

Vodafone Egypt

Environmental, Social and Governance Snapshot

For the year ended 31 March 2026



Together we can



FY2026 in review

Empowering people


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


52.5m
customers on our network


14.7 m
active Vodafone Cash (VF Cash) customers


13.5 m
citizens served through our digital healthcare solutions across 632 healthcare facilities


#1
Best Place to Work for Women Award


We have 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


Maintained
ISO 50001
energy management system certification


3%
reduction in scope 1 and 2 (market based) GHG emissions


Supported customers in avoiding
42 182.0tCO₂e
through a range of Internet of Things (IoT) solutions


70%
of our total energy consumption (scope 1 and 2) is from renewable sources including on-site, PPAs and RECs


450
solar operated access sites



Maintaining trust


Zero
anti-competition and anti-money laundering fines


ISO 27001, 45001, 45003
certified


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



FY2026 in review

A message from the CEO

Our purpose-led ESG framework

Committed to Egypt



A message from the CEO

MOHAMED ABDALLAH



When technology is guided by purpose, it becomes a catalyst for opportunity, resilience and sustainable progress.

In a time of rapid technological evolution, Vodafone Egypt turns purpose into measurable impact. Aligned with Egypt's Vision 2030, we continue to make progress towards building a more connected, inclusive and sustainable digital ecosystem. This will empower communities, strengthen economic resilience and accelerate Egypt's long-term development ambitions to benefit future generations.

Guided by our purpose pillars, we made significant investments in our network infrastructure, successfully launching 5G with the widest coverage in Egypt and securing the largest spectrum acquisition in the market. These milestones reinforce our role at the core of Egypt's digital transformation, enabling faster, more reliable connectivity that supports economic growth and innovation.

Driving socioeconomic impact remains central to our purpose. Through our digital health initiatives and in partnership with the government, we supported the transformation of 632 healthcare facilities, improving access to quality services for 13.5 million citizens. By expanding digital access, we are helping more people participate fully in Egypt's digital economy.

Our efforts to improve access to healthcare included launching our Ramadan "Qawafel El Noor" medical convoys. The initiative reached communities across 27 governorates and delivered free checkups and critical surgeries to people in need, directly improving lives and ensuring access to essential healthcare for underserved communities.

Beyond healthcare, we bring our purpose to life through impactful, purpose-led initiatives. Ma3aki is Vodafone Egypt's flagship women empowerment programme. The programme adopts an integrated approach, with sustainability and commercial business functions working together to advance digital and financial inclusion among rural women. Maaki offers sustainable income-generating opportunities that benefit families. It is a successful model of robust partnership between the public and private sectors and civil society.

As the trusted digital partner to the Egyptian government, we are proud to contribute to landmark national initiatives. Our partnership with the Grand Egyptian Museum, which acts as the technology arm, demonstrates how technology can enable a world-class visitor experience while preserving and promoting cultural heritage.

Our commitment to excellence continues to be recognised globally. We were awarded Best Mobile Network and Best Fixed Internet Network by Umlaut. This achievement reflects our network's strength, reliability and sustainability, as well as our commitment to provide uninterrupted connectivity, even in critical moments.

We are embedding sustainability in our operations by transforming telecom infrastructure with solar-layered towers in rural and off-grid areas, and adopting sustainable energy storage materials such as sodium-ion and graphene. These efforts support GHG emissions reduction, improve energy efficiency, enhance long-term operational performance and enable reliable connectivity in underserved areas.

At the heart of our progress are our people. Their expertise and commitment to our purpose transform strategy into action. This is further demonstrated in our recognition as the Best Place to Work for Women, reinforcing our focus on shaping an inclusive and empowering workplace. Each milestone we reach is grounded in a shared belief that technology should uplift lives, expand opportunities, and create lasting value for our customers and society.

Looking ahead, we will continue to harness technology as a force for good, deepening our impact, advancing inclusion, and accelerating our environmental ambition to shape a more sustainable and future-ready digital ecosystem for Egypt.



FY2026 in review

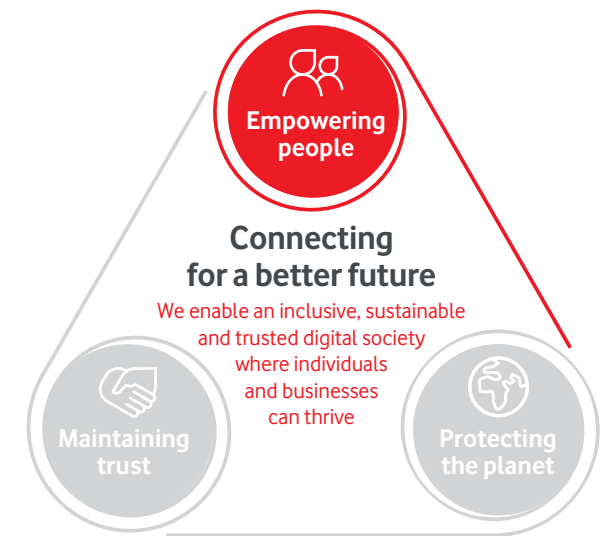
A message from the CEO

Our purpose-led ESG framework

Committed to Egypt



Our purpose-led ESG framework



We exist 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 Vodafone Supporting a culture of innovation, career development and learning

