolving the growing e-waste problem.

E-waste is our second largest environmental issue and so promoting circularity is part of our protecting the planet strategy. Circularity considers a resource's entire life cycle to eliminate waste and reduce its environmental impact. We prolong the life of our resources to maximise our investment, and we recover and reuse materials responsibly. We aim to reduce our e-waste while encouraging and supporting responsible customer behaviour.

Our waste management policy enforces safe and responsible reuse and recycling, and our waste hierarchy embeds sustainable practices throughout our operations and supply chain activities.

We have circularity initiatives for our network equipment (radio equipment for fixed and mobile access networks) and electronic devices, including smartphones and other retail devices like routers. These initiatives focus on choosing greener, using longer and responsible recycling.

## We achieve this through

4.1 Circularity of network waste

4.2 Circularity of devices

4.3 Reducing virgin plastic use

## 4.1 Circularity of network waste

Our resource efficiency and waste disposal management programmes reduce the environmental impacts of network and IT equipment waste. When reuse options (either redeployment or resale) are exhausted, we use certified local service providers to dispose of end-of-life telecommunication equipment.

Vodacom Group achieved its goal which was to reuse, resell and send for recycling **100%** of decommissioned network equipment by 2025<sup>2</sup>



In FY2025  
**no network waste**  
of was sent for recycling as we were working to appoint a supplier that fulfils all our obligations related to circularity and safe treatment of materials.

The journey to achieving the goal has provided us with further insight into the complexities of circular economy. This waste requires specialist waste management processes. Although we send non-hazardous, end-of-life equipment to be recycled by our third-party waste management partners, not all materials within our network equipment are recovered during the recycling process.

While the Group has reached an important milestone, we recognise that more work is needed to build a fully circular system for network equipment and improve circularity for hazardous waste. Our next step is to consider our role in this transition, working with others across the e-waste management system, which will inform how we set our future targets.

## 4.2 Circularity of devices

Small IT equipment and electronics constitute around 9% of total e-waste generated<sup>1</sup>. We lower our impact by implementing circularity initiatives with partners and other operators.

In 2025 the TCRA imposed a new eco-levy on all electronic communications equipment to ensure appropriate end-of-life disposal. TCRA enforces the levy, requiring compliance from importers and manufacturers. The funds collected support the responsible disposal and recycling of e-waste, aligning with the principle of extended producer responsibility throughout the entire lifecycle of their products. For Vodacom Tanzania, this increases costs, including paying the eco-levy fees on imported equipment, and hiring licensed product dismantlers and storage facilities.

## 4.3 Reducing virgin plastic use

We are phasing out single-use plastics with lower-impact alternatives across all our stores, offices and logistics operations in collaboration with logistics providers. Where plastic is necessary, we select recycled plastic.

By moving across to smaller SIM-cards using biodegradable material, we have avoided plastic usage and plastic waste by an estimated

**34 tonnes** this year

FY2024: 30.8 tonnes

Since the launch of e-SIMs in 2015, adoption has grown significantly, with 43 963 onboarded in FY2025. We only source trio SIM cards, which cater for all types of mobile device SIM card slots (normal, micro and nano). The trio SIM card has a cut-out that acts as an adaptor to help the customer switch between normal, micro and nano form. Due to this, we reduced SIM swaps for customers who need to switch between configurations.



## Managing general waste

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

**Smart recharges** have saved approximately 242 tonnes of paper in FY2025.



FY2025 in review

Our approach to ESG

Leadership reflections on ESG

Committed to Tanzania

Empowering people

Protecting the planet

1. Responding to climate change
2. Delivering net zero operations
3. Managing scope 3 GHG emissions

4. Driving circularity

5. Supporting biodiversity  
Maintaining trust



# 5 Supporting biodiversity

Biodiversity is broad and complex, encompassing all life forms on our planet and the finely tuned ecosystems they inhabit. Global biodiversity loss is occurring at an alarming rate, with profound implications for people and businesses. In December 2022, 188 governments adopted the Kunming-Montreal Biodiversity Framework with the aim of reversing the loss of nature by 2050. We recognise the need for a sustainable nature approach and we continue to review our impacts, including those within our value chain.

