

Vodacom Tanzania

Environmental, Social and Governance Snapshot

For the year ended 31 March 2026



Together we can



FY2026 in review

Empowering people


5.3 million
youth had access to discounted data bundles


TZS201.6 billion
in Airtime Advance was extended to 11.8 million customers


TZS1.4 trillion
saved through M-Koba


27.7 million
customers on our network


Number one Top Employer
by the Top Employer Institute


2.9 million
Vodacom Foundation beneficiaries


TZS 335.2 billion
invested in M-Wekeza since its launch


14.1 million
financial inclusion customers


3 540
schools and institutions of higher learning connected at a value of TZS2.80 billion, through the provision of 130GB of data


Affordable connectivity
to schools in rural Tanzania award at the Internet Governance Forum

Protecting the planet


TZS3.5 billion
invested in energy efficiency projects
FY2025: TZS1.4 billion


18 340MWh
energy saved


Twende Butiama Cycling Tour
resulted in
1 150 trees planted in communities,
15 049 planted in schools, and
80 000 trees planted in Kahe 2 Forest on Mount Kilimanjaro
as part of the
Kilimanjaro Ecosystem Restoration


Maintained ISO 50001
energy management system certification


Launched
a series of energy efficiency projects at our data centres

Maintaining trust


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


ISO 27001
certified for data security


Zero
anti-competition and anti-money laundering fines


14 years
of zero fatalities



FY2026 in review

A message from the CEO

Our purpose-led ESG framework

Committed to Tanzania



A message from the CEO

PHILIP BESIIMIRE



Every connection we enable unlocks opportunity, driving inclusion, resilience and sustainable growth across Tanzania.

At Vodacom Tanzania, our purpose has always been clear: to connect for a better future. This report reflects a year in which that purpose was tested, refined and re-affirmed through the strength of our network, the reach of our platforms, and our commitment to the communities we serve.

FY2026 was a year of meaningful progress. We now serve 27.7 million customers across Tanzania, with 4G population coverage reaching 76.3% and smartphone penetration growing to 47%. These metrics represent millions of Tanzanians gaining access to education, financial services, healthcare information and economic opportunities. Behind every connection is a life being changed, and this remains the motivation for everything we do.

M-Pesa continued to redefine financial access in Tanzania. The launch of M-Pesa Global opened international payment corridors directly from customers' wallets, with remittance inflows growing 321% since launch. M-Koba, our digitised savings group solution, reached 299 420 active groups, with total savings growing by 81%. This demonstrates how technology, when aligned with local culture and trusted institutions, can transform lives at scale.

We made further progress in our protecting the planet strategy. Our investments in modernising our network with energy-efficient equipment delivered measurable environmental gains. We invested TZS3.5 billion in energy efficiency initiatives, delivering 18 340MWh in energy savings, up from 2 861MWh in FY2025, a 541% year-on-year increase. We supported the restoration of the Kahe 2 Forest on Mount Kilimanjaro by planting 80 000 indigenous trees through the Kilimanjaro Ecosystem Restoration Initiative. This will help to protect biodiversity, restore critical water catchments and strengthen long-term climate resilience in Tanzania.

We are proud of Vodacom Tanzania Foundation's progress. In partnership with the Tanzania Institute of Education, we zero-rated our teacher development platform, enabling 121 832 teachers to access professional development resources at no data cost. This direct investment in the quality of education for the next generation of Tanzanians, is one we intend to grow.

As we look ahead, challenges remain significant, but so does our resolve. We will continue to invest, innovate and hold ourselves accountable to the people of Tanzania who trust us every day. This report reflects that accountability and commitment.