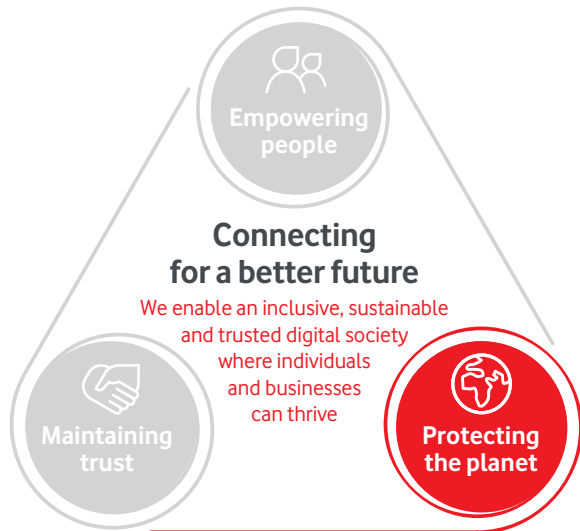
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Protecting the planet	
We want to help protect the planet and enable our customers to do the same. With efforts focused on sustainable approaches to managing impact areas and collaboration with our customers, communities and partners to broaden our 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

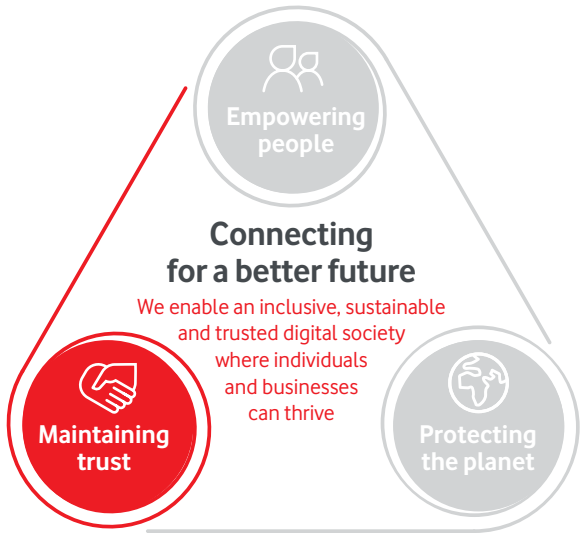
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Maintaining trust

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

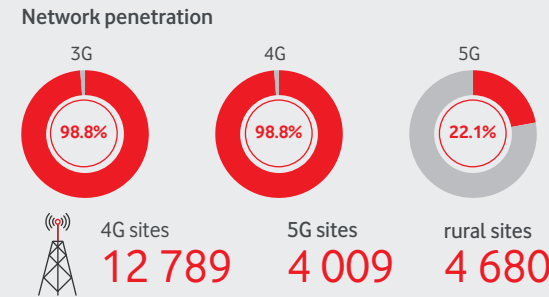


Read more about our contribution to the SDGs

Closing the digital inclusion gap

Expanding network coverage remains central to enabling inclusive digital participation and supporting socioeconomic development. Through sustained investment in next-generation infrastructure and innovative deployment models, we continue to strengthen network reach, resilience and performance across urban and rural environments. We established the country's largest 5G network, delivering ultra-fast, low latency connectivity to support advanced applications in healthcare, education, industry and other sectors.

To address coverage challenges in hard-to-reach and crisis-affected areas, we executed **satellite proofs of concept** to introduce solutions aimed at rapid crisis intervention and efficient rural coverage, including voice over satellite, Wi-Fi, PBX over satellite and lightweight voice/data mobility. We are working towards introducing satellite backhauling for rural road coverage.



Innovation in network transmission played a key role in enhancing capacity and efficiency. In partnership with Huawei, and under National Telecom Regulatory Authority (NTRA) supervision, we implemented the **world's first 50Gbps microwave link**.

Further strengthening network reach, we introduced a new **fixed wireless access (FWA)** solution for mobile backhauling, submitted as an invention proposal to the UK Patent Office. The solution carries network traffic through existing radio sites when fibre or microwave connections are unavailable, extending network connectivity in remote areas using existing infrastructure.

Maaki

We launched the Maaki programme, an ambitious initiative aimed at empowering 1 million rural women over the next three years through digital and financial inclusion. Maaki equips women with skills to use VF Cash services, access digital education and develop entrepreneurial capabilities. Key partners include the Micro, Small and Medium Enterprises Development Agency, CARE Egypt Foundation (on-ground implementation), and Samsung Electronics Egypt (provision of smartphones for programme ambassadors).



See more about the Maaki initiative



Affordable devices and data

Affordability remains a determinant of digital inclusion, particularly for low-income customers, those transitioning from legacy 2G and 3G technologies, and communities affected by instability or crisis. Through exclusive partnerships with global device manufacturers, we expanded access to affordable smartphones while supporting local value creation and accelerating adoption of next-generation technologies.

