

Vodacom Lesotho

Environmental, Social and Governance Snapshot

For the year ended 31 March 2026



Further together



FY2026 in review

**Empowering people**



Certified
Top Employer
by the Top Employer institute
for the sixth consecutive year



1.7 million
customers on our network



939 112
smartphones on our network



LSL135.9 million
in Airtime Advance was extended to 929 144customers



99%
4G coverage



930 808
financial inclusion customers



LSL13.8 million
invested in community upliftment programmes including corporate social investment, donations, in-kind support and social impact partnerships

**Protecting the planet**



Maintained
ISO 50001
energy management certification



Solar power at our head office is fully operational, with annual generation of
117 255kWh



Matched
100%
of purchased grid electricity with renewable sources



Working with local government and employees to advance
environmental priorities
in Lesotho



Reducing plastic use
and encouraging customers to ditch single-use plastics



**Maintaining trust**



Zero
fatalities



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



Zero
privacy fines, anti-competition and anti-money laundering fines



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A message from the CEO

Our purpose-led ESG framework

Committed to Lesotho

Vodacom Lesotho Environmental, Social and Governance Snapshot for the year ended 31 March 2026

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A message from the CEO

MOHALE RALEBITSO



Together with our partners, we are building a digitally inclusive Lesotho—expanding connectivity, enabling opportunity and ensuring no one is left behind.

It is my privilege to present Vodacom Lesotho's ESG snapshot. This report reflects our progress, partnerships and unwavering commitment to building a digitally inclusive and sustainable Lesotho.

Vodacom Lesotho forms part of a multi-stakeholder team that is reviewing Lesotho's Communications Act of 2012 to ensure that it is capable to address the challenges and opportunities of the modern era, from artificial intelligence and over-the-top services to cybersecurity and data sovereignty.

We pursued a network upgrade programme to widen 4G broadband coverage countrywide and accelerate the deployment of 5G technology. This approach will ensure that Basotho in urban centres and remote mountain communities alike can access the transformative power of high-speed internet.

This investment reflects our re-affirmed commitment to Lesotho's digital transformation strategy. Beyond commercial imperatives, we supported the government's digital public infrastructure agenda – from e-government platforms to digital identity systems – understanding that a connected state is effective.

I am proud to report that the first cohort of our software factory programme has graduated. These young Basotho developers, coders and technologists were equipped with skills to fashion solutions that make technology user-friendly and cost-effective. They crafted solutions built for Lesotho, by Basotho.

Our team's innovative spirit was further affirmed by our victory at the regional hackathon – an achievement that has inspired us to continue pushing boundaries and challenging conventions.

This year, we made significant strides in facilitating greater inroads into the SME sector through innovations such as SME Connect – a platform designed to digitise operations, expand market access and enhance the financial resilience of small businesses.

True to our digital inclusion ambition, we took a landmark step by translating the consumer protection code and foundation impact documents into Braille, making essential information accessible to our blind and visually impaired colleagues and customers.

We strengthened our fight against gender-based violence (GBV) through impactful interventions, including:

- Completing our multipurpose centre in partnership with the United Nations. We enhanced the centre's capacity to serve GBV survivors with safe spaces, counselling, legal referrals and psychosocial support
- Facilitating capacity building engagements with Parliament's social cluster
- Equipping legislators with tools and knowledge to champion more effective GBV legislation and oversight
- Solidifying our partnership with the United Nations Population Fund (UNFPA) through a memorandum of understanding
- Deepening our joint efforts to prevent GBV, support survivors and change the social norms that perpetuate it

I extend my sincere gratitude to our Board for their guidance, our employees for their extraordinary commitment, our partners in government, the United Nations, civil society and the private sector for their trust and collaboration. Most importantly I thank the people of Lesotho, whose aspirations inspire everything we do.



FY2026 in review

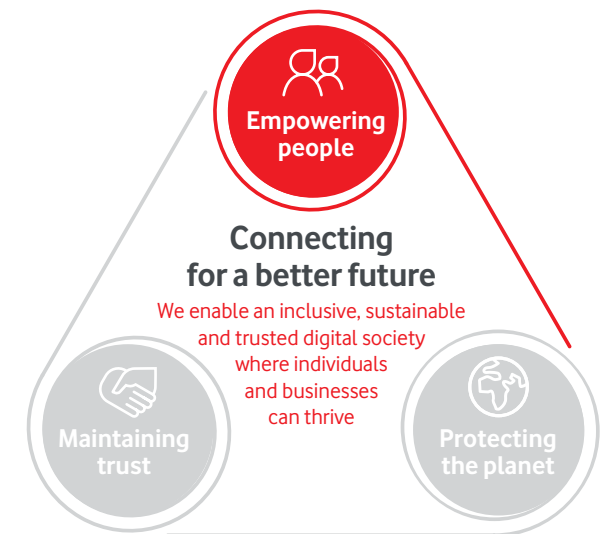
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Committed to Lesotho



Our purpose-led ESG framework



Vodacom exists to connect for a better future. To deliver on this purpose, ESG considerations must be integrated into everything we do. Our purpose – which focuses on empowering people, protecting the planet and maintaining trust – serves as our ESG framework, guiding how we embrace ESG-related opportunities and manage ESG risks.