FY2026 in review

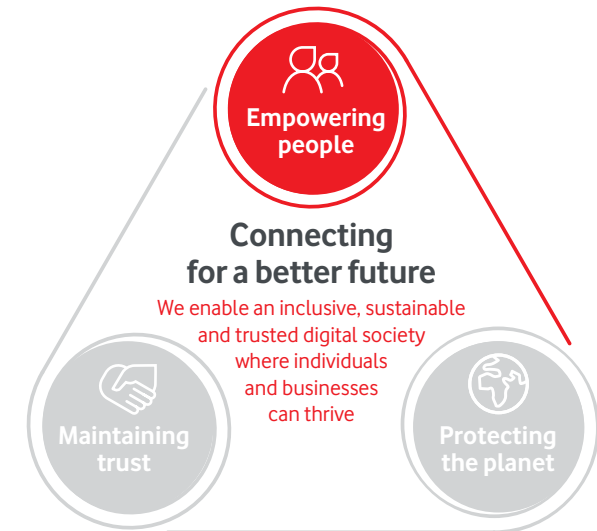
A message from the CEO

Our purpose-led ESG framework

Committed to Tanzania



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

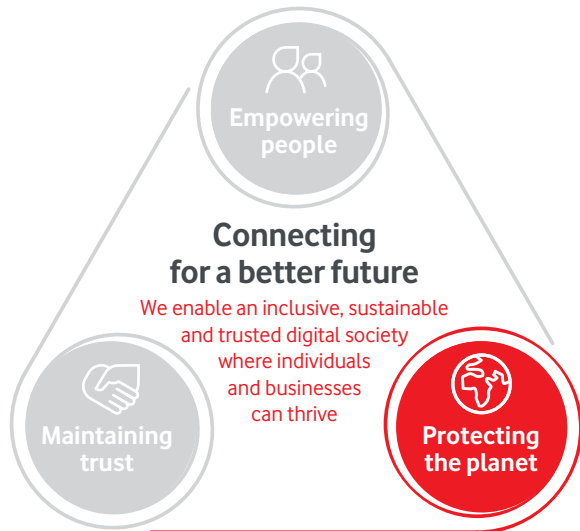
FY2026 in review

A message from the CEO

Our purpose-led ESG framework

Committed to Tanzania





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

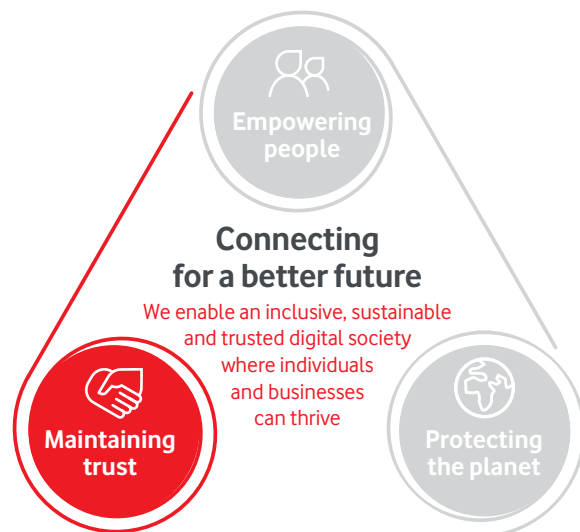
FY2026 in review

A message from the CEO

Our purpose-led ESG framework

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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

Extending quality network while accelerating digital inclusion and adoption

Expanding access to reliable, affordable connectivity is central to Tanzania's digital transformation and inclusive growth.

We launched the country's first 5G network, driving smart solutions across homes, offices and public spaces, with continued 4G expansion.

Partnering with the Zanzibar Information Communication Technology Infrastructure Agency, we expanded high-speed broadband connectivity across the islands, supporting Zanzibar's wider digital transformation ambitions. This includes acquiring 10Gbps of capacity on the Dar es Salaam-Zanzibar submarine cable route to ease network congestion, and rolling out 90km of dark fibre in the metro network. Co-build discussions to enhance submarine network resilience are also under way.

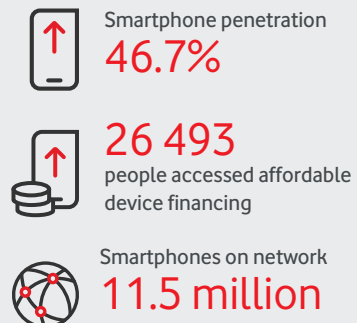
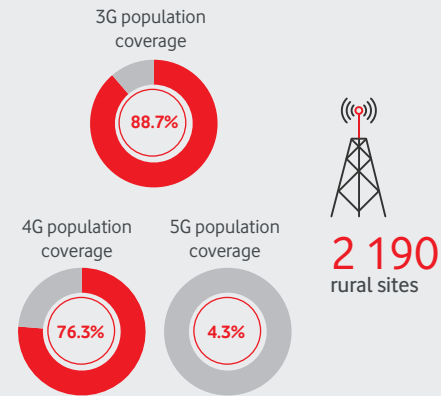
Recognising that infrastructure alone does not deliver inclusion, we focused on affordability and device access to accelerate adoption. We sold 44 956 **low-cost, network-locked smartphones** – including the Neon Ultra and Smart Kitochi Plus with Voice over LTE – targeting price-sensitive and underserved segments. Full Voice over LTE support across all sites ensures reliable connectivity and a consistent customer experience, accelerating smartphone penetration and data adoption.

Device financing removes further affordability barriers. Through partnerships with financing providers, 325 415 customers acquired smartphones via our retail channels, converting feature phone users into data customers.