In an exclusive partnership with Samsung Electronics, we launched the locally manufactured Samsung Galaxy A06. The device is offered with an affordable financing model for banked and unbanked customers, with one year of free data, with the aim to expand digital access while strengthening local manufacturing.

Our exclusive launches enhanced access to affordable 5G devices. We are the only operator to carry the OPPO A5i Pro in Egypt, supported by instalment plans from EGP500 over 24 months with no additional fees and one year of free internet – the lowest instalment entry point for a 5G-enabled smartphone in the market. The Infinix Hot 60 was launched as the most affordable 5G handset in our portfolio, bundled with a free accessory and one year of free data, enabling large-scale access to entry-level 5G.

Beyond individual device launches, we apply subsidies, discounts and offers tailored for low-income communities. Our financing options cater 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.



197 684
devices sold
through prepaid
finance

Affordability is further reinforced through personalised pricing. Just4You provides personalised voice, SMS and data-based offers based on a customer's usage patterns.



34%
Just4You usage

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Financial empowerment with VF Cash

Access to formal financial services remains an enabler of economic participation, particularly for unbanked and underbanked communities. 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 continues to deploy customer-centric initiatives and promotions that expand access to formal financial services, encourage responsible digital behaviour, and reduce reliance on cash-based transactions.

We expanded VF Cash’s international remittance reach through two strategic partnerships:

- Al Rajhi Bank (Saudi Arabia’s largest bank), enhancing access to Gulf remittance corridors
- TapTap Send, unlocking flows from Europe and Canada

Since launching in April 2025, remittance inflow values have grown 321%, and receivers by 230%. These partnerships support financial inclusion by connecting global earnings to local economic participation.

We introduced new VF Cash payment use cases – including **social insurance and microfinance payments** – further embedding the wallet into customers’ everyday financial lives. Since launch, total payment transactions have risen 14% and total payment values 145%, reflecting higher adoption and deeper wallet utilisation.



VF Cash launched the **Millionaire Promo**, rewarding customers with cash back on every VF Cash transaction and entry into a draw to win EGP1 million. A customer-focused campaign segmented VF Cash users into personas based on their most common transactions (money transfers, telecom payments, everyday payments or international remittances) and tailored rewards to match real usage patterns. These initiatives support our customers’ journey to achieve financial empowerment.

For the first time, customers can **recharge any prepaid electricity meter** via their VF Cash wallet, enabled through a partnership with Sahl, covers all electricity meters across Egypt. VF Cash customers with disabilities have access to free money transfers to VF Cash wallet holders, increasing accessibility.

VF Cash leveraged its digital payments platform to enable rapid, transparent, and large-scale **social contributions** in FY2026. A nationwide Gaza campaign – with Vodafone matching all customer contributions – raised EGP6 million for humanitarian relief. During Breast Cancer Awareness Month, donations via VF Cash to Baheya Foundation collected almost EGP870 000 for breast cancer treatment. We supported donations to 183 non-governmental organisations

Enabling future-ready enterprises through digital transformation

Digital transformation is a driver of economic competitiveness, operational efficiency and sustainability.

We partnered with the **Grand Egyptian Museum** and its operator, Legacy for Management and Development, to implement an **Internet of Things (IoT) platform** that manages the museum’s core operations – lighting, ticketing, visitor flow, parking, energy management and security – through a unified smart system. The system improves efficiency, elevates the visitor experience and reduces energy use, and aligns with Egypt’s broader digital transformation strategy. The scalable design enables future upgrades without disrupting existing infrastructure.

Our efforts in ecosystem engagement and thought leadership support enterprise transformation. At **Vodafone Business NEXT Summit 2026**, held under the theme “The NEXT Enterprise: Re-imagine your Business for 2030,” over 100 business and technology leaders came together to explore how digital transformation can support Egypt’s Vision 2030 ambitions and drive long-term business growth. The summit focused on the technologies and trends reshaping industries, including AI, cloud, cybersecurity, IoT, and integrated digital solutions. A key component of the summit was its hands-on co-creation workshops, where business leaders worked alongside digital transformation experts to explore practical frameworks and actionable strategies that can help organizations prepare for 2030 and beyond.

These efforts are complemented by enabling access to digital tools through our revamped **Vodafone Business Digital Store** (formerly V-Hub), which provides small and medium-sized enterprises with affordable, fully digital access to software and solutions. The enhanced platform functionality, simplified product journeys and improved interface support digital workflows while reducing reliance on physical distribution, paper use and associated energy consumption.

We invest in building skills and capabilities to translate digital ambition into real-world impact. The three-day **Spark Entrepreneurship Bootcamp** was hosted in collaboration with Momken, a social enterprise dedicated to economic empowerment through digital skill building. The programme supported a gender-diverse cohort for young entrepreneurs, equipping them with digital marketing and branding skills, with mentorship from industry experts. Vodafone Business Unit Director Mahmoud Elkhateeb served on the judging panel to select the top three winners.