Empowering people	
We aim to close the digital divide and help people benefit from a digital world. Empowering people to participate in the digital economy is critical to achieving this, supported by equal access to the opportunities provided by connectivity.	
Our focus areas	We achieve this by:
1 Closing the digital divide We invest in network infrastructure to deliver high-quality coverage and services, extending our network to rural areas and supporting access through affordable connectivity, devices and platforms.	Increasing coverage Improving network performance and coverage through investment and expansion Enabling smartphone penetration Offering affordable, entry-level smartphones and tailored financing solutions Addressing digital gaps Reducing the cost of data, providing free access to online platforms and expanding mobile connectivity to underserved groups
2 Empowering our customers We provide products and services that support financial inclusion and improve productivity and efficiency across SMEs, large enterprises, and the public sector, while considering their wider impact on individuals, communities and the planet.	Delivering platforms for financial inclusion Empowering millions to participate in economic activity through access to basic payment services, along with savings, investment, insurance and micro-lending solutions that promote financial health Supporting SMEs to thrive in a digital world Supporting entrepreneurs, startups, small enterprises and suppliers by offering tailored connectivity solutions, digital platforms, financial services, training and other value-added services Digitalising larger organisations and critical sectors Working with larger organisations to provide digital products and services that improve their performance through efficiency and productivity
3 Supporting communities We provide products and services to address specific societal challenges such as access to education, empowering people with disabilities and gender-based violence.	Enabling education Supporting education and employability through digital learning platforms, school connectivity and skills training to equip learners and jobseekers for a rapidly evolving world Empowering people with disabilities Intentionally promoting equitable development and participation and overcoming access challenges Helping people experiencing abuse Leveraging digital technology to help fight gender-based violence
4 Developing our employees We are committed to developing a diverse and inclusive workforce that reflects the customers and societies we serve.	Fostering workplace equality Striving for an inclusive, diverse and gender-balanced culture and maintaining a zero-tolerance approach to harassment, discrimination and abuse Developing employee skills Developing diverse talent and building future skills Living the Spirit of Vodacom Supporting a culture of innovation, career development and learning

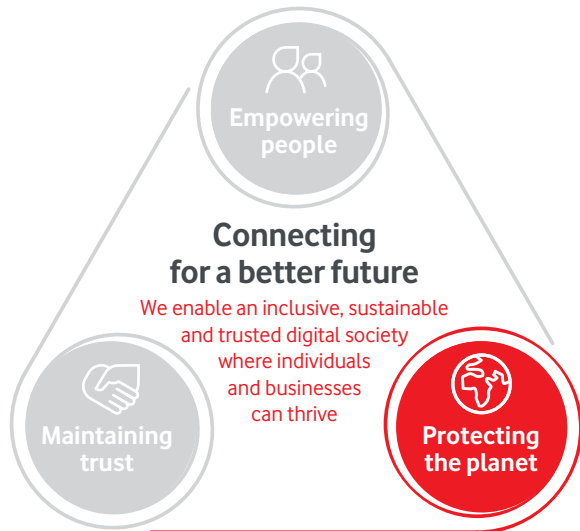
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Protecting the planet	
We want to help protect the planet and enable our customers to do the same. With efforts focused on sustainable approaches to managing impact areas and collaboration with our customers, communities and partners to broaden our impact, we strive to continuously strengthen our environmental sustainability approach.	
Our focus areas	We achieve this by:
1 Responding to climate change We contribute to a low-carbon future by lowering our GHG emissions and promoting climate action.	Executing our climate programme Mitigating GHG emissions and adapting to climate change impacts by managing risks, strengthening resilience and embedding climate considerations across our operations and value chain Advocating for change Educating our employees, customers and suppliers about the effects of climate change
2 Delivering net zero operations (scope 1 and 2 GHG emissions) We are rolling out energy efficiency practices and technologies to reduce GHG emissions.	Driving energy efficiencies Driving energy efficiency across our base station network, technology centres, office and warehouse buildings, retail stores and transport Switching to renewables Reducing diesel reliance by scaling on-site renewable power generation and storage through innovation and strategic collaboration, while increasing renewable energy matching and procurement through power purchase agreements Exploring options for alternative fuels Reducing reliance on diesel generators by prioritising grid connectivity and accelerating the transition to low and zero-carbon power solutions Implementing a strategy to reduce release of fluorine gas (F-gas) Reducing fugitive release of F-gases and transitioning to lower global warming potential alternatives in cooling and fire-suppression systems
3 Managing scope 3 GHG emissions We engage with suppliers and customers to promote better climate practices and cut GHG emissions.	Working with partners to reduce scope 3 GHG emissions Encouraging suppliers to align their climate ambitions with ours through targeted engagement, procurement integration and data-driven tools that accelerate decarbonisation, while improving GHG data availability and quality Enabling our customers to reduce their GHG emissions Using digital technologies to accelerate the transition to a net zero, climate-resilient future
4 Driving circularity We adopt a circular approach to resource utilisation and support customers to make more sustainable choices.	Fostering the circularity of network waste and devices Extending the useful life of customer and network devices through repair, reuse, and trade-in programmes, while strengthening takeback, recycling and advocacy efforts Managing operational waste Minimising operational waste and managing disposal responsibly across our operations through waste reduction, reuse and recycling, sustainable procurement and responsible logistics Using water responsibly Promoting responsible water use across our operations by enhancing water efficiency, improving management practices and supporting conservation initiatives
5 Supporting biodiversity We strive to understand and reduce our biodiversity impacts while harnessing technologies to protect nature.	Understanding and reducing our impact Identifying, managing and reducing our nature-related impacts and dependencies by integrating biodiversity and ecosystem considerations into risk management, infrastructure planning and decision making Enabling biodiversity protection Harnessing partnerships and digital technologies to reduce biodiversity loss, monitor ecosystems and enable more effective conservation outcomes on land and at sea