**CNR** Read more about our nature impacts and opportunities on page 25 of our **Climate and nature report**

## 5.1 Understanding and reducing our impact

Although our operations’ direct effect on the environment and biodiversity is limited, in FY2025, led by Vodacom Group, a **nature and water assessment** was conducted to understand our nature-related dependencies, impacts, risks and opportunities.

The outcome of this assessment will see Vodacom integrating nature risks and opportunities into our enterprise risk management framework; developing Group-level nature-related standards (including nature considerations into reviews for priority sites); building nature considerations into our procurement activities; and importantly, delivering programmes in partnership with our customers where digital technology will support nature and biodiversity.

### We achieve this through

- 5.1 Understanding and reducing our impact
- 5.2 Enabling biodiversity protection

## 5.2 Enabling biodiversity protection

Digital technology can be harnessed to protect, manage and restore nature. The nature technology market is expected to be worth US\$6 billion within 10 years<sup>1</sup>. These technologies are varied and include camera traps, GPS tracking, acoustics and environmental sensors, radio frequency identification, eDNA analysis, AI-powered image recognition, satellite tracking and drone surveillance. We partner with conservation agencies to explore how technology can minimise biodiversity loss on land and at sea. This support combines programme funding, connectivity and innovative technology solutions in conservation efforts.

### Cycling for a cause

In September and October 2024, Vodacom Tanzania, Stanbic Bank and the Twende Butiama Bicycle Club hosted the 2024 Twende Butiama Cycling Tour, covering over 1 500 kilometres across 12 regions. While cycling, participants engaged in climate action and educational campaigns, and supported inclusive healthcare by sponsoring community medical camps. We donated 1 500 desks made from recycled material to schools. Environmental clubs were established in six of the 18 participating schools. During the tour 55 000 trees were planted at schools and in the community. The tour aligns with Vodacom’s commitment to empowering people and protecting the planet.



Employees and external stakeholders contributed  
**43 683 hours**  
of volunteering, through initiatives such as Pedal for Purpose, Twende Butiama and medical camps.



### Encouraging safer and cleaner cooking

We partnered with GasFasta and Poa Gas to promote sustainable and safer cooking methods through the M-Pesa super-app. Since the project’s inception in 2024, approximately 23 039 customers have registered for the service, with 968 cylinders distributed across Dar es Salaam. To improve uptake, focus groups and telephone surveys are conducted every quarter to gather feedback and improve customer experience.



FY2025 in review

Our approach to ESG

Leadership reflections on ESG

Committed to Tanzania

Empowering people

Protecting the planet

1. Responding to climate change
2. Delivering net zero operations
3. Managing scope 3 GHG emissions
4. Driving circularity

5. Supporting biodiversity

Maintaining trust

1. Nature4Climate and Capital for Climate, 2022. The Nature Tech Market Report.



FY2025 in review

Our approach to ESG

Leadership reflections on ESG

Committed to Tanzania

Empowering people  
Protecting the planet  
Maintaining trust

# Maintaining trust



Recognising the disruptive nature of digitalisation and its associated challenges, we aim to be a trusted partner to our customers, employees, suppliers and the communities we serve in the digital society.

Digitalisation is accelerating, disruptive and uncertain, presenting opportunities for value creation and challenges to existing systems and ways of working. This uncertainty makes trust an important foundation for our relationships with our stakeholders, and a prerequisite for our sustainable operation. Acting lawfully, ethically and with integrity is critical to our long-term success, and forms the cornerstone of how we do business.