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Strengthening healthcare delivery through digital systems, skills and public health innovation

Digital transformation is critical to improving healthcare access, efficiency and resilience, particularly in large, complex health systems. In partnership with two Egyptian ministries, we are digitalising the healthcare system through three programmes – **Universal Health Insurance, primary care units and the Egyptian university hospitals.**

By FY2030, we aim to reach 26 million people through our digital healthcare solutions.

55 000
healthcare employees trained to use digital solutions

The initiatives focus on digitising healthcare infrastructure and services to improve operational efficiency, enable data-driven decision-making and enhance patient care across the healthcare system. Building on this progress, Vodafone has secured new projects, including the award to digitise the Magdi Yacoub Foundation's facilities in Aswan and Cairo. The Magdi Yacoub Foundation hospitals are internationally recognised centres of excellence in paediatric cardiology, delivering life-saving care that transforms the future of children's hearts across the region and globally.

Beyond infrastructure, digital healthcare transformation requires sustained investment in people and capabilities. Egyptian healthcare employees are trained to use digital solutions, supporting effective adoption, continuity of care and improved service delivery across healthcare facilities.

Vodafone also supports public health outcomes through digital initiatives focused on disease prevention and community engagement. Community-driven programmes leverage digital tools and partnerships to combat infectious diseases and promote public health awareness, reinforcing the role of technology in preventive healthcare and population-level health management.

Applying IoT and connectivity to strengthen food systems, resource efficiency and rural inclusion

Agriculture plays a critical role in economic development and livelihoods, yet faces increasing pressure from water scarcity, rising energy costs and unsustainable productivity.

Through a partnership with Rakhaa, a Saudi-Egyptian company, we are deploying a **smart agriculture solution** that automates key aspects of the farming cycle, including irrigation, soil monitoring and pivot control. The solution is supported by real-time sensors, smart control units and a centralised web and mobile-based dashboard, enabling data-driven decision-making, predictive irrigation and performance analytics.

By optimising irrigation and energy use, the system reduces water and electricity consumption while maximising land productivity. Farm employees are trained to operate, maintain and troubleshoot the technology, supporting long-term adoption and sustainable farm operations.

To underpin these digital solutions, we are expanding and enhancing network coverage across the agricultural zones where the smart agriculture platform operates. This ensures reliable connectivity for IoT devices and platform communication, while extending mobile broadband access to surrounding farming communities and residents. The initiative delivers operational benefits for agricultural enterprises and broader digital inclusion outcomes for rural areas.



Building future-ready digital skills and inclusive learning pathways

Vodafone supports the development of future-ready skills through a portfolio of education and skills initiatives that span early learning, youth employability, gender inclusion, community education and support for displaced learners.

The core of our youth employability efforts, **Techstart**, aims to upskill youth through a digital skills hub that combines classroom-based training and self-paced online learning. It equips participants with in-demand digital and tech skills, connecting them to communities and enhancing their career prospects.

Gender inclusion in technology is addressed through **Code Like a Girl**, which equips girls and women with the skills, confidence and support to pursue careers in science, technology, engineering and mathematics. We ran a special edition of Code Like a Girl, onboarding employees' daughters for two weeks, giving them a chance to learn coding from scratch and experience life at Vodafone.

Girls trained	FY2026:	Total since launch:
	147	350



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Building future-ready digital skills and inclusive learning pathways continued

Ta3limy equips students with world-class digital, language and soft skills, supports parents through training in positive parenting and cyber security, and provides teachers with a professional development programme. In FY2026 we redesigned the platform around three dedicated hubs – schools, entrepreneurship and skills – broadening access for students, aspiring entrepreneurs and lifelong learners. Free online safety materials cover financial technology, online security and cyber security practices. Strategic partnerships with Almentor, Belone, Microsoft and Skillsoft have significantly enriched the platform's content offering.

In FY2026 we expanded the **Decent Life (Hayah Karima)** work into the Menofiya Governorate, adding 100 schools and bringing our cumulative reach to 300 schools across 10 governorates. Across the network, we deliver digital literacy and citizenship training covering safe searches and information verification, cyber security and data privacy, and social Inclusion through anti-bullying workshops.

Since 2013, **Instant Network Schools (INS)** – developed with the Vodafone Foundation and United Nations High Commissioner for Refugees – has equipped refugee classrooms with internet connectivity, multimedia tools, localised digital content and ongoing teacher training. Our INS programme now reaches 70 digitised schools. In partnership with UNHCR and Digital Awareness UK, we delivered a life skills training programme for learners aged 12 to 18 during the school holidays, covering creativity, empathy, resilience, communication and decision-making through interactive tablet-based modules and facilitated reflection sessions. Monitoring and evaluation indicated measurable improvements in learners' ability to apply key life skills.



INS centres
70

Pupil beneficiaries
163 718

Teacher beneficiaries
2 795

Ta3limy registered users
590 000

Hayah Karima beneficiaries
of connectivity, devices and
training
640 000

Designing inclusive services and experiences for customers with disabilities

Ensuring equitable access to digital services is central to building an inclusive digital society. Vodafone continues to strengthen accessibility across its products, services and customer journeys, with a focus on removing barriers for people with disabilities and embedding inclusion into everyday interactions.