Youth inclusion formed a core part of Vodacom's connectivity strategy. Our youth platform, **Vodacom Youth Base (VYB)**, provides discounted smartphones, fixed wireless plans and free Amazon Web Services training to youth aged 15 to 28. 5.3 million young people have benefited from discounted plans or devices, and 3 793 participate in the Amazon Web Services Learning initiative.

We leveraged data and AI-enabled solutions to improve affordability and usability for a broad customer base. **Just4You** offers personalised voice, SMS and data bundles based on individual usage patterns, helping customers save money. 50% of customers use Just4You. Our new **AI-assisted value added service for feature phone** customers enables users without smartphones to use the internet via SMS and simple integrated voice response calls – making digital assistance more accessible in rural and low connectivity areas.

Network population coverage



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Financial empowerment and inclusion through M-Pesa

M-Pesa empowers millions to participate in the formal economy by providing accessible, reliable and innovative digital financial services.

In FY2026, we launched **M-Pesa Global**, enabling customers to make international payments directly from their M-Pesa wallets. The service integrates with global partners like Visa, Alipay, and Network International, allowing seamless transactions for travel, shopping and remittances.

We facilitate access to digital loans through products such as **Songesha, X-Pawa and M-Pawa**, which link customers directly to partner banks. These products provide short-term liquidity to millions of users who lack access to traditional banking.

Lipa na M-Pesa continues to transform payments in Tanzania’s largely cash-driven, low banking penetration economy.

M-Koba, delivered in partnership with the Tanzania Commercial Bank, digitises informal communal saving groups (Vikoba). It offers a secure, transparent replacement for cash-based scheme, and financial literacy is embedded in the onboarding process. Customers receive training from certified financial educators accredited by the Central Bank of Tanzania, delivered in person and via social media. The training covers savings, budgeting and the responsible use of digital financial services.

Most M-Koba members are women, meaning the platform plays a significant role in financial empowerment. M-Koba partners with non-profit organisations focusing on empowering women and youth, especially in rural areas, to improve financial literacy and make digital savings products available to underserved markets.

M-Wekeza, launched in November 2024 in partnership with Sanlam Investment East Africa Limited, enables customers to invest in financial markets through licensed fund managers. The platform offers returns of up to 13% – well above the 6% to 7% available through traditional bank deposits. It has attracted 273 532 subscribers. A key differentiator of the platform is instant liquidity; users can withdraw their investment immediately, unlike comparable products that require a minimum five-day waiting period. M-Wekeza is democratising access to financial markets, empowering ordinary citizens and small businesses who would not typically engage with formal investment institutions to build wealth safely, conveniently and at scale. In FY2026 M-Wekeza was extended to Lipa na M-Pesa merchants, who have since invested TZS16.0 billion.



 **3.1 million**
M-Pesa Visa payments amounting to TZS162.8 billion

 **TZS 1.6 trillion**
in Wakala Songesha loans

 **TZS 1.4 trillion**
in cross-border network transactions from M-Pesa wallets

611 487 M-Pesa Lipa merchants | **5.5 million** customers use M-Pesa Lipa each month

 **299 420** active M-Koba groups | Total savings grew by **81%**

M-Pesa supported the disbursement of **TZS4.2 billion** in National Prosecution Service funds

We recorded **TZS853.2 billion** in transactions government transactions in FY2026

 **941** government institutions use our Tanzanian Government Electronic Payment Gateway to support transactions with citizens

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Strengthening entrepreneurship and SME growth

Entrepreneurship and small business growth are critical drivers of job creation, innovation and inclusive economic development.

We launched the fourth season of our **Digital Accelerator Programme**, onboarding tech startups for mentorship and capacity building across fintech, agritech, healthtech and e-commerce. The programme prepares participants for global exposure and investment opportunities. Leading innovators were awarded US\$85 000. This partnership with Mass Challenge was discontinued after US executive orders and immigration restrictions prevented Tanzanian participants and global mentors from travelling or engaging in the programme. Mass Challenge shifted to a domestic strategy, though we are in active discussions with international organisations to secure a replacement partner.



Delivered in partnership with the CEO Roundtable, the TELS Workshops and Knowledge Sharing sessions programme (part of the Think Equal, Lead Smart initiative) provides leadership and business skills development for women-led SMEs. Early results from the first year show improvements in confidence, business acumen and leadership engagement among graduates. The initiative targets 5 000 women, and 700 were reached by year end.

Digitising agriculture

Agriculture remains a cornerstone of livelihoods, yet smallholder farmers often face persistent barriers, including limited access to market information, financial services, and secure payment mechanisms.

