Vodafone Egypt

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[1]. The Group serves 211.3 million[1] customers across consumer and enterprise segments in Africa with 48.3 million in Egypt.

Environmental, social and governance disclosures

This environmental, social and governance (ESG) snapshot provides an overview of our ESG 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

Customers (million)

1	South Africa	46.0
3	Tanzania	22.6
4	DRC	23.4
5	Mozambique	12.5
6	Lesotho	1.6
7	Ethiopia	8.8
8	Kenya	48.2

48.3 million Customers in Egypt

Our ESG framework

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

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.
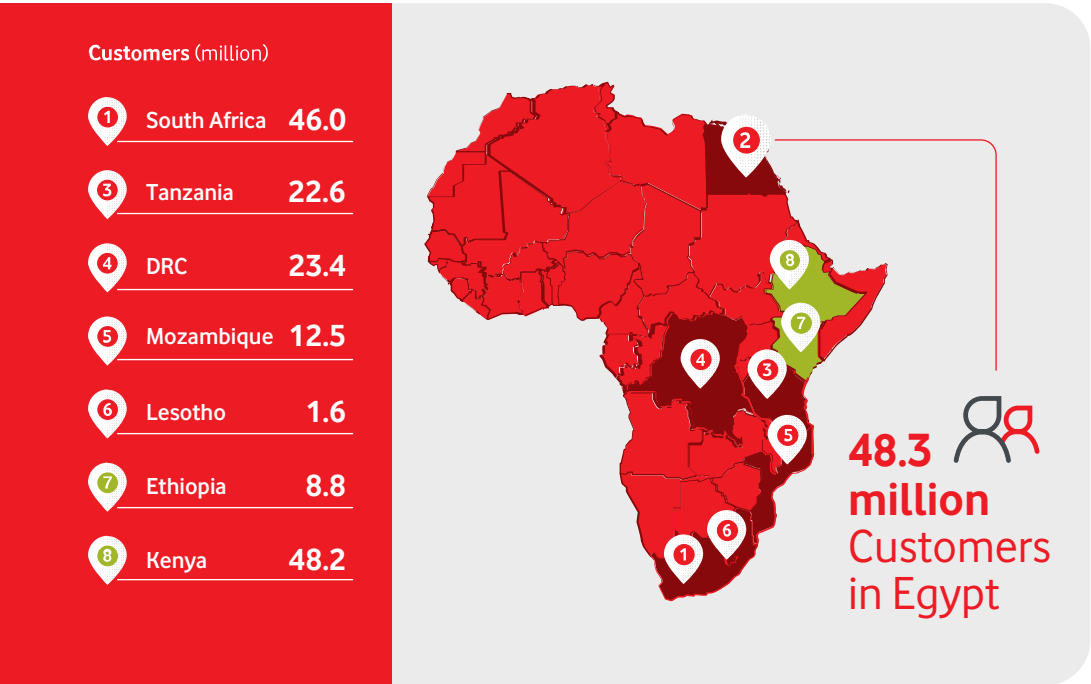
Transparency and measurement

Transparency is essential to our ESG approach. In our disclosures, we consider stakeholder expectations and developing ESG regulations and standards. We track our progress through ESG ratings, reputation measures and stakeholder feedback to ensure accountability and provide comprehensive disclosure to demonstrate meaningful impact.

Empowering people

Protecting the planet

Connecting for a better future
We enable an inclusive, sustainable and trusted digital society where individuals and businesses can thrive

Maintaining trust

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 Egypt	5

Our impact and performance against our ESG framework and purpose

Empowering people		Protecting the planet		Maintaining trust	
We aim to close the digital divide and help people benefit from digitalisation.		We want to help protect the planet and enable our customers to do the same.		We aim to maintain and enhance trust through responsible business practices.	
Closing the digital divide	7	Responding to climate change	15	Doing business ethically	23
Empowering our customers	9	Delivering net zero operations (scope 1 and 2 greenhouse gas (GHG) emissions)	16	Developing our employees	24
Supporting communities	11	Managing scope 3 GHG emissions	19	Protecting privacy and data	26
		Driving circularity	20	Protecting people	26
		Supporting biodiversity	21	Promoting responsible and inclusive procurement	27

1. Including Safaricom. These are 90 day active customers.

1

FY2025 in review

Empowering people

Best performing mobile network and fixed broadband network as benchmarked by Umlaut

Expanding digital health services to **500 primary care units**

44 777 unique users on the **V-Hub portal**

12.5 million citizens served through our **digital healthcare solutions**

203 Code Like a Girl trainees in total

Vodafone Egypt has been a proud signatory to the United Nations Women's Empowerment Principles since 2015

Protecting the planet

Matched **100%** of **purchased grid electricity with renewable sources** in FY2025

Maintained **ISO 50001** energy management system certification

Installed solar panels on cell tower structures

54% reduction in scope 1 and 2 (market based) GHG emissions

279 sites run on renewable energy (on and offgrid), ensuring that 89% of our electricity consumption comes from renewable energy sources

19.4 million litres of diesel reduced from our network operations due to the electrification of offgrid sites and deployment of hybrid technologies

Partnerships

with El Sewedy Electric Group, Al Safi Group and Green Packet International enabling local manufacturing and reduced product emissions

213 handsets, equivalent to 213.0 kg of e-waste recycled through e-TADWEER

Our renewable energy usage increased from 257GWh (produced on-site) to **449GWh** (on-site and grid supplied), due to a renewable power purchase agreement (PPA)

Maintaining trust

Best Place to Work for Women Award

Awarded Payment Card Industry Data Security Standard **v4.0** certification.

Female Friendly Workplace Award by TechUp Women

SHRM Silver Award for Health and Well being

Received the highest score of any local operator, and second highest in the Vodafone Group, in information technology (IT) for customers (IT4C), as rated by Gartner.