We continued to expand services for people with disabilities, building on our **accessible call centre and Tobi Chat journeys**. In FY2026 we served 51 500 customers with disabilities across video calls and offer activations, and recorded 15 800 journey hits through the Tobi Chat channel since its January 2025 launch.

Affordability and equitable access are further supported through tailored propositions. We launched a **fully accessible website** supporting disability profiles with features that can be adjusted according to each customer's needs, making their access to online services smooth and independent. We have also introduced **first-of-its-kind disability-inclusive pricing and offers in the Egyptian market**, including lifetime discounts on home wireless and DSL services, reduced prepaid, postpaid, and mobile internet packages, along with fee-free transactions on Vodafone Cash.

For the second consecutive year, we maintained the post-paid RED offer of "one month on you, one month on us" for six months. Customers additionally receive free access to educational apps such as Ta3limy.

Accessibility enhancements extend across multiple service areas, and we extended coverage across DSL, Home and Vodafone Cash services. We launched a **sign language awareness campaign** in partnership with the American University in Cairo, which reaches 200 students at the university, aside from other schools. Innovation continues to play a key role in advancing accessibility. The **INTOUCH App**, in its kick-off phase, won a 2025 Global Hackathon Award. It is designed to enable deaf individuals to access daily services and education independently.

We are **embedding accessibility into our retail model**. Through a cooperation protocol with Ataa Fund and Coptic Evangelical Organization for Social Services, access audits will guide store upgrades to improve access for all customers. We are developing a disability check mark in our systems to streamline services for flagged customers.



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Work experience programmes

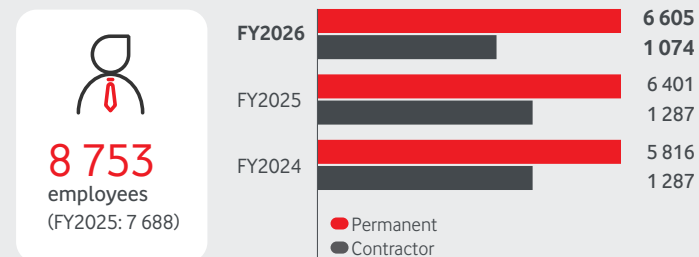
We support job seekers through affordable connectivity, job platforms and work experience activities. 123 interns joined us for two weeks through our work experience programme, 180 interns joined through our summer internship programme, and undergraduates spent a tailored day at Vodafone through the V-Tour 2025, networking with staff and building a pipeline into our youth programmes.

Almanfaz

Through the Almanfaz “Back to School” initiative the Vodafone Egypt Foundation supported the preparation of 30 000 supply boxes for distribution across 10 governorates via a two-day employee volunteering event (76 volunteers, joined by Vodafone Egypt Foundation Chairman Mohamed Henna). Distribution was aligned with the Decent Life initiative, targeting schools in Menofiya digitised through our partnership in FY2025.



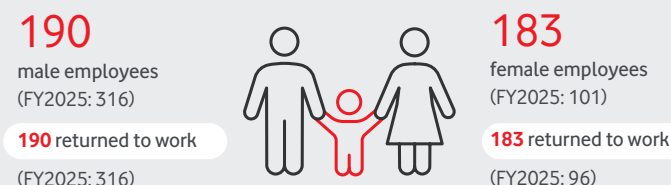
Headcount



Building an inclusive and supportive workplace where everyone can thrive

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.

Employees who took parental and maternal leave



Gender representation and progression remain a core focus of our inclusion agenda



To further advance gender equality beyond the organisation, the Egyptian Gender Alliance is relaunching with a fresh approach focused on cross-industry collaboration and stronger engagement with governmental entities.

Developing diverse talent

Our transformation into a new-generation digital services provider demands new skills in software engineering, automation and data analysis.

Leadership capability is strengthened through targeted development at multiple levels. We run targeted development programmes, including:

- **ExCo Excellence**, which integrates global trends and emerging skill sets for the executive team
- The two-year **Next Gen Leaders programme** for all people managers, strengthening core leadership and strategic capability
- **Step**, which comprises differentiated development for top and accelerated talent segments

Early-career talent development remains a key pipeline for future skills. Our **Discover Graduate Programme** grew, with expanded functional rotations and a revamped learning journey. The programme was merged with LEAP – Egypt’s first two-year private sector graduate programme for people with disabilities – creating a unified, inclusive path into permanent roles.

The **Youth Council** provides Executive Committee support through research into disruptive digital ideas and executive shadowing. The cohort of seven graduates completed the programme, jointly developing a strategic project that was approved and is scheduled for delivery in FY2027.



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Fostering an engaged, connected and purpose-driven workforce

The **Spirit of Vodafone** outlines the beliefs and behaviours that underpin our strategy and purpose.

Employee engagement and insight are anchored in the annual Spirit Beat survey, which drives function specific action plans based on deep dive analysis across themes such as inclusion, learning and fair pay, with findings shared through human resources leadership and all-hands meetings.