M-Kulima is a mobile and web-based platform that enables stakeholders to communicate and transact with farmers, providing advisory services and digital payments through M-Pesa, facilitated through partnerships with agribusinesses and the Agricultural Marketing Cooperative Union.

Building on our payments and advisory capabilities, we introduced agriloans (currently in pilot) to provide farmers with accessible, short-term digital financing aligned to agricultural cycles. The product enables farmers to secure working capital via mobile channels to purchase inputs, manage seasonal cash flow gaps and improve productivity.

Farmers performed
63 172
transactions and we facilitated
payments totalling
TZS 23 billion

Strengthening access to paediatric cardiac care

Congenital heart disease remains a major cause of childhood morbidity and mortality in Tanzania.

The Vodacom Tanzania Foundation sponsors **heart surgeries** for children aged one day to 14 years, with an initial commitment to sponsor 50 surgeries per year for three years. Over 4 000 children are diagnosed annually with congenital heart conditions, yet the Muhimbili National Hospital can only provide about 300 surgeries each year. Surgery costs not covered by government subsidies remain a significant burden for families, and the Vodacom Tanzania Foundation covers these.

Beyond financial support, the Vodacom Tanzania Foundation is renovating the hospital's ICU ward for post-surgery care, increasing the Jakaya Kikwete Cardiac Institute's capacity. The new ward will provide beds and support children sponsored by other private sector partners. To date, 66 children have been sponsored for surgery. Complementing surgical and infrastructure interventions, the Vodacom Tanzania Foundations' non-communicable disease awareness campaign reaches 1.8 million Tanzanians annually.

Together, these interventions are addressing critical gaps in access, capacity and awareness; helping to save lives while strengthening Tanzania's long-term ability to care for children with congenital heart disease.



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Expanding educational opportunities

Education is a critical enabler of long-term social and economic development in Tanzania, and we are committed to supporting increased access to education.

The Vodacom Tanzania Foundation pledged TZS156 million over three years to advance education in partnership with the Tanzania Institute of Education. The initiative will equip **teachers resource centres** with information and communication technology tools and internet connectivity to support the government’s teacher continuous professional development programme (known locally as Mafunzo Endelevu kwa Walimu Kazini). 121 832 teachers will have access to learning materials via a digital platform aligned with the 2023 competency-based curriculum. To remove affordability barriers, we zero-rated the teachers’ development platform, used by teachers to access resources.

We are partnering with Twaweza East Africa Learn Impact initiative, to expand the **KiuFunza Pay-by-Skill** programme to 256 schools, incentivising teachers to strengthen literacy and numeracy skills for more than 79 390 early-grade learners. In the 2025 endline data report, students in KiuFunza program achieved over improvements in reading by over 21% and Numeracy by over 18%.

Our **DigiTruck** programme, a solar-powered mobile classroom, has reached 5 000 learners across 12 regions, with girls making up 48% of all participants. The initiative expands digital literacy and foundational technology skills among young people.

Through our partnership with Don Bosco, we sponsored 1 080 students for **technical and vocational education** and training studies, providing them with practical, industry-specific skills needed for employment. We refurbished the Don Bosco basketball court to create a safe place for young people to enjoy recreational activities.



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

INS centres
11

Pupil beneficiaries
44 710

Teacher beneficiaries
371



Disability inclusion

We provide sign language support in our call centre through two dedicated agents operating during daytime hours, with plans to extend the team. On International Day of Persons with Disabilities, we handed over assistive devices to the Ministry of Education in Zanzibar to support schools for learners with special needs across Unguja and Pemba.



See more about the International Day of Persons with Disabilities

Headcount

over
600
employees and contractors

Learning and development

We continue to invest in continuous learning and future-ready skills by expanding our digital learning ecosystem and strengthening early career development pathways. We expanded our digital learning ecosystem with two new platforms. One of platforms was delivered through a strategic partnership with Microsoft – providing specialised digital training and curated learning pathways. These additions enhance continuous learning opportunities, support capability building across functions, and deepen our investment in future-ready skills.

Our annual **Discover Graduate programme** exposes participants to functions across the business, with 16 students in the programme. We continue to partner with leading universities across Africa to recruit high-calibre graduates.

Field study students received training on data privacy and were enrolled in **Techstart** for foundational technical skills development.

118
employees reskilled

630
employees upskilled

33
employees in learning exchange programme

81
employees trained through leadership development programmes



Employee volunteerism

Our employees play an active role in supporting communities through structured volunteering initiatives aligned with national development priorities. In FY2026, employees dedicated 64 560 volunteer hours to initiatives including community development projects, medical health check camps, the Twende Butiama Tour 2025 and tree-planting efforts under the Kijani Pamoja programme.