EMPOWERING YOUTH

100% of employees completed Doing What's Right training (data privacy, cyber security, code of conduct, anti-bribery and corruption, and health and safety)
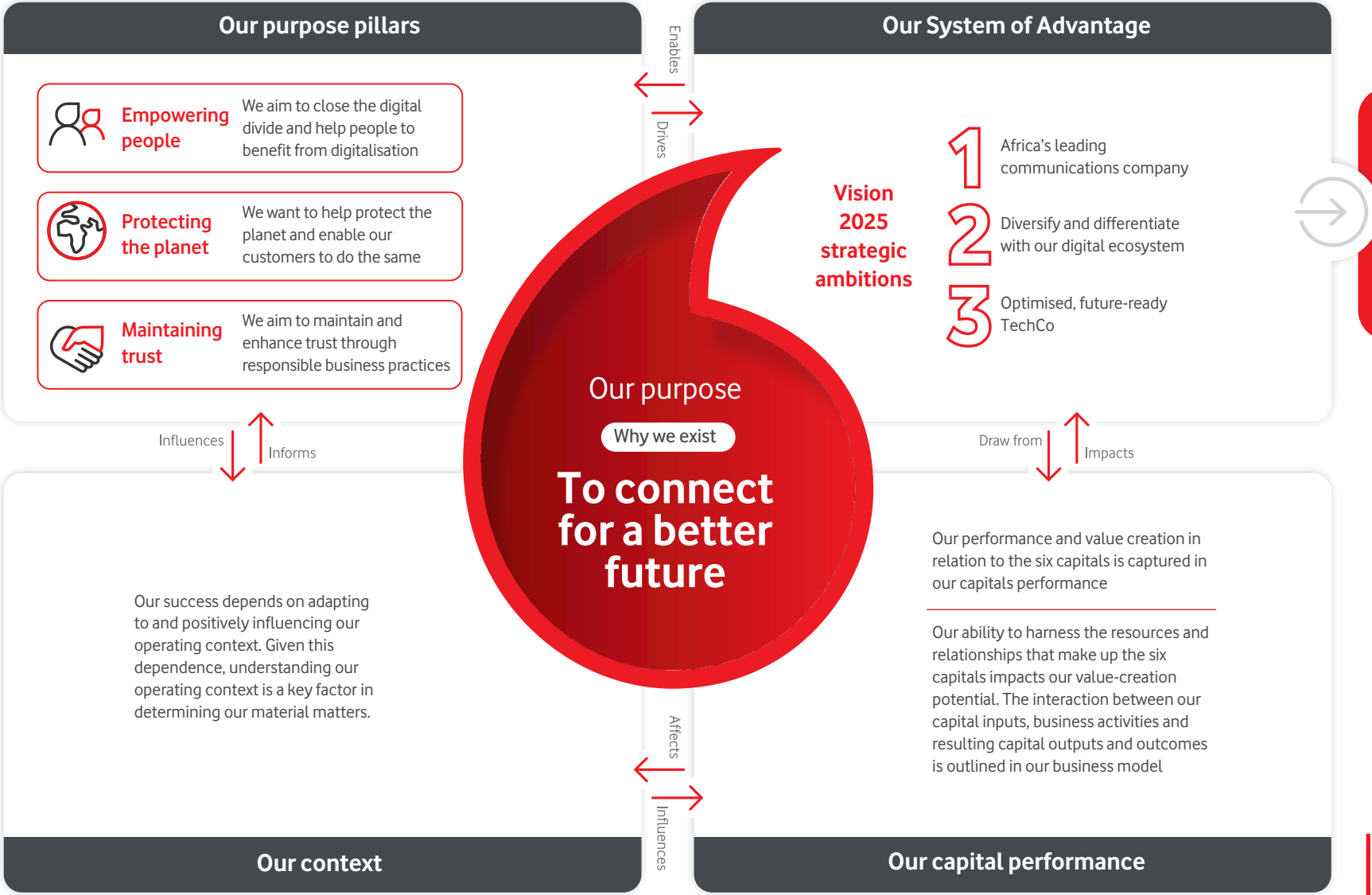
Our approach to **ESG**

Our 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.

Our purpose pillars

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

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

Maintaining trust
We aim to maintain and enhance trust through responsible business practices

Our System of Advantage

Vision 2025 strategic ambitions

1 Africa's leading communications company

2 Diversify and differentiate with our digital ecosystem

3 Optimised, future-ready TechCo

Our purpose

Why we exist

To connect for a better future

Enables
Drives

Influences
Informs

Affects
Influences

Draw from
Impacts

Our context

Our success depends on adapting to and positively influencing our operating context. Given this dependence, understanding our operating context is a key factor in determining our material matters.

Our capital performance

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

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

Our strategic ambitions

Governance oversight and responsible business practices

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

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

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

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

A message from the **CEO**

"We matched 100% of our purchased grid electricity with renewable sources – a major milestone in our journey to net zero by 2035."

This year, we reached new milestones in expanding our digital services, driving greater access to critical solutions. Our digital healthcare initiatives, for example, now serve as a cornerstone of our strategy, reflecting our commitment to improving lives through technology. Our focus on driving financial inclusion through accessible digital financial services ensured that more Egyptians have access to finance, leaving no one behind. We continued to lead Egypt's connectivity evolution with the introduction of e-SIMs and WiFi calling, bringing more consistent and reliable connections to our customers.

Throughout the year, we remained deeply committed to environmental responsibility through everything we do. We are proud of achieving a major milestone this year: matching 100% of our purchased grid electricity with renewable sources. This achievement is complemented by pioneering clean energy solutions for our offgrid operations

significantly reducing our reliance on diesel, as well as by continued investments in energy-efficient technologies, including the rollout of immersion cooling in our data centres. All these efforts are supporting with reducing our greenhouse gas (GHG) emissions as we accelerate towards our goal to achieve net zero GHG emissions in our operations by 2035.

None of this progress would have been possible without the unwavering dedication of our people. We take pride in fostering a culture rooted in diversity, support and mutual respect. This commitment helped place more women in leadership roles at Vodafone Egypt, empowering them to drive meaningful change in an inclusive environment where everyone is encouraged to thrive. This commitment was recognised with several awards, including the Society for Human Resource Management Gold Award for Excellence in Inclusion and Diversity and the #1 Best Place to Work for Women, awarded by Best Places to Work.

As we look ahead to another promising fiscal year, I am confident that our shared vision and collective effort will continue to enrich people's lives and drive Vodafone Egypt's sustainable growth.

Mohamed AbdAllah

1. This is based on the definition of a closing customer, while the total number of customers who had been using any of our services for 90 days as at 31 March 2025 are 48.3 million.