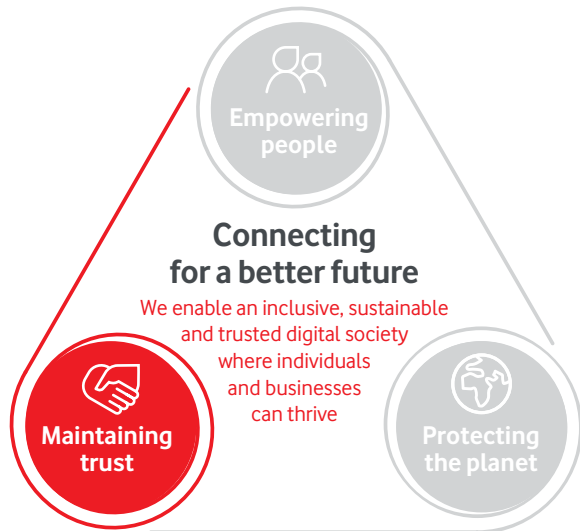
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Maintaining trust

We aim to maintain and enhance trust through responsible business practices. Supported by our policies and procedures, we embed an ethical culture in everything we do, ensuring our approach to success remains grounded in integrity.

Our focus areas	We achieve this by:
1 Doing business ethically We are committed to business integrity wherever we operate.	Promoting ethical conduct Leveraging our mature ethics strategy and frameworks to drive a robust ethical culture Complying with policies and controls Complying with relevant laws, regulations and policies across our operations
2 Protecting privacy and data We understand that customers trust us to handle their data responsibly, as they rely on our networks to communicate and share information.	Managing data privacy Protecting our customers' data and only using it for stated and specific purposes Managing cyber security Combatting cyber security threats and continuously improving our readiness capabilities
3 Protecting people We prioritise the health, safety and human rights of our employees, contractors, suppliers and communities.	Managing health and safety Ensuring a safe working environment for everyone working for and on behalf of Vodacom and in the communities in which we operate Respecting human rights Respecting human rights in alignment with the UN Guiding Principles
4 Promoting responsible and inclusive procurement We aim to ensure integrity in our supply chain processes by identifying and managing risks.	Managing our supply chain Instilling and supporting a human-rights-centred culture that proactively advances social, ethical and environmental standards Supporting local and inclusive economic development Prioritising purchasing from local SMEs, especially businesses owned by marginalised groups

Transparency and measurement

Transparency is essential to our ESG approach. In our disclosures, we consider regulations, 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 that demonstrates our meaningful impact.

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Empowering people



Many communities lack the tools, platforms and programmes needed to participate fully in the digital economy, while insufficient access to high-quality connectivity restricts access to essential services such as healthcare, education and modern communication, impacting overall quality of life. We believe in the power of connectivity and digital services to strengthen economic resilience, and work to ensure no one is left behind.

Contributing to the SDGs



Read more about our contribution to the SDGs

Expanding connectivity and digital inclusion

The digital divide remains a significant barrier to inclusion, 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.