Read more about Twende Butiama Tour and Kijani Pamoja on **page 13**

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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

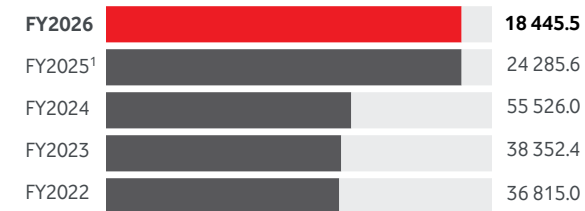
Operationalising our decarbonisation strategy

Our network requires around 169.5 GWh 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 3 800 sites

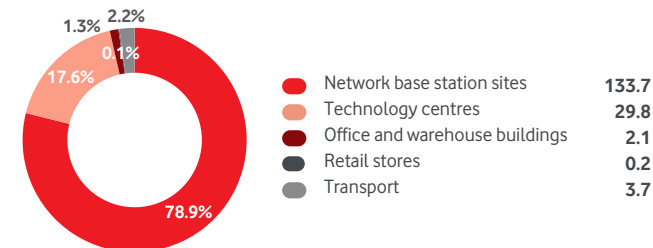
In FY2026, our total scope 1 and 2 market-based GHG emissions decreased by 24% to 18 445.5tCO₂e (FY2025¹: 24 285.6 tCO₂e). This decrease is primarily driven by reduced diesel generator runtime at data centres due to improved grid stability post power connectivity upgrades, as well as energy efficiency gains from ongoing radio network access modernisation.

We maintained our target to match 100% of grid electricity purchased with electricity from renewable sources, reducing our scope 2 market-based GHG emissions to zero. This achievement is a result of investing in renewable energy purchases, using renewable energy and power purchase agreements. This year, 57% of our total energy consumption was from renewable sources, including solar energy generated, matched with purchased renewable energy certificates. Our TowerCo partners continue improving solar connectivity to enable business continuity at our network sites, with 39 sites connected to solar in FY2026 (FY2025: 81).

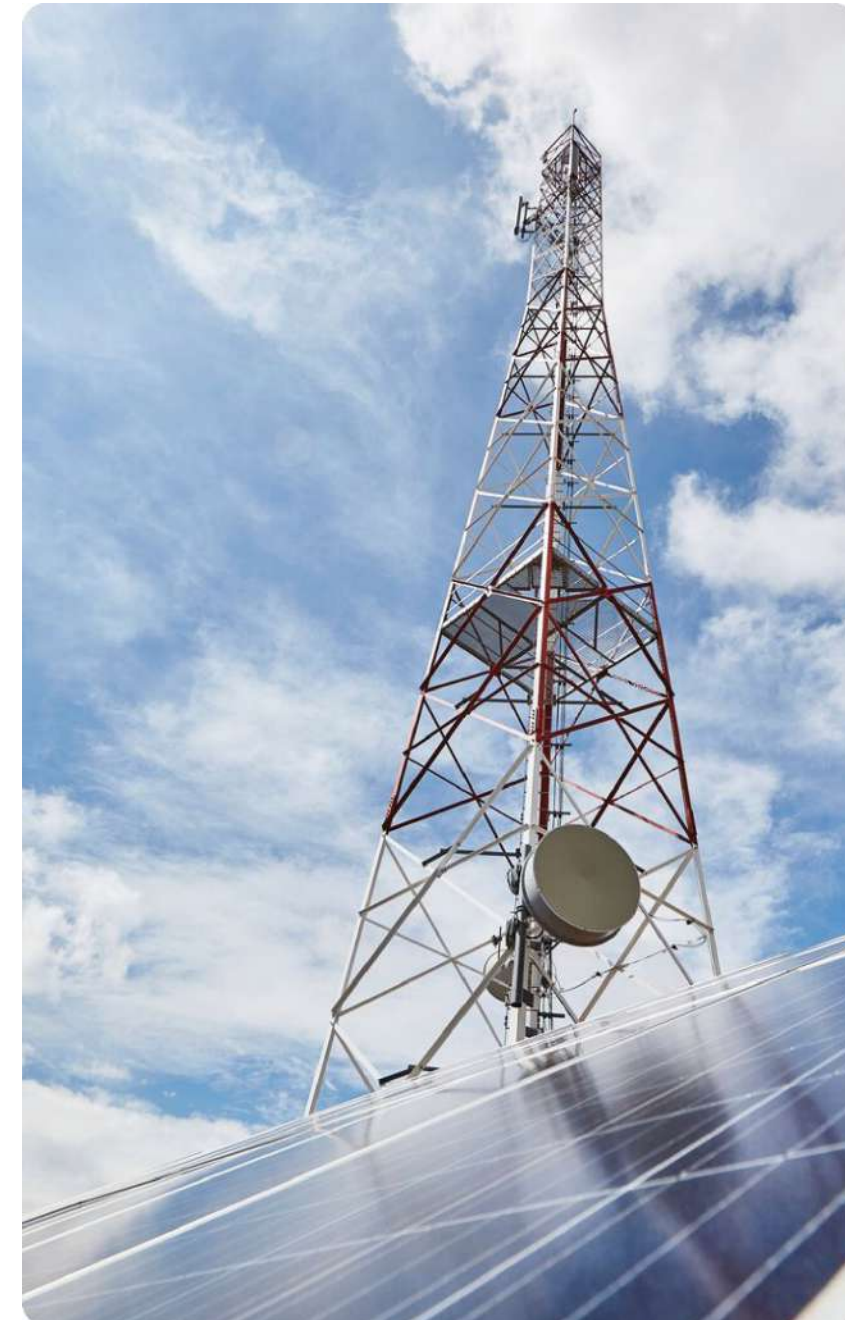
Scope 1 and 2 market-based GHG emissions (thousand tCO₂e)