Committed to **Egypt**

We are committed to providing solutions that contribute towards Egypt's priority national development ambitions, as outlined in Egypt's Vision 2030. These include the Digital Egypt strategy, which comprises national projects to achieve digital transformation and upgrade digital infrastructure, foster innovation and empower people to take advantage of digital opportunities, and includes investing in and supporting digital capacity building.
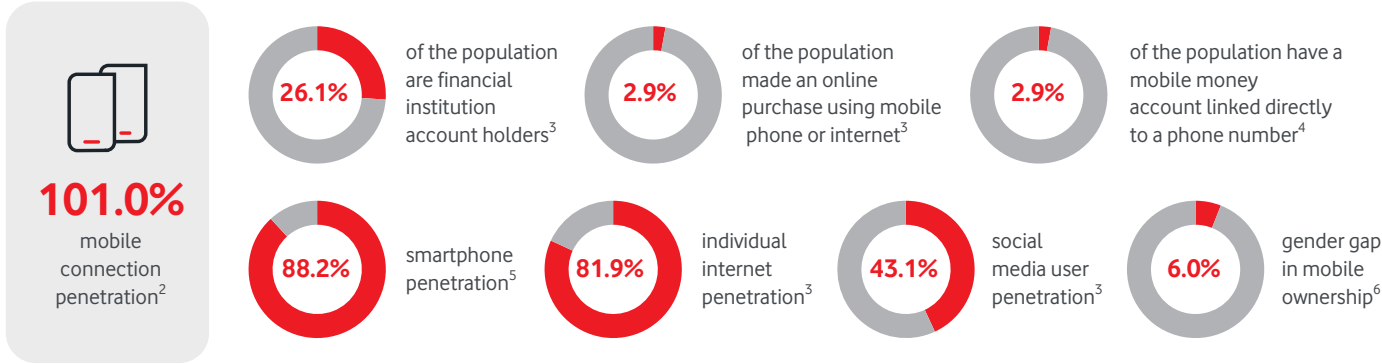
Population[1]
116.3 million   2030   125.2 million

Nominal GDP per capita[1]
**2 757 US$**   2030   4 179 US$

Egypt's digital profile

101.0%
mobile connection penetration[2]

26.1% of the population are financial institution account holders[3]

2.9% of the population made an online purchase using mobile phone or internet[3]

2.9% of the population have a mobile money account linked directly to a phone number[4]

88.2% smartphone penetration[5]

81.9% individual internet penetration[3]

43.1% social media user penetration[3]

6.0% gender gap in mobile ownership[6]

1. UN, BMI.
2. GSMA, 2025.
3. DataReportal, 2025.
4. DataReportal, 2023
5. GSMA Intelligence.
6. GSMA, 2024.

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.

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**

Our focus areas at a glance

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.

12 021 4G sites

1 060
Hayah Karima sites activated to date
FY2024: 1 043

157 766
devices sold through prepaid finance

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.

11.4 million
active Vodafone Cash (VF Cash) customers
FY2024: 8.2 million

50 000
Egyptian healthcare employees trained to use digital solutions
FY2024: 30 000

12.5 million
people served across 626 healthcare facilities through digital solutions
FY2024: 6.3 million people served at 309 hospitals

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.

125 188
Hayah Karima beneficiaries of connectivity, devices and training

550 000
Ta3limy registrations
FY2024: 378 890

36 500
customers served through our call centre for deaf and hard of hearing customers

Key developments
- New taxes on imported mobile phones and activation restrictions have been introduced by the regulator
- Egypt is uniquely impacted by regional crises, including conflicts in Palestine, Sudan, and Lebanon

Lowlights
The partnership with Egypt Air to offer cloud healthcare services has been delayed

Looking ahead
Educate more women in rural areas and involve them in entrepreneurship programmes

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

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[1]. 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 FY2025 we launched two world-first initiatives in collaboration with Huawei. We developed and deployed a new software algorithm called **Adaptive Interference Free**, which addresses a type of atmospheric interference common in coastal and desert regions that can significantly degrade user experience and network capacity. Adaptive Interference Free ensures a consistent and robust user experience, even in remote and challenging environments. We have also deployed the world's first commercial **25GBps microwave link** in the E-band spectrum, which enables data transmission at 25GBps over long distances.

In partnership with Telecom Egypt, we signed long-term **strategic infrastructure agreements** worth US$600 million to develop Vodafone Egypt's networks and support the rollout of 5G services. This partnership allows Vodafone Egypt to leverage Telecom Egypt's integrated infrastructure and fibre optic network, enhancing service delivery and supporting future expansion until 2034. This collaboration supports Egypt's digital transformation, and contributes to its economic growth by creating jobs and fostering technological innovation.

In an industry first for Egypt, we launched **fibre to the room** technology, in partnership with Huawei, to provide high-speed internet services to all rooms of a home, efficiently meeting the needs of closed communities.

We introduced a **Wi-Fi calling service** in Egypt, which allows mobile phone calls to be made via fixed internet networks. This will ameliorate network coverage challenges and enhance call quality, particularly in areas with weak mobile signals. The service was developed in partnership with the National Telecom Regulatory Authority and the four major telecom operators, including Vodafone Egypt. The service supports Egypt's goals of economic modernisation and rural development

Network penetration

3G 98.8% | **4G** 98.5%

We concluded a successful pilot using satellite to serve deep rural locations and isolated areas with basic mobile services (voice and texting) for emergency use cases

Rural sites
4 245

Hayah Karima (Decent Life) seeks to improve the living conditions of rural Egyptian citizens through interventions focused on human, infrastructure and economic development. The initiative is endorsed by President Abdel Fattah Al-Sisi and supported by a multi-stakeholder coalition of business, civil society and state structures.

In FY2025,
18 additional rural sites were activated, increasing the total number of sites to 1 060 sites.

Vodafone Egypt enabled free calls to Gaza, Sudan, and Lebanon in the first days of each conflict to allow refugee and expatriate communities in Egypt to communicate with friends and relatives in the conflict zones. This effort aligns with our mission to promote connectivity, support humanitarian efforts, and contribute to a more resilient and connected society.

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[1] To bridge this gap, we offer affordable entry-level smartphones and considered financial solutions, making device ownership more accessible and fostering greater digital inclusion.

We apply subsidies, discounts and offers tailored for low-income communities, and offer financing options to customers who want to upgrade from 2G/3G to 4G handsets. To provide affordable devices we offer instalment plans through partnerships with banks and consumer-financing companies.

We sold **157 766** devices

We partnered with Samsung Electronics to introduce a **locally produced, entry-level 4G smartphone** that is fully compatible with our high-speed 4G network. The Samsung Galaxy A05 is supported by a tailored financing programme to increase affordability.

1. GSMA, 2024. The Mobile Economy Sub-Saharan Africa 2024.
2. GSMA, 2024. The State of Mobile Internet Connectivity Report.

1.3 Addressing digital gaps

Mobile technology enables access to essential services. 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[2].

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.

We continued to provide educational SIMs with 1GB of data for use on the Ministry of Education's website and applications for only EGP5 per month, renewable monthly.

79 587 SIMs have been sold since the launch of the SIM bundle in November 2021

The MoneyBack Guarantee initiative commenced in 2022, a platform to enable customers to review mobile bundles purchases, rate plans, or accidental service

Just4You provides personalised voice, SMS and data-based offers based on a customer's usage patterns

43% Just4You usage

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.