## Our focus areas at a glance



### Contributing to the SDGs

Vodacom maintains trust by building a fair, inclusive and sustainable digital society. This includes contributing to the SDGs through reducing inequalities, ensuring accountability and access to justice and fostering good governance, policies and approaches.

Read more about our contribution to the SDGs

1

Doing business ethically

We are committed to business integrity wherever we operate.

Zero

anti-competition and anti-money laundering fines

2

Developing our employees

We are committed to developing a diverse and inclusive workforce that reflects the customers and societies we serve.

47.1%

women in management and senior leadership roles

3

Protecting privacy and data

Millions of people communicate and share information over our networks, enabling connection, innovation and prosperity. It is critical that customers trust us with their data.

ISO 27001

certified for data security

4

Protecting people

We prioritise the health and safety and human rights of our employees, contractors, suppliers and communities.

13 years of

zero fatalities

5

Promoting responsible and inclusive procurement

We aim to ensure integrity in our supply chain processes by identifying and managing related risks.

62%

of Tier 1 suppliers were local

### Key developments

Regulators are developing AI frameworks to foster innovation, drive economic growth and emphasise ethical AI development, transparency, accountability and robust data governance.

### Lowlights

Due to foreign exchange losses from the Tanzanian shilling's depreciation, supporting profitability became critical. Cost efficiencies were identified and implemented to help offset these challenges.

### Looking ahead

We plan to launch online safety initiatives including cyber safety and cyber bullying prevention.



# 1 Doing business ethically

Increasing regulatory scrutiny, rapid technological advancements, supply chain complexities, and heightened stakeholder expectations require proactive efforts to mitigate risks and uphold accountability.

Our code of conduct provides a framework for ethical behaviour in a rapidly changing environment. Our ethics programme includes training and awareness to support internal and external policies which to ensure compliance with best practice, laws and regulations.

Fraud represents a significant and evolving threat to Vodacom, with the potential to impact our customers, employees, reputation and financial performance. We work closely with the Tanzania Police Force to respond to cyber fraud incidents. This includes finding opportunities to leverage advanced technological tools to combat online threats and manage data requests and submissions in compliance with the requirements of the Personal Data Protection Act (PDPA). To enhance this collaboration, we developed an online portal with strict access control to log and track reported incidents, which improved efficiency, privacy and security.

We conducted **fraud awareness** campaigns across various media platforms to educate customers on how to protect themselves.

**318 123**  
people reached via Instagram, Facebook, and X (formerly Twitter)

**639 065**  
people reached during visits to cities identified as hotspots for fraudulent activities

Our Risk and Compliance Director led our team to Makumbusho Market, where we engaged directly with customers to share

**practical tips on safeguarding personal data** and reporting fraud.

We continue to strengthen community and government relations through active engagement with regional and district offices, where both customers and officials participate in forums to raise and resolve concerns – such as environmental impacts of new infrastructure.

Employees, contractors, suppliers, business partners and the public can report suspected breaches of our code of conduct anonymously through Speak Up. Speak Up is operated independently by NAVEX Global to safeguard whistleblower confidentiality.

Speak Up website

 [Click here](#) to report an incident

Speak Up hotline

 Tanzania **0800 12 0044**



FY2025 in review

Our approach to ESG

Leadership reflections on ESG

**Committed to Tanzania**

Empowering people

Protecting the planet

**Maintaining trust**

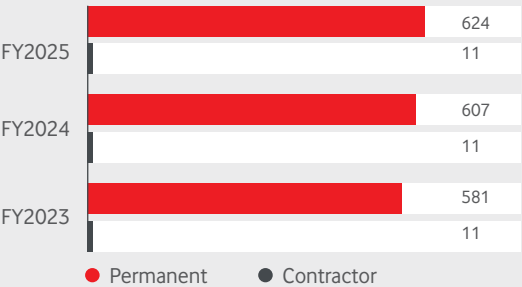
1. Doing business ethically
2. Developing our employees
3. Protecting privacy and data
4. Protecting people
5. Promoting responsible and inclusive procurement

## 2 Developing our employees

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

Headcount

 **635**  
employees



### Fostering workplace equality

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

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

**47.1%**  
Women in management  
and senior leadership  
roles (F Band +)

Our **Women's Network Forum** champions gender equality within Vodacom, and forms a platform where women can mobilise, connect, network and be empowered. The **Men's Forum** fosters connection, empowerment, and knowledge-sharing among male colleagues, with support from HR and an Executive Committee sponsor.