We support our employees with a broad range of benefits designed to promote well-being, inclusion and everyday support. Our employees stay connected through the VodaFoners app and have access to benefits including transportation, full salary-based insurance, medical insurance (with spouse and child options), a nursery allowance for children under five, a ladies’ lounge, a food allowance and gym facilities.

The Spirit of Vodafone is brought to life through shared moments of connection and learning. Spirit of Vodafone Day was delivered through two initiatives. Locally, VodaDad celebrated Father’s Day, engaging 550 colleagues and distributing 300 vouchers. Globally, TechIt-Easy – aligned to the Future of Growth agenda – rolled out a Microsoft 365 upskilling programme to 20 colleagues, building digital fluency and productivity.



See more about the Spirit of Vodafone day



See more about VodaDad

Employee purpose and contribution extend beyond the workplace through structured volunteerism. We support employee contributions through payroll giving, fundraising and volunteering. Our **Yalla Sharek volunteering hub** was recently upgraded with:

- New human resources functionality, granting one fully paid volunteering day per quarter (pending manager approval)
- A skills-matching feature for better volunteer event pairing
- A volunteer incentive and points programme
- QR code attendance tracking
- A custom questionnaire to validate eligibility for specialised programmes such as crisis deployment

Since 2023:

2 500
volunteers registered

717
volunteers applied to events



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While government policy and financing are essential to build lower-carbon economies and climate resilience, we recognise 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



An integrated climate response: resilience and decarbonisation

Egypt faces severe, multi-faceted climate change risks, primarily driven by its heavy reliance on the Nile River, agricultural vulnerability and dense population in low-lying coastal zones. Key threats include sea-level rise, causing saltwater intrusion in the Nile Delta, extreme heatwaves, water scarcity and agricultural losses, which could impact livelihoods and erode economic growth. In FY2026, Egypt experienced periods of unstable weather conditions, including flash floods, sharp drops in temperature and strong winds across several regions.

We started implementing measures to address climate change in line with the Group's net zero by 2035 ambition and Egypt's Vision 2030 and National Climate Change Strategy 2050. These measures include actions related to renewable energy, energy efficiency and circular economy principles to help reduce environmental impact.

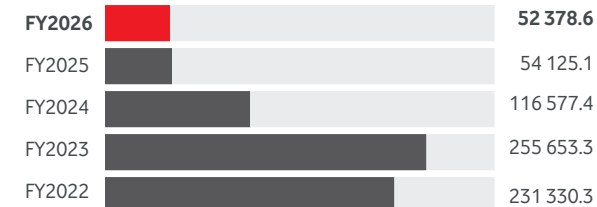


Operationalising our decarbonisation strategy

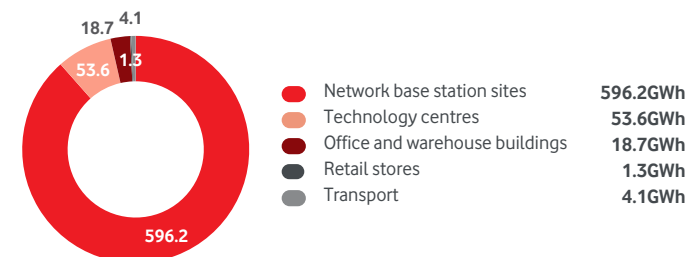
Our network requires around 364.7 GWh of energy per year, sourced from electricity and diesel. Transitioning to renewable sources is not straightforward, as our infrastructure is highly distributed with more than 12 800 sites.

In FY2026, our total scope 1 and 2 market-based GHG emissions decreased by 3% to 52 378.6tCO₂e (FY2025: 54 125.1tCO₂e). This decrease is driven by the implementation of energy efficiency and renewable energy projects. 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 achievement was a result of investing in renewable energy purchases, using renewable energy at our premises and through our power purchase agreement (PPA) with the New and Renewable Energy Authority (NREA) to supply electricity from renewable sources.

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



FY2026 energy consumption by use



FY2026 in review

A message from the CEO

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Energy management and efficiency

We are reducing our GHG emissions through purchasing renewable energy and implementing several energy-efficiency initiatives. Our **ISO 50001 certification** provides a structured framework for us to maintain and improve our 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.

Managing our technology centre energy usage remained a priority. We continue to explore liquid solutions, and understand that their rollout will depend on IT hardware, particularly graphics processing unit densities and heat dissipation characteristics. The **immersion cooling pilot** validated the solution’s potential for improved thermal performance and energy efficiency.

We continue to implement **cold aisle containment** in technology centres. This includes trialling a proof of concept in a mobile telephone exchange (MTX) technical rooms where some racks are contained to allow better thermal behaviour.

Doors will be installed on rack aisles with flexible rack roof tiles acting as cold aisle containment. We experienced significantly reduced implementation times and costs for cold aisle containment projects. Temperature readings show two major drops – first after installing doors and aisle roof tiles, and then after adding rack-level accessories to prevent leakage.