The government assisted Egyptian women with social grants wallets using the VF Cash platform

We offered free units to

2 394

women registered in the government's Social Fund for Development who signed up for a VF Cash wallet, encouraging their participation in digital financial inclusion products

Code Like a Girl equips girls and women with coding skills, confidence, tools, knowledge and support, enabling them to pursue careers in science, technology, engineering and mathematics fields

Girls trained
FY2025
60
Total since launch
203

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[1]. 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

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.

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[2]. 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[3]. Despite this progress, challenges remain. By leveraging mobile money, we continue to empower communities to thrive in the digital economy.

Versatile payments for Egypt's unbanked

VF Cash is an e-wallet and financial services platform catering to the unbanked. It offers money transfer, e-commerce, insurance, savings, donation services, remittances, and utility, merchant and tuition payments. **VF Cash Deals** gives customers access to offers from 14 merchants. VF Cash Deals has revolutionised the way payments are made and has reached 19 750 subscribers since inception.

VF Cash is focused on growing its donations service. It facilitates and supports donations to 145 non-governmental organisations

11.4 million
active customers
FY2024: 8.2 million

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, we are 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. We provide 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 thrive in the digital economy, SMEs need digital skills, expert guidance, and access to scalable platforms. Vodafone supports this by providing tools and training that help SMEs adopt digital solutions and grow sustainably. In February 2025, Vodafone Business and UNDP Egypt signed an MoU to empower green SMEs in Egypt with digital services and advisory support.

V-Hub
An online resource portal offering expert advice, best practice guidance and digital tools to navigate the digital economy. Central to the hub is the V-Hub Knowledge Centre, a virtual repository that acts as an open library offering digital tools and resources spanning tech and innovation. Our V-Hub Knowledge Centre helps SMEs become future-fit, raising awareness of the importance of digital transformation, and sharing best practices for them to grow and thrive

Read more on V-Hub

Shark Tank Egypt
Vodafone Business remains the exclusive sponsor of the entrepreneurial reality show Shark Tank Egypt. The series promotes entrepreneurship by highlighting investment processes and providing mentorship and capital to promising entrepreneurs

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.

We hosted the **Vodafone Business Digital Transformation Summit** to explore the transformative impact of digitalisation, tackle key challenges and deep-dive into state regulations and strategies. The summit aimed to foster collaboration and knowledge exchange, shaping the digital journey of Egyptian industries and information and communications technology. Vodafone Business unveiled its latest solutions during the summit, empowering SMEs and large corporations to thrive in an ever-evolving digital landscape.

The second edition of the **Vodafone Business Next Summit** was themed "The Future of Business". It brought together key chief information officers and IT decision-makers in the Egyptian private sector to explore innovations and their impact on the future business landscape. The summit also featured a Vodafone Business Experience Zone, an interactive showcase demonstrating how Vodafone's technologies are helping digitise and transform industries.

Our **fleet management system,** implemented in partnership with the Egyptian Company for Tracking and IT Services, serves a broad segment of the automotive sector. In addition to asset visibility and tracking, we have been able to analyse route and vehicle usage data to reduce fuel usage and emissions. After implementation, fleets reduced fuel consumption by 15.0%, with an associated reduction in emissions.

The solution serves

9 000

vehicles

FY2024: 3 700

from cars to heavy trucks.

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. Vodafone Egypt is driving this shift by deploying Internet of Things-powered stock monitoring, mobile diagnostic platforms, and cloud-based hospital management systems to enhance efficiency and patient outcomes.

Universal Health Insurance and healthcare facilities digitalisation	In partnership with two Egyptian ministries, we are digitalising the healthcare system through three programmes - Universal Health Insurance (UHI), Primary Care Units and the Egyptian University Hospitals. In FY2025 we won a bid to digitalise 500 primary care units. We increased our FY2030 target to reach **26 million** people through our digital healthcare solutions (from 15 million). **12.5 million** people served across **626** healthcare facilities

Healthcare workforce training	**50 000** Egyptian healthcare employees trained to use digital solutions	Public health initiatives and disease prevention	Community-driven programmes leverage digital tools and partnerships to combat infectious diseases and promote public health

Awareness

The Baheya Foundation is a non-profit organisation targeting the early detection and treatment of breast cancer. The Vodafone Egypt Foundation and Vodafone Business partnered with the organisation to launch a campaign allowing Vodafone customers to make free calls to Baheya during **Breast Cancer Awareness** Month in October. EGP1.2 million in donations were raised, which we plan to match through a matched funding campaign.

Digitalising agriculture

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

We are partnering with Tomatiki to provide smart agriculture IoT solutions that minimise water and fertiliser usage, enhance crop productivity and allow real-time monitoring and management of crops through sensors that track weather and soil conditions

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 Helping people with disabilities

Supporting our communities through employee volunteerism

We enable our employees to contribute through payroll giving, fundraising and volunteering, including activities where employees can use their professional skills and expertise.

Activities occur throughout the year, including local and global campaigns such as a back-to-school occasion, holy month of Ramadan food packaging, and other humanitarian support events in partnership with Egyptian Food Bank, Egyptian Red Crescent, Egyptian Clothing Bank, and Al Manfaz.

The Vodafone Egypt Foundation collaborated with Al Manfaz for the annual Back-to-School campaign, packing around 20 000 boxes of school equipment and food supplies to support families and their children during the beginning of the academic year. This year, the Vodafone Foundation also supported the Al Manfaz initiative in sponsoring 4 000 students, covering their tuition and providing them with school uniforms.

In September 2024 we introduced Summers in Ancient Egypt, a five-day summer camp at the Grand Egyptian Museum. Young attendees were able to experience the life of ancient Egyptians in an immersive experience enriched with AI, robotics and digital technology.

The Vodafone Foundation supported over
250
participants, including Ta3limy course finishers, Ministry of Educational and Technical Education Top Performers, and orphans

1 200
Employees and contractors undertook volunteer activities

3.1 Enabling education

Education and skills development are critical to economic mobility, yet many individuals across Africa face barriers to accessing quality learning and employment opportunities. 50 million children in Africa are not in school, with primary education completion rates at just 63%, far below the global average of 87%. By 2050, the continent will require 9 million new classrooms and 9.5 million teachers to meet the rising demand[1]. Without intervention, these challenges will increase inequality and limit economic progress. We support education and employability by expanding digital learning platforms, enhancing school connectivity and providing skills training to equip learners and jobseekers with the tools they need to thrive in a rapidly evolving economy.

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.

3.1 Enabling education continued

Providing the tools for better education

Physical infrastructure

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

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

Vodafone Egypt Foundation partnered with Hayah Karima, a nationwide initiative to provide public schools with fully equipped and connected computer labs. This effort was coupled with digital literacy and cyber security training for students and teachers

The Vodafone Egypt Foundation has connected more public schools and has reached a total of 48 INS hubs making Egypt the country with the most INS hubs in Africa.