FY2026 energy consumption by use



1. FY2025 GHG emissions and energy data has been restated due to improvements in accounting methodology for network sites



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Energy management and efficiency

We are reducing our GHG emissions by purchasing renewable energy and implementing several energy efficiency initiatives. Our **ISO 50001 certification** provides a structured framework for the operating company to maintain and improve its energy management practices, including through an increased reliance on renewable energy and monitoring systems to improve efficiency. We successfully 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 operations. The audit raised no non-conformances, with only minor observations noted.

Our primary energy source is grid-supplied electricity; however, due to the limited grid availability in some areas where we operate, we use diesel generators and batteries as the primary power source for base stations and as backup power. The government's hydropower expansion project reached 75% completion in FY2026, resulting in noticeably stabilised national power availability. This significantly improved our overall diesel consumption, with 24% less diesel consumed, at 6.6 million litres (FY2025¹: 8.6 million litres).

Our drive to connect offgrid sites to the national grid reduced our reliance on diesel. In FY2026, 169 offgrid sites were connected. The power upgrade at the Kwale data centre, shifting from 11kVA to 33kVA, cut generator runtime from 18 hours a day to just two hours, resulting in an 88% reduction in diesel use.

We introduced **room partitioning** at four data centres to reduce our cooling requirements, and completed the flow meter project in two major data centres in March 2026. Flow meters measure the rate of flow of fluids, such as water for cooling systems or air for air conditioning, with the aim to monitor and optimise thermal management.

This year, we invested
TZS 3.53 billion
in energy efficiency projects, resulting in
18 340MWh
of energy saved
(FY2025¹: 2 861MWh).



1. FY2025 GHG emissions and energy data has been restated due to improvements in accounting methodology for network sites

Electric and hybrid vehicle fleet

The rollout of electric and hybrid vehicles is constrained by capital expenditure requirements, poor availability of charging stations, limited in-country maintenance capacity and difficult terrain. In FY2026, we procured two electric vehicles on a rental basis, which are being piloted. There are two dedicated charging points at the Vodacom Tanzania head office. In FY2027, we will evaluate scaling up our electric and hybrid fleet as vehicle rental contracts come up for renewal.

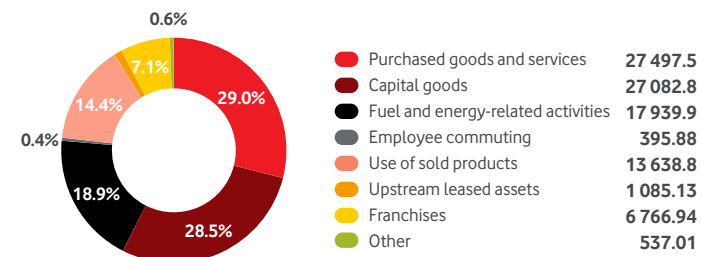
Looking into our value chain emissions

Reducing scope 3 GHG emissions requires consistent and reliable data. Our scope 3 reporting is aligned with the GHG Protocol. We are committed to enhancing our data quality and estimation approach to account for portfolio changes, and leveraging the latest advancements in industry standards and GHG emission factors.