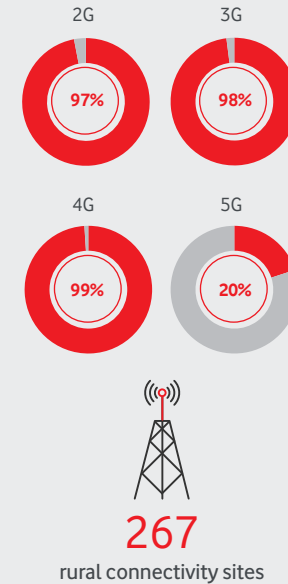
We are investing LSL150.1 million over the next three years to expand and upgrade our network and IT infrastructure, resulting in faster, more secure communication and expanded access to fibre and 5G. We expanded 4G coverage to almost the whole country. 5G, too, has seen significant investment this year, in urban areas and key institutions.

The base stations delivered through the Universal Service Fund in 2024 have been commissioned and are fully operational. Pilots for a **rural fibre expansion** project, supported by funding from the African Development Bank, performed well and project planning will continue.

Despite high smartphone penetration in Lesotho, many devices are outdated. To address this, we launched a device financing programme, **Mohala ka Mokitlane**, which makes smartphones available with a LSL30 deposit and monthly payments over three to twelve months. Mohala ka Mokitlane is establishing itself as the most affordable and flexible option for smartphone purchases. In FY2026 we partnered with Johnson's Clothing (JML) to procure smartphones for their employees as part of a drive to bolster local value chains.

We provide 7 044 personalised voice, SMS and data-based offers based on a customer's usage patterns through the **Just4You** programme. Our zero-rated **ConnectU** provides free access to critical employment, health and educational content.

Network penetration



See more about Mohala ka Mokitlane



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Delivering platforms for financial inclusion

M-Pesa provides accessible digital services that empower customers to participate in the formal economy. The M-Pesa product suite continues to show strong performance, with growing usage across the market, and we completed preparatory work on the next major addition, M-Pesa investment products, with formal launch pending.

Through country-wide community engagements, we deepen our understanding of how M-Pesa products work, build confidence in digital financial tools and integrate digital services into everyday financial management.

We expanded international money transfers to facilitate remittances for Basotho in the diaspora. We also work with the National Housing Enterprise to ensure infrastructure resettlement payouts reach beneficiaries.

Our merchant solutions support formal and informal businesses. **Pay Merchant** enables merchants to receive M-Pesa payments for goods and services, and **Thoki** allows informal business owners to separate business and personal funds.

Child Registration allows parents or guardians to register children aged 10 to 17 on the M-Pesa platform with parental controls.

Mokhatlo is a group savings platform with transparent fund usage and transactions, with 36 970 people saving LSL 7.77 million.

To support financial resilience, **Mpate Sheleng** provides affordable, accessible funeral cover. **Ntlatse** is an overdraft facility that provides instant top-ups when customers transact without sufficient funds.



See more about
Mpate Sheleng

Nkalime, in partnership with Airvantage Lesotho, provides microloans through M-Pesa. 2.9 million loans were issued, totalling LSL 19.1 million.

M-Pesa plays an increasingly important role in public service delivery. 58 663 out of 58 655 total pensioners receive their pensions through the M-Pesa platform, demonstrating the growth and trust in digital payment mechanisms.

The Digital Public Infrastructure initiative, which is a government project, enables citizens to access government services digitally, and encompasses communication and payment functionality.

8.5 million

overdraft facilities were accessed,
totalling LSL 22.9 million

LSL 56.5 million

million in pensions was disbursed
through the platform



SME Connect

SME Connect offers small and medium-sized enterprises professional websites, branded email addresses and uncapped Wi-Fi. Workshops teach entrepreneurs to build websites and integrate M-Pesa for secure online payments, boosting visibility and competitiveness in a digital-first economy. Through a partnership with Primedia, SME Connect clients also receive a 30-day Google Ads campaign and exposure on Primedia's digital billboard in Maseru.

Tech Entrepreneurship Acceleration Programme

The Tech Entrepreneurship Acceleration Programme, a six-month initiative hosted at the Software Factory Hub, celebrated the graduation of its first cohort. The programme equipped local startups with software development skills, emerging technology expertise, and business acumen. Graduates delivered projects including a cost-saving unstructured supplementary service data solution, an events ticketing mini-app for M-Pesa, an interactive streaming platform for Lesotho National Broadcasting Service, a data management tool for customer usage tracking and a self-service chatbot.

Two ideas from a Vodacom employee hackathon – a WhatsApp chatbot and Customer Connect – were implemented in partnership with the Software Factory Hub. The programme will expand through partnerships including the Prime Minister's Sebatatso Programme.