175
Hayah Karima schools across five governorates were supplied with connectivity, devices and training

FY2024: 80

Online learning platforms

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

Ta3limy is a free platform serving K12 students, parents and teachers, including professional development for educators and devices to access Ta3limy content in rural Haya Karima villages

550 000
registrations

FY2024: 378 890

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 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

PG Read more about our Discover Graduate programme on **page 25**

Case study

Empowering safer online experiences

Ta3limy equips students with world-class digital, language, and soft skills, while also supporting parents through training in positive parenting and cybersecurity. Our support for teachers comprises a comprehensive and holistic professional development platform. By providing essential knowledge and tools, we are helping to create a safer and more informed online community. The Ta3limy educational platform includes free online safety learning materials for students, educators and parents. They include an introduction to financial technology, online security considerations and processes, and to cyber security practice.

The Vodafone Egypt Foundation offers workshops in partnership with Hayah Karima (Decent Life) for students, educators, and parents. These workshops cover online privacy and digital security, conducting online research and finding credible online resources, and online ethics and cyberbullying.

Case study

Bridging educational gaps for refugees and host communities

Since 2013, INS has transformed refugee classrooms in Egypt, 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.

22 new INS sites are being refurbished, including the installation of solar solutions. In FY2025 903 teachers benefited from INS training, including the Digital Teacher training course, with tuition in pedagogy, general awareness sessions such as positive parenting, active learning and utilising the INS tools and IT devices. Four INS directorate coordinators were trained on data compilation reporting methods. 1 458 students benefited from extracurricular activities, including Akelius Languages, Arab coding training, AI, IT, communication clubs and some general awareness sessions (national initiatives, anti-bullying and drug awareness among other topics).

INS centres
48

Pupil beneficiaries
101 391

Teacher beneficiaries
2 795

Centres refurbished with solar solutions
22

3.1 Enabling education continued

Supporting jobseekers and empowering youth

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

The **summer training programme** aims to develop tertiary students' skills, increase their efficiency, provide practical experience, and build their digital and creative capabilities across various sectors, enabling them to achieve their professional ambitions. We selected 150 trainees to participate in the summer training programme from 13 000 applicants from over 10 universities across Egypt. 55% of participants are female. The most successful participants were invited to continue their training while they complete their studies and take part in office-based training two or three days a week

The **Vodafone AI Academy** (previously the Big Data Academy) in Egypt runs a six-month teaching programme that provides new graduates with hands-on AI experience and skills required for employment The academy provides real use cases with clear deliverables, and aims to develop in-demand digital skills and create a pipeline of AI talent

The **She Works Wonders** programme, trains newly graduated women with skills for "unconventional" fields, resulting in completed internships and successful hires. We partnered with PepsiCo to create a pipeline of female candidates in the technology and sales fields at Vodafone Egypt. These internships were completed, and some interns are progressing to full-time employment

EMPOWERING YOUTH

EMPOWERING YOUTH

3.2 Empowering people with disabilities

Across Africa, people with disabilities face challenges accessing digital communication, education and economic opportunities. These barriers limit access and use of mobile technologies, independence and participation in a digital society. Our approach of digital inclusion of people with disabilities intentionally promotes equitable development and participation. We are committed to bridging these gaps through assistive technologies, accessible customer services, and digital literacy programmes.

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

We have call centres for customers and offer a range of services such as video call sign language, relay centres and interpreters.

36 500 people were served through the centre in FY2025

TOBi, our AI chatbot has been equipped with a pathway for our D/deaf and hard-of-hearing customers incorporating a number of sign language videos.

Broader disability inclusion and advocacy

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

We offer discounted contract deals online and at selected stores for people with disabilities, incorporate accessibility in new product and service designs, and introduced a "Pay 1 Month, Get 1 Month" offer on the International Day of Persons with Disabilities to promote accessibility and affordability, empowering all members of the community and fostering a more inclusive society

People with disabilities are given 50% discounts or double flex quotas

Special needs customers pay zero fees for their first utility payment each month

Deaf and hard of hearing customers receive a discounted rate for video calls

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

1

Responding to climate change

We are committed to a low-carbon future through reducing our GHG emissions and advocating for climate action.

Partnered with Dawarha to introduce "reverse vending machines" to promote recycling

2

Delivering net zero operations

We are implementing energy efficiency measures and technologies to reduce GHG emissions.

68%
of our total electricity consumption is from renewable sources including PPAs and renewable energy certificates (RECs)

3

Managing scope 3 GHG emissions

We reduce our value chain GHG emissions by engaging with our suppliers and customers.

Supported customers in avoiding
38 273.0 tCO$_2$e
through a range of IoT solutions
FY2024: 14 690.0tCO$_2$e

4

Driving circularity

We adopt a circular approach to resource consumption and guide customers to make more sustainable choices.

100%
of network waste sent for recycling or re-use
FY2024: 100%

5

Supporting biodiversity

We aim to understand and mitigate our biodiversity impacts while deploying technologies to protect nature.

Conducted a nature impact assessment and developed shortlist of water and nature-related risks and opportunities

Key developments
- African governments are increasingly considering regulation and carbon taxes and scrutinising companies' activities as they seek to meet their national climate commitments
- As regulations tighten, companies may face higher costs for data collection, verification and disclosure to meet increasingly demanding standards

Lowlights
- Prolonged refinement of e-TADWEER programme post regulatory developments, which resulted in decrease in mobile handsets for recycling
- New technologies are not yet mature and feasible for our network due to supply chain challenges and low levels of implementation at scale
- Ongoing constraints on capital investment available to support implementation of our climate transition plan, with the need to consider the longer term case for investment

Looking ahead
- Scope 3 emissions are expected to be an increasing focus in FY2026
- We intend to relaunch e-Tadweer, our trade-in and device circularity programme
- Monitor the implementation and execution of our climate transition plan

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. 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

On **World Environment Day** we partnered with Dawarha to introduce "reverse vending machines" at our headquarters, which encourage recycling by awarding points to employees who deposit plastic bottles. We have also prohibited single-use plastic bags in all food outlets in our buildings.

Led by Vodacom Group in collaboration with Vodafone Group, we enhanced our climate scenario analysis by quantifying potential financial impacts and deepening our understanding of how climate-related risks and opportunities could impact our revenue and asset base

Managing our climate-related risks and opportunities requires building capacity and continually enhancing our policies, processes and reporting.Climate change poses significant risks to our operations, value chains and customers in the countries where we operate.Our physical risks include damage to infrastructure, business interruptions and worsening socio-economic conditions that affect our enterprise customers and consumers. .