94 944 tCO₂e
in scope 3 GHG emissions
(FY2025: 100 455tCO₂e)

76%
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)



Reducing our plastic and paper footprint

We successfully eliminated leaflets from our SIM card starter packs. By transitioning to smaller **SIM-cards using biodegradable material**, we avoided plastic usage by an estimated 52.0 tonnes this year (FY2025: 34.0 tonnes). We only source trio SIM cards, which cater to all mobile device SIM card slots, using an adaptable cut-out to help the customer switch between normal, micro and nano form. This eliminated the need for customers to swap SIMs when switching between configurations.

Our smart recharge digital offering saved approximately 251.0 tonnes of paper in FY2026.

Adoption of e-SIMS has accelerated with 88 555 onboarded in FY2026.

By rethinking SIM design and customer journeys, Vodacom Tanzania is reducing its environmental footprint while enabling simpler, more sustainable choices for customers across the value chain.

Adoption of **e-SIMS** has accelerated with 88 555 onboarded in FY2026.

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Nature, technology and community in action: Vodacom Tanzania’s biodiversity journey

Tanzania is a global biodiversity hotspot, known for its species richness and endemic plants and animals. However, the nation’s biodiversity faces significant pressures from habitat loss, development and poaching.

This year, we planted 80 000 indigenous trees in the Kahe 2 Forest on Mount Kilimanjaro as part of the **Kilimanjaro Ecosystem Restoration Initiative**, supporting efforts to revive biodiversity, protect critical water catchments and strengthen climate resilience.



This milestone was achieved during the **Twende Butiama Cycling Tour**, of which Vodacom Tanzania is a key sponsor. The tour is part of a national movement inspired by former President Mwalimu Nyerere’s values of unity and self-reliance, bringing communities together around health, education and environmental stewardship. As part of the lead-up to the tour, a World Environment Day cycling event in June 2025 matched kilometres cycled with trees planted, expanding awareness and community participation in environmental protection.

Vodacom supported the **Kijani Pamoja Biodiversity Initiative** to include a pilot of the MyFarmTrees application. This technology platform was designed to incentivise farmers and surrounding communities to actively participate in conservation. The application enables users to understand the aims of Kijani Pamoja, engage with practical learning on biodiversity protection, and contribute to restoring the Pangani basin – a vital water source for six million people in northern Tanzania. **MyFarmTrees** integrates AI capabilities to strengthen the programme’s effectiveness and transparency. The tool monitors tree survival rates, supports end-to-end tracking and reporting and enhances capacity building by providing AI-enabled guidance and conservation insights to farmers and community members. This technology-driven approach deepens community engagement, improves environmental data accuracy, and strengthens the long-term impact of the ecosystem restoration efforts around Mount Kilimanjaro.

The Twende Butiama campaign also supports environmental initiatives in public schools and delivers financial inclusion education to pupils and teachers. In partnership with Stanbic Bank, we strengthened inclusion for learners with disabilities by donating assistive devices, constructing accessible pit latrines, and refurbishing dormitories to create safer, more supportive learning environments. The campaign expanded access to basic healthcare, with 3 557 community members receiving medical services through Twende Butiama medical health camps. Looking ahead, we are exploring the introduction of minor surgical procedures within the camps to further extend specialised healthcare to underserved communities. A pilot, pending approval from the partner hospital, will assess feasibility, safety and community impact before potential scale-up.

Expanding digital access to cooking gas through M-Pesa

Vodacom Tanzania continues to leverage the M-Pesa super-app to expand access to essential household services through secure, cashless digital channels. As part of this approach, GasFasta was initially introduced as a digital solution to support access to cooking gas through the M-Pesa platform. The initiative was later discontinued after the main partner opted to stop supporting the project. Following the discontinuation of GasFasta, M-Pesa has partnered with another provider who has deployed a **POA gas mini-app** within the M-Pesa super-app that allows M-Pesa customers to order and pay new gas cylinders and refills. In FY2026, 322 orders were placed and fulfilled, with a total of 322 customers registered.



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A message from the CEO

Our purpose-led ESG framework

Committed to Tanzania

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

AI summit

The Purpose-Driven AI: Future Ready Summit brought together stakeholders to advance ethical, human-centred AI and digital innovation in Africa.

Discussions focused on AI's role in financial inclusion, agriculture and connectivity, including AI-powered credit services and productivity tools for smallholder farmers.



Fraud prevention

We work closely with the Tanzania Police Force to combat cyber fraud, leveraging advanced technological tools to manage online threats and ensuring compliance with the Personal Data Protection Act.

Our prevention efforts centre on education and awareness. We conducted fraud awareness campaigns across Instagram, Facebook and X, reaching 133 722 people. Additional outreach visits to cities identified as fraud hotspots reached a further 9 700 people. We strengthened our detection capabilities through machine learning to automatically identify and prevent fraudulent activities, with geographically targeted controls in high-risk areas.