Supporting medical services

Access to timely emergency medical services remains a challenge in Lesotho, particularly in remote and hard-to-reach areas where distance and terrain limit the effectiveness of traditional ambulance services.

M-mama is an affordable emergency transport system that aims to reduce maternal and newborn mortality. The Lesotho government has taken over the service, and is rolling it out across all 10 districts, with Vodacom continuing to provide communication support and the call centre. To support future scalability, a Vodafone consultant was deployed in-country to assess whether the model could be replicated for other types of emergency response.

Emergency calls

2 800

Estimated lives saved

265

The Vodacom Lesotho Foundation, in partnership with the Rotary Club of Maloti, donated essential medical and mobility equipment – including wheelchairs, crutches, patient beds and surgical instruments – to hospitals, health centres and individuals across Lesotho. This initiative supports healthcare delivery for vulnerable communities, including the estimated 100 Basotho with disabilities.



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Empowerment through education

Access to quality education and digital skills remains critical to improving employability and long-term socioeconomic outcomes in Lesotho, particularly for young people and learners in rural areas.

We handed over a computer lab to Matheko Vocational School in Thaba-Tseka, in partnership with the American Corner in Maseru and the Ministry of Gender, Youth and Social Development. The facility includes 20 high-performance desktops, educational software suites, technology for visually impaired learners, wheelchair-accessible workstations, and two years of free high-speed internet.

Vodacom Lesotho Foundation, Standard Bank and Econet Higherlife Foundation qualified for US\$205 882.35 through the Global Partnerships for Education to fund education for Basotho children affected by United States Agency for International Development funding cuts. The Vodacom Lesotho Foundation is responsible for five districts – Berea, Thaba-Tseka, Mokhotlong, Qacha's Nek and Maseru – with 598 students benefiting from multiplier funding for school fees.

We sponsored the Maseru District Science Fair, held at Sefika High School and organised by the Lesotho Science and Maths Teachers Association. The fair promotes science, technology, engineering and mathematics performance and interest, with robotics featured for the first time this year.

1 794

Basotho youth have been enrolled with Techstart

17 students

have been enrolled in the FY2027 cohort

Our **academic bursaries** support first-year, full-time students in science, mathematics, engineering and technology. The bursaries fund accommodation, registration, tuition, living expenses, book allowance, stipend, medical aid and study permit fees. 5 bursary students graduated in FY2026.



Enhancing accessibility for people with disabilities

We prioritise creating inclusive environments that recognise the diverse needs of people with disabilities.

The Vodacom Lesotho Foundation hosted its first **Disability Accessibility Conference**, which brought together government leaders, private sector partners, civil society organisations and the disability community to share lived experiences and outline practical steps for creating more inclusive environments across Lesotho. Her Majesty Queen Masenate Mohato Seeiso delivered keynote remarks alongside testimonies from individuals with lived experience.

To strengthen access to education and specialised services, we invested LSL300 000 in the St Bernadette Resource Centre for the Blind, strengthening a multi-year partnership launched in 2022 to provide resources and opportunities for learners with visual impairments.

The Vodacom Lesotho Foundation partnered with the Deaf-Blind Association of Lesotho (DBAL) to mark International Day of Deafblindness in Maseru, which also served as the launch of Deaf-Blind Association of Lesotho's mission and vision. The event highlighted deafblindness as a distinct disability, and government representatives pledged tailored policy and grant support.

Building on this focus on awareness and inclusion, we marked International Deaf Awareness Month with an educational session for staff in partnership with the Kutlong Hearing Foundation, covering ear care, deaf culture and advocacy for sign language integration in schools. Attendees heard personal stories from disability rights advocates and received hearing checks from an audiologist.

The Vodacom Lesotho Foundation sponsored a Disability Market Day in partnership with the UN and the Lesotho National Federation of Organisations of the Disabled, showcasing the creativity and economic potential of entrepreneurs with disabilities.

To improve access to consumer information, we introduced Braille versions of our Consumer Protection Code and Impact Booklet in English and Sesotho in response to recommendations from disability organisations. The documents are being distributed nationally through Vodacom retail outlets and partner offices, supported by the Lesotho National Federation of Organisations of the Disabled, the Lesotho National League of Visually Impaired Persons, and the Ministry of Gender, Youth and Social Development.



Boiketlong Multipurpose Centre

We launched the Boiketlong Multipurpose Centre, a gender-based violence (GBV) support centre providing survivors of abuse with safe accommodation, on-site health services, counselling, legal aid, early childhood care and skills development opportunities.