CNR   Read more in the **Climate and nature report.**

2 Delivering net zero operations

The ICT sector is responsible for an estimated 1.5% to 4% of global GHG emissions[1]. 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 PPAs and using various market mechanisms such as RECs.

Powering our network requires around 664GWh 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 12 000 sites.

We are engaging with the utility provider to avail electricity in all feasible sites locations. This will help reduce our GHG emissions when transitioning from prime or hybrid generator to electricity from renewable source, eliminate the risk of downtime and avoid additional expenses from maintenance, refuelling and other operational costs.

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

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

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 54% to 54 125.1tCO_2e (FY2024 116 577.4tCO_2e). 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 almost zero with the remaining GHG emissions resulting from purchased district cooling. We achieved this by investing in renewable energy purchases, installing renewable energy systems on our premises, and through an agreement with the New and Renewable Energy Authority (NREA) to supply electricity from renewable sources.

Scope 1 and 2 market-based GHG emissions (thousand tCO_2e)
Scope 1

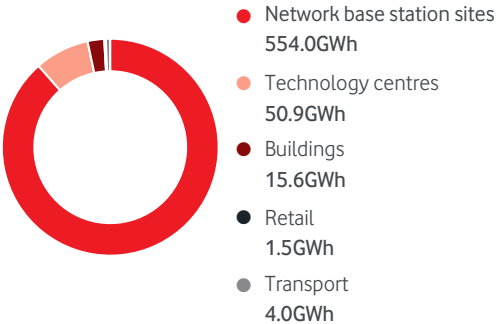|	
FY2025	54 125.1
FY2024	116 577.4
FY2023	255 653.3
FY2022	231 330.3
FY2021	212 745.5
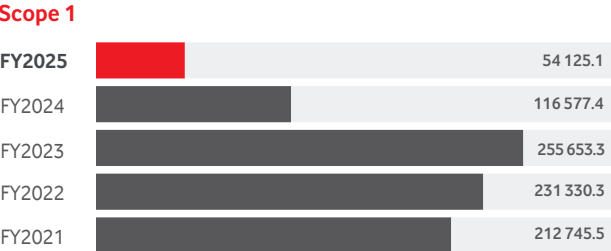
2.1 Energy efficiencies

Our energy consumption is split between our base station network (89.1%), technology centres (7.7%), office and warehouse buildings (2.4%), retail stores (0.2%) and transport (0.6%).

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

- ● Network base station sites **554.0GWh**
- ● Technology centres **50.9GWh**
- ● Buildings **15.6GWh**
- ● Retail **1.5GWh**
- ● Transport **4.0GWh**

We were the first telecom company in Egypt to adopt a hybrid wind and solar solution to power a base station, in partnership with Ryse Energy. This solution saved

35 litres
of diesel per day.

See more about our journey to net zero

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.

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 installed **building management system** (BMS) for electromechanical infrastructure to monitor and control our heating, ventilation and air conditioning equipment, which results in reduced energy and chilled water consumption. Two additional BMS integrations were completed at the Alexandria and Tanta Mobile Telephone Exchanges (MTXs) in FY2025. The chiller plant manager was also integrated into our BMS in FY2025.

We implemented **dynamic thermal management** (DTM) at our technology centres to control heating, ventilation and air conditioning units, which account for 7.7% of the centres' energy consumption. DTM sensors were installed in existing MTX technical rooms and integrated into our designs for all new MTX technical rooms.

In FY2025, we successfully trialled an immersion cooling solution for a technology centre with substantial energy savings. We are evaluating the rollout of this solution.

We are looking forward to continuing the rollout of cold aisle containment in technology centres. We are trialling a proof of concept in a technical room MTX where some racks need to be contained to allow better thermal behaviour, where doors will be installed on both rack aisles with flexible rack roof tiles acting as cold aisle containment.

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.

68% of our total energy consumption is from renewable sources, including solar energy generated, matched with purchased RECs and PPAs.

Egypt trials solar flowers

Installing solar power at base stations can be challenging, and there are space constraints for sites in congested areas. We overcame this challenge by introducing a solar flower solution at a trial site. The innovation, developed by Vodafone Egypt's engineers, features 12 panels set out in a circular flower design directly mounted to the tower, carefully managing the weight of the panels to not compromise the mast. The flower produces 6KWp and maximises tower space. The offgrid site, which primarily ran on a diesel generator, now uses these panels to substitute a portion of its diesel consumption

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.

We work with partners to deploy innovative renewable energy solutions. For example , PPAs for offices and technology centres provide solar energy to meet 76% of our electricity needs, through an agreement with the NREA.

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.

68% of our total energy consumption

is from renewable sources, including PPAs and RECs.

On our premises, renewable energy consumption increased by 75% from 257GWh in FY2024 to 449GWh in FY2025. We extended our agreement with the NREA, increasing our purchased renewable energy from 65% in FY2024 to 76% for FY2025.

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

19.4 million litres

of diesel **FY2024:** 19.9 million litres , mainly in stationary generators at our offgrid sites, or sites with unreliable grid-supplied electricity. This is 2% **less than the prior year largely due to improved grid conditions and on-site alternatives.**

As **97%** of our scope 1 GHG emissions are diesel based, we launched a **diesel reduction programme** in 2019, which included adopting renewable and hybrid solutions and electrification of our offgrid sites. This resulted in a **0.5 million** litre reduction of diesel compared to the previous year
(in FY2025: **19.4 million** litres compared to FY2024: **19.9 million** litres of diesel).

We conducted a successful proof of concept of the hybrid use of bio-fuel in diesel generators at three network sites, where in FY2025 we have increased rollout to seven sites.

2.5 Electric vehicle fleet

We have introduced electric vehicles in Egypt. Limitations to introducing electric vehicles include potential capital expenditure required, low availability of charging stations, in-country maintenance capacity and difficult terrain.

We have
19 electric vehicle (EV) charging stations

on our premises, supplied by rooftop solar installations, to serve the

54 EVs used by employees

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.