Scaling renewables

Our primary energy source is grid-supplied electricity; however, due to the limited grid availability in some areas, we use diesel generators and batteries as the primary power source for base stations and as backup power. Installing solar power at base stations can be challenging due to space constraints for sites in congested areas. The **solar flower proof of concept** trialled in FY2025 was successful. In FY2026, we introduced the first standalone solar flower at one site. The implementation of this technology has been delayed by a slow permission process. 70% of our electricity needs are met by renewable sources, including solar energy generated, matched with purchased RECs and PPAs through an agreement with the NREA. On our premises, renewable energy consumption increased by 4% from 449GWh in FY2025 to 469GWh in FY2026. PPAs with IPPs offer significant advantages, enabling us 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.

Decarbonising transport and fleet operations

Although the rollout of electric vehicles is limited by the capital expenditure required, limited availability of charging stations, and in-country maintenance capacity and difficult terrain, we have taken steps to support this initial adoption. These include installing charging stations at head office sites and expanding infrastructure across premises, supported by rooftop solar installations, to service a growing number of electric vehicles used by employees.

We have
21 electric vehicle (EV) charging stations
on our premises, supplied by rooftop solar installations, to serve the
54 EVs
used by employees



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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.

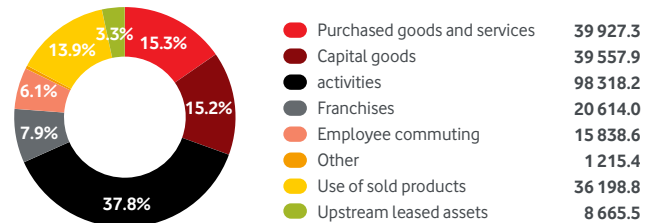
260 335.7
tCO₂e

in scope 3 GHG emissions
FY2025: 213 511.2tCO₂e

68% of these emissions is from purchased goods and services, capital goods, and fuel and energy-related activities



FY2026 scope 3 GHG emissions by category (tCO₂e)

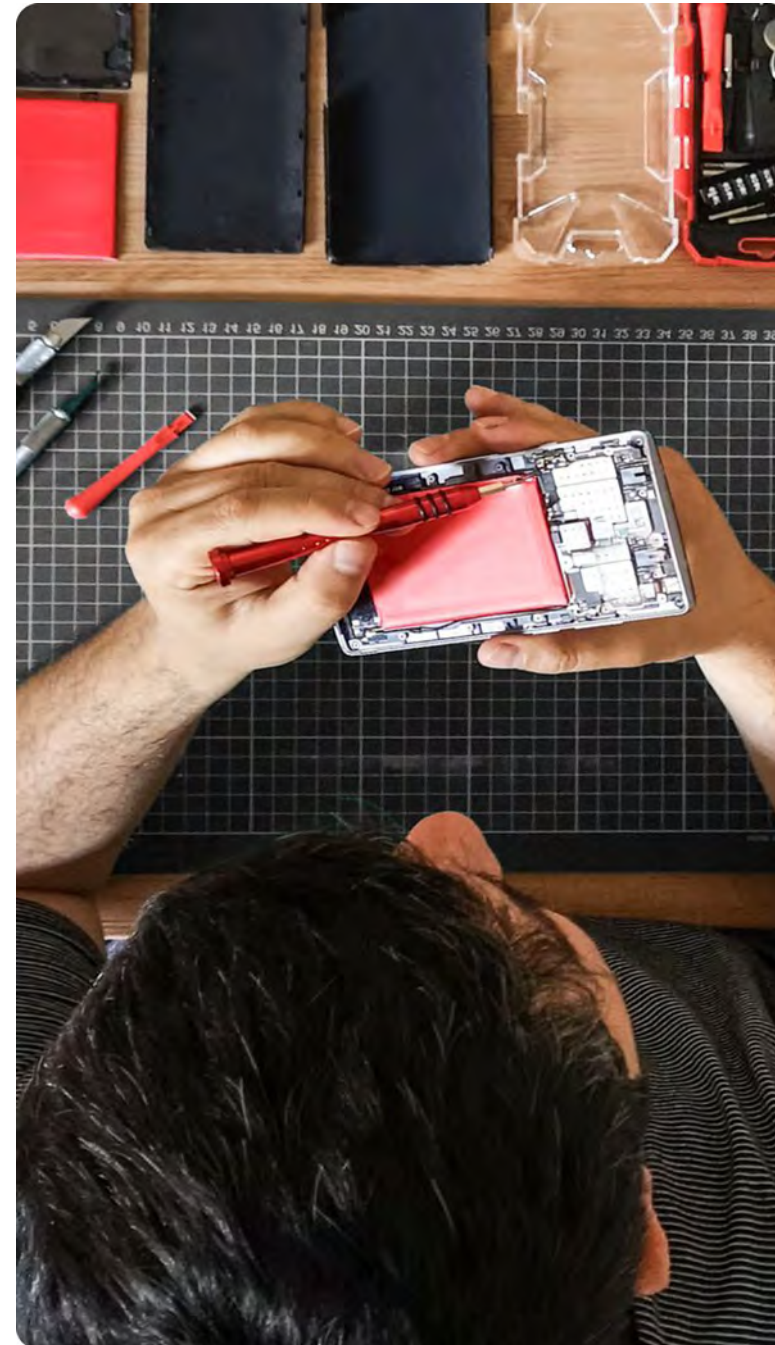


Our **fleet management system**, in partnership with the Egyptian Company for Tracking and IT services, serves a broad segment of the automotive sector. The system increases asset visibility and tracking, and allows for analysis of route and vehicle usage data to reduce fuel usage and emissions. Post implementation, fleets reduced fuel consumption by 15.0%, with an associated reduction in emissions.