Customers, employees and third parties can report concerns anonymously through Speak Up.

Speak Up website



Click here to report an incident

Speak Up hotline



0800 12 0044



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Securing customer privacy

We continue to implement our privacy programme across all business operations in line with internal policies and the Personal Data Protection Act.

Our privacy team engaged 658 frontline retail agents across four major regions (north, central, south and lake), reinforcing that every customer interaction is an opportunity to safeguard trust. 400 call-centre agents and 734 retail shop agents were evaluated on their understanding of privacy principles, supported by intensive Personal Data Protection Act training for privacy trainers.

At the Tanzania International Trade Fair (Sabasaba), our privacy team ran interactive exhibits to raise **customer awareness** of personal data protection under the theme “Ulinzi wa Taarifa Zako Binafsi Unaanza na Wewe!” (Protecting Personal Information Begins with You).

We also launched a privacy single point of contact network, embedding dedicated privacy champions in each department to strengthen accountability and identify privacy-related risks proactively.

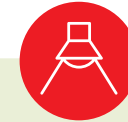
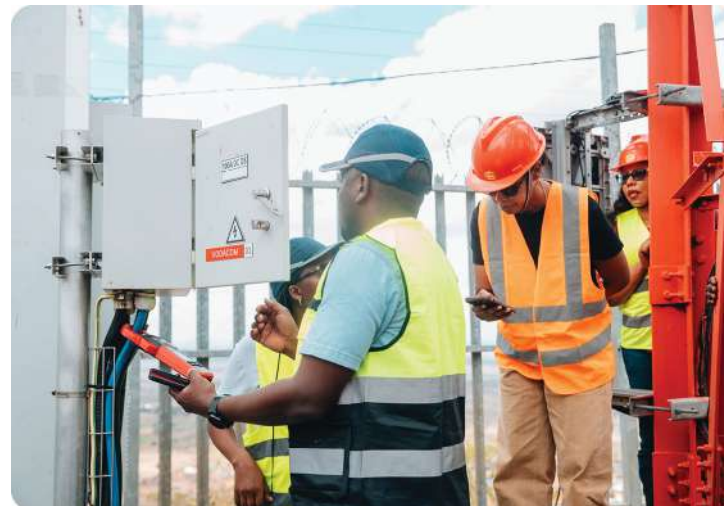


Delivering network modernisation responsibly

This year, Vodacom invested in a major technology modernisation project to enhance network capacity, improve service quality and accelerate digital transformation. Phase one was implemented across sites, including upgrading core infrastructure, bolstering 4G and 5G coverage and strengthening platforms for mobile financial services like M-Pesa.

The project generated a significant amount of decommissioned equipment. We re-used some decommissioned equipment within our operations to restore or improve sites that are awaiting modernisation. The remaining equipment is under review to determine whether it should be repurposed within Tanzania or sent to other Vodacom markets, and the rest will be disposed of responsibly through authorised recyclers.

We achieved 14 consecutive years with zero fatalities – a notable milestone given the scale of our radio access network modernisation programme, which involved replacing legacy radio equipment across 1808 sites over seven months (equivalent to approximately three years of normal delivery). Despite the high-risk nature of this work, including working at heights, lifting and equipment installation, with 411 workers travelling over 1.7 million kilometres – phase one was completed without a single fatality or major incident.



Strengthening safety, well-being and work-life balance

We continue to prioritise the safety, well-being and resilience of our people as part of our commitment to responsible operations. Our **Stop Work Authority programme**, introduced in FY2025 and now fully rolled out to M-Pesa employees and suppliers, encourages staff to report unsafe conditions without fear. Ongoing simulations of real scenarios are used to assess and improve the conditions that lead to stop-work decisions.

We continue to support work-life balance through our hybrid work model. During the year, we delivered well-being sessions covering financial literacy and emotional intelligence, including support following the pressures of the election period, with 16 well-being ambassadors.

Human rights policy

The Vodacom Group human rights policy was localised, signed off and presented to the board, supported by capacity building and awareness-raising activities. The Vodacom Group is managing preparation of controls.

Law enforcement digital platform

Our previous manual process for handling law enforcement agency data requests created risks of privacy breaches, data leakage and delays. To address this, we engaged with two agencies that generate most requests and co-developed a digital law enforcement assistance system that fully digitises the workflow, reducing response times. The system strengthened our privacy controls and accountability while reducing the administrative burden of manual processing. Following its success, the Director of Criminal Investigation under the Ministry of Home Affairs requested that all Tanzanian telcos adopt the same approach.



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