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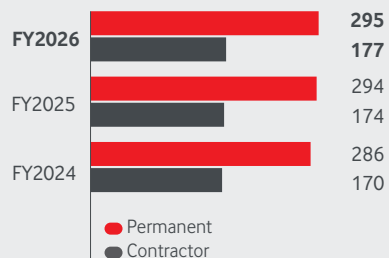
Protecting the planet

Maintaining trust

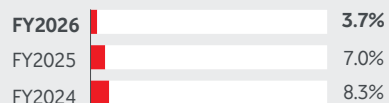


Headcount

 **472**
employees
(FY2025: 468)



Employee turnover (%)



Advancing gender equality and inclusive leadership

Vodacom continues to strengthen gender equality and inclusive leadership by increasing representation, investing in leadership development and fostering an engaged, values-driven employee culture.

59.1%
Women in management and senior leadership roles (F Band +)

56 employees are enrolled in **leadership development programmes** including the female leader programme, high impact leadership development programme, Vodacom Achievers Programme and McKinsey Black Leadership Programme.

Our **Women's Network Forum** champions gender equality within Vodacom, providing a platform for women to connect, network and be empowered. This year the forum hosted a multi-sectoral memorial event honouring victims and survivors of GBV, including our late colleague Rethabile Mofolo. The event brought together corporate leaders, NGOs, law enforcement and community representatives, concluding with a capacity building workshop for the Lesotho Mounted Police Service to strengthen their empathetic and effective handling of GBV cases.

Our **Youth Council** provides support to the Executive Committee, allowing them to shadow its members, exposing them to high-level decision-making and strategy formulation.

Our employee culture is reinforced through the **Spirit of Vodacom** days, which unite staff around themes of well-being, learning and connection. Sessions in FY2026 included financial wellness advice, a retrospective with the hackathon team, a fitness bootcamp, team building and learning activities.



Employees actively contribute to communities through volunteering. On International Volunteer Day, employees participated in a blood donation drive. Our legal and compliance and human resources teams visited St Angela Cheshire Home for Disabled Children in Maseru, delivering workshops on fire safety and first aid and donating food and laundry supplies.



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Protecting the planet



While government policy and financing are essential to build lower-carbon economies and climate resilience, Vodacom recognises that businesses play a critical role. Our climate transition plan (CTP) outlines how we will transition to renewable energy, enhance energy efficiency, adopt circular economy principles and foster sustainable supply chain practices.

Contributing to the SDGs



 Read more about our contribution to the SDGs

Responding to snow disasters

Lesotho is considered highly vulnerable to climate change, experiencing increased droughts, floods and extreme temperatures that affect its rain-fed agriculture and water resources. These impacts increase food insecurity and accelerate soil erosion and land degradation.

In FY2026, Lesotho experienced heavy snow, including snow disasters, during its winter season. Vodacom Lesotho recorded several snow-related incidents, including a driver being stuck in the snow, a car accident and security guards trapped at base transceiver station sites, with one guard house burned due to attempts to keep warm. Response times and actions varied depending on the severity and location, sometimes requiring a day or longer to rescue trapped workers. Actions often involve the police, the defence force and local stakeholders. Severe rainfall also caused vehicles to be stuck in mud, especially in remote areas.

We improved our preparedness for weather-related events through partnerships with tow trucks, police, defence force, local shop owners, and area chiefs, resulting in faster and more effective responses.



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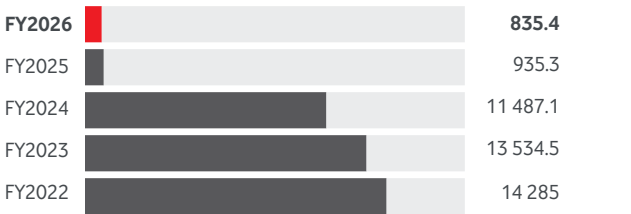


Operationalising our decarbonisation strategy

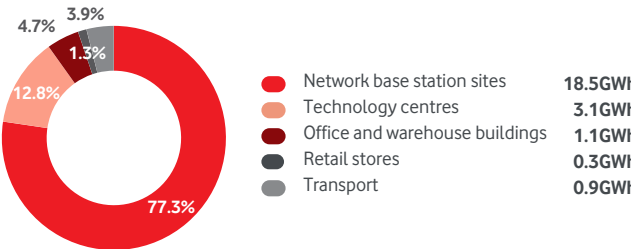
Our network requires around 23.9GWh of energy per year, sourced from electricity and diesel. Transitioning to renewable sources is not straightforward, as our infrastructure is highly distributed with more than 400 sites.