We achieve this through

3.1 Key supplier engagement

3.2 Enabling customers to reduce their GHG emissions

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213 511 tCO$_2$e
in scope 3 GHG emissions

FY2024: 213 257 tCO$_2$e

68% 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$_2$e)

Category	tCO$_2$e
Purchased goods and services	28436.4
Capital goods	33299.5
Fuel and energy-related activities	83672.6
Employee commuting	13996.1
Upstream leased assets	8763.7
Use of sold products	23927.7
Franchises	20086.5
Other	1328.8
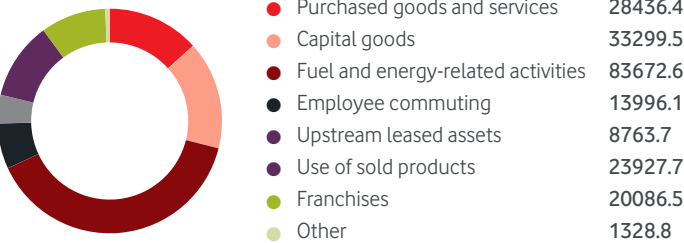
3.1 Key supplier engagement

We aim to engage with our existing suppliers to align their climate ambitions with ours and accelerate decarbonisation plans. We also seek to consider suppliers' climate ambitions, plans and performance during the procurement and suppler selection process. In FY2025, we signed two partnerships to increase the local manufacture of equipment in Egypt. The first with El Sewedy Electric Group to manufacture advanced telecommunications equipment in Egypt and the second with Al Safi Group and Green Packet International to manufacture high-speed routers contributing to the growth of industrial investment in Egypt while reducing the import bill. These partnerships will reduce the carbon footprint associated with importing equipment.

Read more about our climate transition plan initiatives connected to circularity and awareness here:

3.2 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[1] in the three highest-emitting sectors – energy, mobility and materials – by 2050.

NET ZERO This year, we enabled the avoidance of
38 273 tCO$_2$e
FY2024: 14 690 tCO$_2$e

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

4 Driving circularity

An estimated 62 million tonnes of e-waste is produced globally, with only 22.3% documented as formally collected and recycled[1]. 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

4.4 Managing general waste

4.5 Water stewardship

1. The Global E-waste monitor (2024).
2. World Resource Institute Aqueduct Water Risk Atlas.

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.

We achieved our goal which was to reuse, resell and send for recycling 100% of decommissioned network equipment by 2025[2].

In FY2025 we sent

413.6 tonnes of network waste
FY2024: 822.0 tonnes   and

1 225.2 tonnes
of hazardous network waste
FY2024: 888.6 tonnes)   for recycling.

2. Excludes hazardous network waste (e.g. batteries).

Our journey to achieving our 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 we have 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[1]. We lower our impact by implementing circularity initiatives with partners and other operators.

Tackling e-waste through e-TADWEER

In partnership with the Egyptian Ministry of Environment, the United Nations Development Programme and the Federation of Egyptian Industries developed the e-TADWEER solution. The programme drives circularity solutions for electronics and devices, enabled the recycling of 213 devices in FY2025. This is less than previous years as the programme was undergoing refinement post regulatory developments. The programme will be re-launched in FY2026.

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.

In FY2025 we banned single-use plastics from our headquarters, and installed reverse-vending machines for employees to recycle plastic bottles.

Vodafone Egypt is one of the key operators involved in the launch of eSIM technology in Egypt, after the National Telecommunications Regulatory Authority approved the technology in December 2024. By adopting eSIMs, we reduce the environmental impact associated with the production and disposal of physical SIM cards, and enhance user convenience and security, allowing multiple numbers on a single device and reducing the risk of SIM card loss or damage.

4.4 Managing general waste

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

We **manage the waste streams** for delivering our products responsibly by implementing paperless branch processes, signing green lease agreements for stores that include water, waste and electricity management targets, and reducing plastic usage.

We handle all general waste on-site with care and in full alignment with the sustainable practices set forth in the LEED v4.1 certification for building operations and maintenance.

We have continued to build on our Go Green and paperless initiatives from previous years, reinforcing our commitment to environmental sustainability. A key enabler of this progress is the Haystack mobile application, which has played a pivotal role in reducing paper usage by facilitating the creation and exchange of digital business cards. The app also allows users to digitise physical cards and integrates seamlessly with widely used business platforms such as HubSpot, Slack, and Salesforce, further supporting our transition to a more sustainable, digitally driven workplace.

4.5 Water stewardship

Rainfall in Africa varies significantly across different regions, impacting ecosystems, agriculture and livelihoods. We experience frequent floods and droughts in the countries in which we operate. Although our operations are not water-intensive, we strive to reduce our water usage, as five countries in which we operate are considered medium-high to extremely high water risk[2]. Our digital solutions support customers to manage their water consumption through real-time monitoring and early detection of water leaks.

The water control system at our premises has enhanced our water management practices by enabling more accurate monitoring, improved reporting, and establishing a comprehensive audit trail. Key elements include systematic data documentation, evidence retention, and ongoing analysis to support responsible and efficient water use.

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**

We achieve this through

5.1 Understanding and reducing our impact

5.2 Enabling biodiversity protection

5.1 Understanding and reducing our impact

Although our operations' direct effect on the environment and biodiversity is limited in FY2025, through 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 Vodafone Egypt 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 delivering programmes in partnership with our customers where digital technology will support nature and biodiversity.

When sourcing sites for operations, we are mindful to ensure we maintain the integrity and biodiversity of the area by acquiring the requisite local environmental permits. During the year, we established

566 sites — one of which is in a protected area. All sites were screened for environmental risks and impacts beforehand.

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[1]. 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.

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

Read more about our agricultural IoT solutions in 2.3 Digitalising larger organisations and critical sectors on **page 10**

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.

Contributing to the SDGs

We maintain 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

Our focus areas at a glance

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.

34.2% 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

4 Protecting people

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

ISO 45001 and **45003** certified

5 Promoting responsible and inclusive procurement

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

82% 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

The Egyptian Gender Alliance and Returnship programmes have been paused

Looking ahead

Accelerating transformation with Leaders Lab training and our LEAP graduate programme

1 Doing business ethically

Increasing regulatory scrutiny, rapid technological advancements, global 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 office leads an ethics programme. Training and awareness support the programme's internal and external policies to ensure compliance with best practice, laws and regulations.

All employees receive **code of conduct training** during induction, and undergo regular refresher training every two years, or if they fail any new assessments. The training is available in Arabic. Competition law and anti-corruption awareness campaigns reached all employees. Continuous compliance awareness and training is conducted for high-risk employees.

We launched several **Doing What's Right** campaigns, which included internal communications from top management, quizzes for employees and more to ensure they remain aware of our culture and code of conduct.

We evaluate our **fraud management** effectiveness using the corporate security control baseline, a standardised framework that spans all corporate security domains, including fraud management, investigations, business resilience, law enforcement liaison and physical security.

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

🌐 **Click here** to report an incident

Speak Up hotline:

📞 **0800 006 0171**

We maintain **effective communications** with all relevant stakeholders, through focus groups, regular meetings, conferences, on-ground activities and more. We hold regular strategy-setting meetings that serve as the basis for our public agenda and ensure we continue to effectively serve our stakeholders. We prioritise transparency by adhering to regular reporting cycles to update stakeholders on our progress and share our evolving long-term vision. The valuable feedback we receive from our stakeholders informs our future planning and decision-making, allowing us the benefit of having a flexible and constantly developing sustainability strategy that improves our performance and brings a positive impact through our initiatives.