We have **mother's rooms** at various corporate offices, which allow new mothers returning to work to breastfeed in a private and child-friendly environment, and **demarcated parking** at our offices for employees with disabilities and expectant mothers.

### Developing employee skills

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

We **reskilled and upskilled** our workforce in areas such as project management, design thinking, cloud technologies, and robotic process automation

**104** employees reskilled  
**534** employees upskilled  
**25** employees in learning exchange programme

Our **leadership development programmes** include Vodacom Acceleration Executive programme, Female Future, coaching and mentoring, strategic thinking and emotional intelligence

**67** employees trained through leadership development programmes  
**135** leaders trained through Leader Labs programme

The Leader Labs programme was aimed at equipping our leaders with skills to navigate key market-related challenges and embrace uncertainty. Through this programme, leaders were trained to take bold and decisive leadership approach, to unify teams and deliver exceptional results under competitive pressures

This year, our enterprise business embarked on a programme called Spark to help us identify skills gaps within our enterprise team. As part of phase one, we conducted a comprehensive skills assessment at an individual and management level. We will use the outcomes to evaluate our existing learning and development programmes and ensure they remain effective in helping us develop and deliver innovative and leading sector-specific products and services.

In line with the requirements set by the Bank of Tanzania and the Ministry of Finance, M-Pesa personnel are required to be certified, and our specialists are certified. These certified specialists are equipped to train others in **financial literacy**, furthering our commitment to empowering communities.

Our annual Discover Graduate programme offers a well-rounded experience that exposes participants to various functions. Participants are chosen each year to enter roles within Vodacom. We continue to leverage partnerships with leading universities across the continent to recruit high-calibre graduates to join our workforce. 16 students are currently in the programme, of which eight are women.



FY2025 in review

Our approach to ESG

Leadership  
reflections on ESG

Committed  
to Tanzania

Empowering people  
Protecting the planet

Maintaining trust

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



Living the Spirit of Vodacom

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

The positive team spirit across Vodacom Tanzania and its continued leading position within the Vodafone Group for our Team Spirit Index and engagement scores demonstrate the strength of our approach.

Driving innovation

The Hackathon is Vodacom's premium innovation challenge. It encourages employees to ideate, collaborate, learn and demonstrate their innovations to a top management dragon's den. The programme aims to empower employees to solve specific business problems that result in revenue growth, cost savings, efficiency and customer service improvements. The Hackathon embeds an innovation culture, fosters collaboration, builds transversal and technical skills and enables participants to access and explore existing and emerging IT resources.

3 Protecting privacy and data

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

Our privacy programme governs how we collect, use and manage our customers' personal data to ensure we respect the confidentiality of their communications and their choices regarding the use of their data, and ensures we meet the privacy laws and regulations. An experienced privacy specialist team is dedicated to ensuring compliance with data protection laws and all our policies.

We continue to effectively implement the **privacy programme** across all Vodacom and M-Pesa business operations, in line with our internal privacy policies and controls and the PDPA. We ran training and communicates to familiarise our employees with the requirements of the PDPA, which became operational in April 2024.

We strengthened our governance systems and controls related to privacy and data. Our **privacy team** reviews every AI use case to ensure compliance. We are adopting ethical AI governance and creating a steering committee with approvals from necessary parties, including the Board. We are adopting ethical AI governance cascaded from Vodacom Group.