In FY2025, our total scope 1 and 2 market-based GHG emissions decreased by 11% to 835.4tCO₂e (FY2025: 935.3tCO₂e). This decrease is driven by the implementation of energy efficiency and renewable energy projects. In FY2026, we maintained our goal of matching 100% of grid electricity purchased with electricity from renewable sources, reducing our scope 2 market-based GHG emissions to almost zero, with the remaining GHG emissions resulting from purchased district cooling. This was achieved by investing in renewable energy purchases, using renewable energy at our premises and through power purchase agreements.

Scope 1 and 2 market-based GHG emissions (tCO₂e)



FY2026 energy consumption by use



Energy management and efficiency

We are reducing our GHG emissions through purchasing renewable energy and implementing several energy efficiency initiatives. Vodacom Lesotho's **ISO 50001 certification** provides a structured framework for the OpCo to maintain and improve its energy management practices, including through an increased reliance on renewable energy and monitoring systems to improve efficiency. We renewed our ISO 50001 certification, confirming compliance with energy management system requirements and re-affirming our commitment to energy efficiency and sustainable resource management across our operations. The audit raised no non-conformances, with only minor observations noted.

Our **smart meter deployment** has progressed across our operations, with installation underway at retail stores and warehouses. By year-end 241 base stations were equipped with smart metering technology. Smart meters enable live, accurate monitoring of electricity consumption, improving our ability to respond quickly with targeted efficiency interventions. We are exploring the integration of smart meters with the Group energy management system to enable advanced analytics and AI-enabled tools to support closer energy monitoring and identify energy-saving opportunities. We are assessing a cold-aisle containment project at one of our technology centres to improve data-centre cooling efficiency and reduce overall energy demand.

With grid-supplied electricity remaining our primary energy source, limited grid availability in some areas necessitates the use of diesel generators and batteries to power base stations and provide backup power across parts of our footprint. To reduce reliance on diesel, we continue to increase battery capacity across sites, helping to shorten generator run times. In FY2026, diesel consumption totalled 226 kilolitres, a year-on-year decrease of 5%.

Scaling renewables



We have 105 solar-powered access network sites. In FY2026, we upgraded the solar capacity at eight off-grid sites, reducing our reliance on diesel generators while meeting our availability targets. In FY2027, we will continue to explore end-to-end visibility of power usage and other key metrics.

86% of our total energy consumption is from renewable sources, including solar energy generated, matched with purchased renewable energy certificates. PPAs with IPPs offer significant advantages, enabling the Group to secure renewable energy with zero upfront capital investment and to lock in stable, lower electricity rates. By outsourcing system maintenance to IPPs, we reduce operational and financial risks, including volatility in electricity market prices.

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Hybrid vehicle fleet and fuel efficient upgrades

In FY2026, we acquired two hybrid vehicles as part of efforts to improve fleet efficiency and reduce emissions. We sold older vehicles to enable a gradual upgrade of the fleet with newer, more fuel-efficient vehicles to improve reliability, lower maintenance requirements and enhance overall environmental performance. Unfortunately, the cost of replacing the fleet with electric and hybrid vehicles is prohibitive, and in-country challenges including the low availability of charging stations, local maintenance capacity and difficult terrain limit the adoption of these vehicles.

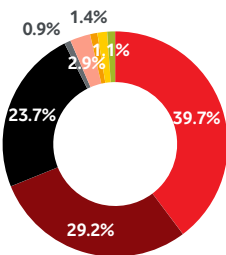
10 688tCO₂e

in scope 3 GHG emissions
(FY2025: 9 679tCO₂e)

93%

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

FY2025 scope 3 GHG emissions by category (tCO₂e)



Purchased goods and services	4 287
Capital goods	3 145
Fuel and energy-related activities	2 556
Business travel	100
Employee commuting	314
Use of sold products	112
Upstream leased assets	151
Other	123

Minimising e-waste through circularity initiatives

Our recently onboarded network waste supplier has been able to responsibly process decommissioned network equipment, with unused and outdated routers and outdoor units collected for safe disposal and recycling. The supplier operates in line with our circularity objectives and requirements for treating materials responsibly. In FY2026, 2.4tonnes of decommissioned network waste was sent to certified recyclers. Other company-owned electronic equipment is managed through a structured internal process, with employee devices such as laptops returned to our warehouse for decommissioning and appropriate disposal at end of life. Our customer device take-back programme is implemented on an ad hoc basis. Customer participation across retail stores remains low, resulting in minimal device returns and limiting the programme's overall effectiveness.

Environmental stewardship and urban biodiversity action in Lesotho

Lesotho is home to unique high-altitude biodiversity within the Maloti-Drakensberg mountain range, including more than 54 endemic plant species. The region faces significant biodiversity pressures such as rangeland degradation, soil erosion and the spread of invasive species.