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

7 688 employees
FY 2024: 7 103

FY2025	6 401
	1 287
FY2024	5 816
	1 287
FY2023	5 659
	1 426

● Permanent　● Contractor
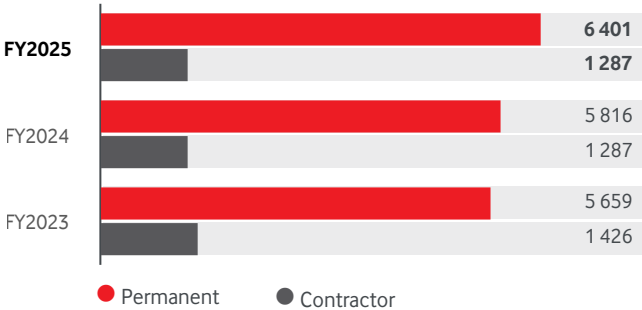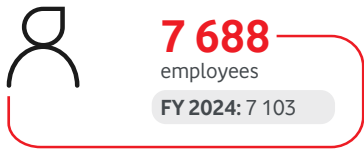
9.9% Employee turnover
FY2024: 10.3%

Fostering workplace equality

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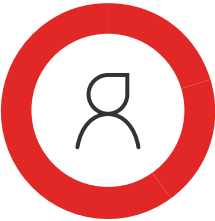
Women

Women in management and senior leadership:	34.2%
Overall workforce:	32.7%

Maternity and paternity leave are provided to birthing parents in accordance with relevant laws and our policies.

101
Female Employees
took maternity leave:
● 96
returned to work after maternity leave

316
Male Employees
took paternal leave:
● 316
Employees returned to work after parental leave

LEAP is Egypt's first two-year graduate programme in the private sector, tailored for people with disabilities. Participants rotate across Vodafone Egypt and work on assignments and projects that will accelerate their development and enable them to develop and grow within Vodafone Egypt.

Our **domestic violence policy** sets out comprehensive workplace resources, security and other measures for employees who are at risk of experiencing and recovering from domestic violence and abuse.

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.

Leaders Lab is an immersive leadership programme track for Vodafone Egypt's management teams.The 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 Vodafone's Executive Committee team attended a three-day session with their direct reports, exploring leadership skills, how to manage their teams and overall training. The programme was cascaded down to all Vodafone Egypt's management and associate manager teams.

Top Talent programmes include Accelerate G, which expands leadership stories and inspires G-band employees, and Accelerate F, which includes coaching for F-band employees.

Our annual Discover Graduate programme offers a well-rounded experience that exposes participants to various company functions. Participants are chosen each year to enter roles within Vodafone. We continue to leverage partnerships with leading universities to recruit high-calibre graduates to join our workforce.

Discover graduates 🎓 **12 graduates**
FY2024: 16

The **Youth Council**, with its diverse roles, provides support to the Executive Committee. This initiative encourages council members to research and explore disruptive ideas in the digital economy. Members have the opportunity to shadow Executive Committee members, exposing them to decision-making and strategy formulation and implementation at the highest level.

Living the Spirit of Vodafone

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

Our employees stay connected with the company's vision and culture through the **Vodafoners app**.

They also have access to various benefits and rewards which include:

- Our transportation network
- Full insurance based on salary
- Medical insurance with the option of adding a spouse or children
- Nursery allowance for children under five
- Access to a ladies' lounge for stress relief
- Food allowance
- Gym facilities

The **Hackathon** is our premium innovation challenge. It encourages employees to ideate, collaborate, learn and demonstrate their innovations to a top management "dragons" panel. 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.

We respect the privacy of our customers and are committed to protecting their personal data in accordance with applicable laws and regulations, including the Egyptian Data Protection Law and EU privacy laws, such as the General Data Protection Regulation. 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.

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

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. We have a dedicated team of cyber security experts and collaborate with third-party experts and consultants to maintain our specialist skills and to follow industry best practices.

We participate in various **cyber security forums,** including the Arab Sustainable Development Week, where we showcased our work to promote and entrench cyber security, and the importance of online safety awareness, particularly for children.

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.

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 maintain a holistic approach to integrating human rights considerations into our policies, governance, and due diligence processes.

The **iAssist employee assistance programme** with O7 Therapy, has 828 employees. We provided 1 126 hours of iAssist services.

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

We have **12** wellness ambassadors and **eight** health and safety specialists.

We celebrated a **fatality-free year.**

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.

Our **supplier selection** process, policies, and requirements form a comprehensive framework that enables us to minimise risks and ensure ESG stewardship. All potential suppliers are rigorously screened based on the Vodafone global policy for social and environmental standards. We conduct additional assessments and investigations on potential suppliers who pose a high risk to our business or reputation. We regularly conduct supplier audits to evaluate compliance against our health, safety, environment and quality requirements.

We work closely with our suppliers and provide them with necessary and supplementary training to ensure best practice supply chain management. We hold annual workshops comprising a committee of health and safety professionals from suppliers and third parties to address key risks and opportunities for enhancement. Following these discussions, we amended our **supplier health, safety and well-being policy**.
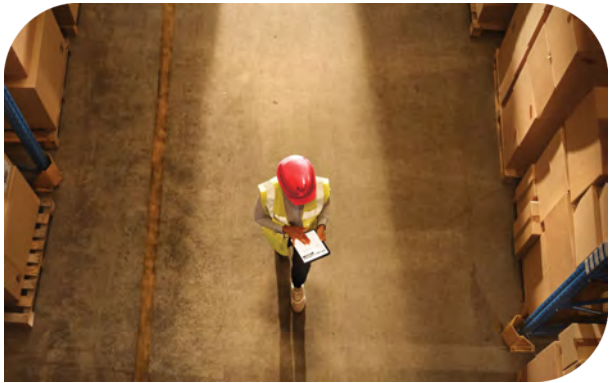
We facilitate partnerships between suppliers and local manufacturers. By localising the production of telecom equipment, we reduce the environmental impact associated with importing devices. This supports local manufacturing, fostering innovation and sustainable growth and contributing to more resilient and self-sufficient local economies.

Empowering local industry: telecom equipment manufacturing

Case study

Since 2024, Vodafone has launched strategic partnerships to localise telecom manufacturing in Egypt, enhancing financial sustainability and supporting community development. We entered a pioneering partnership—the first of its kind in Egypt and Africa—to locally manufacture advanced telecommunications equipment. We collaborated to produce high-speed home routers domestically. These routers are now commercially available, contributing to industrial investment, reducing import dependency, and advancing Egypt's electronics industry.