On 3 April 2024, Vodacom Tanzania was honoured as one of the first three recipients of the **Data Processor and Controller Registration Certificate** at the inauguration ceremony of the Personal Data Protection Commission. This recognition underscores our unwavering commitment to safeguarding our customers' privacy.

We updated our **privacy notice** to indicate that information will be used in Big Data analytics and that we are committed to responsible Big Data analytics governance, ensuring compliance with data protection laws and internal security controls. We enforce privacy checks before projects start and use anonymisation techniques where appropriate. A highlight since launch includes members completing a cyber security introductory course offered by the African Child Academy, laying a strong foundation in essential cyber security principles.

In collaboration with the University of Dar es Salaam, this year, we launched the University of Dar es Salaam Cyber Security Club. This collaboration is a strategic step towards bridging Tanzania's cyber security knowledge and sensitivity gap among students and young professionals, while fostering the next generation of talent in the evolving digital landscape. The programme was launched with an initial cohort of 20 students, who will benefit from mentorship, industry insights and access to a dedicated practice platform designed to simulate real world cyber security challenges. A highlight since launch includes members completing a Cyber Security Introductory Course offered by the African Child Academy, laying a strong foundation in essential cyber security principles. The club further participated in the TCRA Cyber Champion Competition, gaining valuable exposure to national-level challenges.



See more about the Cybersecurity Club

We recently hosted a successful **front-end system hackathon**, where community members tested our systems' robustness. Several participants identified key vulnerabilities and were awarded for their contributions, significantly enhancing our digital security.

We use a defined mandatory framework called the Cyber Health and Adaptive Risk Method (CHARM), previously known as the cyber security baseline framework. Our CHARM framework is based on international cyber security standards and includes defined success criteria and metrics, which are reported and tracked at all organisational levels

Every employee is responsible for cyber security and must follow our cyber code, be sensitive to threats and report suspicious activity.



# 4 Protecting people

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

We have an opportunity to contribute to advancing the rights and wellbeing of our customers, employees and communities. We are conscious of the risks associated with our operations and we work to mitigate negative impacts, ensuring we keep people safe. We maintain a holistic approach to integrating human rights considerations into our policies, governance, and due diligence processes.

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

Employees' **private medical insurance** now includes an offering that provides coverage for their parents. This enhancement reflects our commitment to supporting the well-being of our employees and their families, ensuring comprehensive healthcare and fostering a caring community.



16 Well-being ambassadors

We encouraged employees to report unsafe conditions without fear through our Stop Work Authority safety programme, introduced in FY2025. We will roll this out to our suppliers in FY2026, demonstrating our commitment to ensuring everyone within our ecosystem returns home safely every day.

Vodacom Tanzania has significantly elevated its safety standards through initiatives like the **SWH Africa Suppliers Summit**, which focuses on safety, health and wellness. This summit, hosted in collaboration with Vodacom Group, aims to enhance collaboration between suppliers and has grown to include over 160 participants from various African countries. Partners from across the continent, attended the event, which also recognised and awarded suppliers for their health and safety efforts.

Our commitment to safety is reflected in our **data-driven approach** to predictive analysis and continuous improvement. We implemented targeted training and safety protocols to address incidents such as bee stings, falling objects and snake encounters.

We are digitalising the process for law enforcement agencies to request data, addressing the previously manual procedures. All communications will be conducted through the designated tool, enhancing efficiency and security.

# 5 Promoting responsible and inclusive procurement

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

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

Supporting local enterprises is pivotal for economic empowerment and contributes to the creation and endurance of employment and socioeconomic development opportunities.

	FY2025	FY2024	FY2023
Number of first tier suppliers where a purchase order was raised	204	258	253
of which: local suppliers	126	152	159



FY2025 in review

Our approach to ESG

Leadership reflections on ESG

Committed to Tanzania

Empowering people  
Protecting the planet  
Maintaining trust

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