The solution serves
83 000
vehicles



Supported customers in avoiding
42 182.0 tCO₂e
(FY2025: 38 273.0tCO₂e)
through a range of Internet of Things (IoT) solutions



Embedding circularity principles into our operations

Our approach prioritises reuse and resale wherever technically and commercially feasible, extending asset lifecycles before materials enter end-of-life treatment.

Equipment that cannot be reused is systematically directed to certified recycling streams, with a strong focus on avoiding landfill and incineration.

Where possible, we reuse or resell network equipment that we have decommissioned from our network.

Where reuse or resale of decommissioned network equipment is not possible, we seek to responsibly recycle it. We established operational processes to avoid network e-waste being sent directly to landfill or incineration and partner with recyclers that maximise the recovery of materials from e-waste.

We generated
601.9 tonnes

of network equipment waste (excluding hazardous waste) which was sent to certified recyclers
(FY2025: 413.6 tonnes)

We generated
511.9 tonnes

of hazardous network equipment
(FY2025: 1 225.2 tonnes)



Vodafone Egypt is one of the key operators involved in the launch of Egypt's eSIM technology, after the NTRA approved the technology in FY2025. By adopting eSIMs, we reduce the environmental impact associated with the production and disposal of physical SIM cards, while improving user convenience and security by allowing multiple numbers on a single device and reducing the risk of SIM card loss or damage. In FY2026, we issued 437 373 eSIMs, with strong demand for this alternative to physical SIM cards. As a result, we avoided the use of approximately 1 837 tonnes of plastic.

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Maintaining trust



While trust has always been fundamental to our business, rapid digitalisation heightens its importance. We aim 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

Strengthening trust through awareness and training

We strengthen trust through targeted ethics, anti-bribery, fraud and cyber security awareness initiatives tailored to employees, partners, customers and youth.

Speak Up website



[Click here](#) to report an incident

Speak Up hotline



980 500 7465

We launched our first Arabic language **anti-bribery awareness campaign** targeting retail employees and non-employees working with or on behalf of the company. The campaign used tailored video content focusing on real-life scenarios and practical prevention guidance, supported by regular tips distributed through retail and partner channels.

Over the past two years, our targeted **fraud awareness campaigns** have reached 33 million customers on social platforms and 125 million via SMS. Campaigns focused on the most common fraud types – including VF Cash scams – and educated customers about protective steps such as avoiding suspicious links and never sharing personal or financial information.



See more about our fraud awareness campaigns

We participated in the second round of the NTRA's **Telecom Ambassadors Program for Youth Entities**, run in collaboration with the Egyptian Federation of Youth Entities. Our compliance team led tailored training sessions covering ethical conduct, anti-bribery, privacy and data protection, security, competition law and responsible digital behaviour. The broader programme addressed cyber security, AI, digital transformation and the risks of online gaming and cyber extortion.

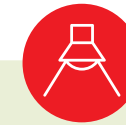


See more about the cyber security program

Every employee is responsible for cyber security and must follow our cyber code, remain alert to threats and report suspicious activity. In FY2026 we launched a company-wide **cyber security awareness campaign** focused on threat awareness, safe behaviours, policy compliance and the consequences of negligence. We continue to embed advanced risk management platforms and governance practices to prevent breaches and protect user data.

We participate in the **National Committee for Safe Internet Usage for Children** with the Ministry of Communications and Technology, helping educate students and parents about safe internet practices in schools.

These efforts reinforce our commitment to ethical conduct, digital safety and responsible behaviour, helping protect people, data and trust in an increasingly complex digital environment.



Health and safety

We run a year-round health and well-being calendar for employees, including free medical examinations and lab tests on-site through partnering medical providers. We also hold regular technical meetings with high-risk suppliers to share safety practices and feedback. We hosted the **Annual Africa Supplier Forum** in Cairo, endorsed by our Executive Committee, bringing together 350 safety practitioners from Vodacom Group OpCos and key suppliers to share best practice anchored in the goal that “No One Gets Hurt”.

Emergency training hours



Employees receiving emergency training



See more about the Annual Africa Supplier Forum



Localisation

Since 2024 we have worked to localise telecom manufacturing in Egypt, including a first-of-its-kind initiative in Egypt and the rest of Africa to locally manufacture high-speed home routers, which are now commercially available. Our localisation partnerships have delivered significant savings. Sourcing customer premises equipment from Al Safy saved EUR1.60 million on a EUR5.25 million spend, and sourcing cables from Elsewedy saved EUR0.25 million on EUR2.20 million spend.

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