To combat this, we undertook a tree-planting and clean-up initiative along key transport routes in Maseru during FY2026 as part of our environmental stewardship commitment, with the aim of improving local environmental conditions while engaging stakeholders responsible for land use and urban management. The initiative resulted in 160 trees being planted, including indigenous and fruit trees, and the removal of litter across one suburb. Employees were actively involved in clean-up activities, tree planting, environmental awareness discussions and a green walk that promoted reusable shopping bags.



This was delivered in close collaboration with the Department of Forestry, which provided technical guidance on appropriate planting practices, while the Maseru City Council supported site selection, regulatory compliance and local oversight, including monitoring and maintenance of planted areas. While the City Council holds the mandate and equipment for ongoing maintenance, capacity constraints and limited access to equipment mean that support is not always available.

Our employees also participated in a World Earth Day discussion hosted by the Vodacom Group in April 2025, reinforcing broader awareness and dialogue on environmental responsibility with a focus on energy.

FY2026 in review

A message from the CEO

Our purpose-led ESG framework

Committed to Lesotho

Empowering people

Protecting the planet

Maintaining trust



Maintaining trust



While trust has always been fundamental to our business, rapid digitalisation heightens its importance. Vodacom aims to be a trusted partner to our customers, employees, suppliers, regulators, stakeholders and the communities we serve. We remain committed to embedding trust and integrity as the prerequisites for meaningful stakeholder relationships and sustainable operations.

Contributing to the SDGs



 Read more about our contribution to the SDGs

Advancing ethical conduct and responsible business practices

Acting lawfully, ethically and with integrity is critical to our long-term success.

In line with this ambition, we hosted a full-day forum in Maseru, bringing together public and private sector stakeholders to promote ethical business practices and strengthen compliance frameworks. Speakers from the Directorate on Corruption and Economic Offences and the Bankers Association of Lesotho highlighted the impact of corruption and the role of controls in prevention. Vodacom detailed its strict anti-bribery policies, gift registration requirements and due diligence processes.

To reinforce operational integrity, we developed and deployed an in-house **SIMbox fraud detection solution**, which operates in parallel with the existing vendor system. Transitioning to the in-house solution as our primary detection tool will yield annual cost savings, which will be re-allocated to further fraud detection initiatives. We developed a proprietary link analysis tool that enhances investigative efficiency by identifying suspicious network patterns.

Beyond internal controls, we contribute to broader institutional strengthening. To advance a national modern, digital-ready justice framework, we hosted a multi-stakeholder legal and technology symposium. Participants from law, academia, finance and technology focused on strengthening stakeholder engagement in policymaking, integrating alternative dispute resolution and aligning regulation with technological change, including updates to instruments such as the Electronic Communications Act.

Privacy training is held for all new hires, and once every two years for existing employees, reiterating that privacy is a fundamental value that must be upheld. During Cyber Awareness Week we shared content on how to protect personal information, recognise cyber threats and use digital platforms responsibly.

We continue to promote transparency and accountability through the Speak Up mechanism, providing employees and stakeholders with confidential channels to report concerns.

Speak Up website



[Click here](#)
to report an incident

Speak Up hotline



8001 3460



Customer service

During Customer Service Week, senior leaders including the CEO visited the Lesotho National Development Corporation Centre store in Maseru to engage with customers and gather direct feedback, which highlighted the popularity of Just4You bundles and M-Pesa.

Safety and wellness

We partnered with the Lesotho Mounted Police Service and other emergency response teams on a three-day **Road Safety Awareness Campaign** ahead of the festive season. The campaign featured targeted roadblocks, an accident simulation and tyre safety training, with additional focus on protecting pedestrians, especially schoolchildren, in high-traffic areas.



We successfully piloted a **first aid training programme** for employees' housekeepers, equipping participants with essential emergency response skills, and will roll out the programme to a new cohort in FY2027.

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

Human rights protections

The Vodacom Group human rights policy was localised and signed off for Lesotho. Implementation is at an early stage, with initial efforts focused on awareness and alignment across business units.

Our **child protection policy** extends beyond internal operations to public users of our services and their children, promoting responsible use and raising awareness of online risks. A dedicated online protection page provides parents, caregivers and young users with practical guidance on safer internet use.

We routinely partner with law enforcement to support criminal investigations, providing technical assistance on cases ranging from theft and fraud to armed robbery. In urgent cases of missing children, our network-based triangulation and emergency capabilities were used to rapidly locate children. All assistance is provided through proper legal channels with strict regard for customer privacy.

Local procurement

We prioritise local suppliers across our operations, including marketing and events, tower construction, civil works, installation and maintenance. Our network-related access roads, civil works, antenna and transmission capabilities are 100% localised and our overall localisation rate is 24%. We apply preferential measures, such as accelerated payment terms, for smaller or emerging local suppliers.

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