



A social contract with our stakeholders

23



Further together



Vodacom – a social contract with our stakeholders

As a purpose-led organisation, our objective is to build and maintain trust with our stakeholders.

In South Africa we have already connected millions of people to the digital society and believe that we can further reduce the digital divide and improve people's lives through connectivity, technology, and digital services as engines of growth for economic prosperity and sustainable development. Vodacom believes that digital technologies can address some of the country's most pressing humanitarian challenges. Our responsibility is to utilise our technological resources and prowess to mobilise social change to improve people's lives today, build a better tomorrow and enable sustained positive social outcomes. Our social contract is a pact with our stakeholders to deliver on the needs and promises we have made.

Vodacom, as a purpose-led organisation, is guided by a clear social contract:



build trust
with our
customers



ensure
fairness and
inclusivity



maintain a reputation
for responsible
leadership and
innovation



Inclusion for all

1 Education ecosystem

This year the Vodacom Foundation upscaled the education ecosystem, increasing Schools of Excellence from 13 to 20, with the objective of reaching 25 schools by the end of March 2024. The ecosystem is supported by six pillars that include providing learning materials and supporting early childhood development (ECD) centres and youth academies, among others.



Vodacom SA ranks No.1 in driving developmental impact

Vodacom took the number 1 spot for the seventh consecutive year in the developmental impact category of Top Company Ranked by Other Companies, this is based on research conducted by Trialogue.



Early childhood development

16 ECD centres (>800 children) have been upgraded, renovated and provided with ICT equipment, mobile libraries and sustainable water supplies, as well as improved sanitation facilities.

Case study

Virtual classroom

Over the past two decades, the Vodacom Foundation connected and supplied ICT equipment to >2 500 schools, of which 1 373 formed part of the Independent Communications Authority of South Africa (ICASA) regulatory obligation.

The Foundation continues to support these schools by annually providing connectivity. Since Vodacom included the ICASA virtual classroom schools as part of its Schools of Excellence programme, seven Schools of Excellence have been provided with virtual classroom solutions. We are in the process of rolling out two additional virtual classroom solutions (with coding and robotics) in Limpopo and the Northern Cape.



Infrastructure and ICT

The Schools of Excellence, which focus on previously disadvantaged communities, promote academic excellence by enabling quality education. The Vodacom Foundation provides connectivity, infrastructure, computer centres, security, ICT coordinators and psychosocial support in all the schools.



Communities

To ensure that communities also benefit from the ecosystem, 86 community development centres are used as technology hubs for communities. More than 1 500 youth academy learners were trained in ICT. Since 2018, more than 195 unemployed young people have been recruited from youth academy alumni and deployed in Schools of Excellence, NPOs and community development centres.

Through the #CodeLikeaGirl programme, Vodacom introduced a hybrid coding bootcamp for young school-going girls between the ages of 14 and 18. The on-site training sessions were hosted at 19 Schools of Excellence across the country.



Case study

#CodeLikeaGirl programme in KwaZulu-Natal

#CodeLikeaGirl is a necessary initiative to bridge the gender gap in science, technology, engineering and mathematics (STEM). In KwaZulu-Natal >800 girls were trained in coding. This year the province partnered with the Premier in training >380 girls.



Learning material

e-School provides unlimited, free internet access to a quality digital curriculum, reaching >1.4 million registered users. Additionally, 25 university and 58 technical and vocational education and training (TVET) college websites have been zero-rated, giving learners free access to learning material.



School leadership

The Vodacom Foundation collaborated with the DBE, Microsoft and other partners to train teachers on how to integrate ICT into the classroom. To date, 86 teacher centres have been furnished, maintained and provided with internet connectivity.



Partnership

Vodacom partners with Microsoft, Cisco and the MICT SETA to provide IT training to young people who are not able to afford tertiary education.

2 Gender-based violence (GBV) prevention ecosystem



Using our technology to support victims and survivors of violence

- #Bethelight campaign
- Psychosocial support in schools (Change the World)
- Bright Sky SA mobile app
- Gender-Based Violence Command Centre: primarily provides counselling services



Prevention

The **Bright Sky app** supports our prevention pillar and has **>28 700** downloads, with an average of 23 active users monthly. Following the 16 Days of Activism against GBV campaign, we registered more than 76 000 clicks.

- Gender-Based Violence Command Centre: primarily provides counselling services
- Response is sent when someone is in danger



Response

Vodacom spent **>R17 million** on gender empowerment programmes including those related to GBV prevention.

- ICT training for survivors of violence in shelters (more than 1 600 survivors trained)



Survivor empowerment

The **Vodacom Foundation** has been empowering **>1 600 survivors** of GBV with digital literacy training for the past three years.

Case study



Vodacom remains committed to fighting GBV

Vodacom placed **25 psychosocial support professionals across all provinces, reaching >26 000 learners across 42 schools.**

The professionals support educators and learners to deal with issues of violence, bullying and GBV in schools. In addition to this, 412 families have been visited in their homes to help address family dynamics and gain cohesion in communities. A KwaZulu-Natal learner said: "We couldn't concentrate [on our studies] because of family issues. The programme has helped us to free our minds, and we are now able to concentrate. Through Vodacom we have a sense of belonging."

Furthermore, Vodacom has donated R10 million to the Gender-Based Violence and Femicide (GBVF) Response Fund. Our aim is to build Thuthuzela care centres, with the first one having been completed in the Eastern Cape. The Vodacom Foundation also hosts an annual GBV awareness walk during the 16 days of activism against GBV campaign. The purpose of the walk is to raise awareness and educate employees on GBV. This year's theme was "Don't mind your business", where we encouraged staff to take a stand and call out GBV when they see it.

3 Accessible products and services for persons with disabilities

National Relay Service (NRS)



The NRS enables Vodacom prepaid and post-paid customers who are D/deaf, hearing-impaired/hard of hearing or speech-impaired persons to communicate in real time with hearing family or friends, or hearing members of businesses or organisations. The service, available across all channels, is free for Vodacom customers using a Vodacom SIM card. Deaf South African Sign Language users can now make an appointment at a doctor via Vodacom's NRS Contact Centre with the support of a SA Sign Language Interpreter.



In lieu of Disability Rights Awareness Month, Vodacom gifted **16 000** registered disabled consumers with 5GB data for a period of three months.

Vodacom Smart Digital Centre

Smart devices have become a lifeline for visually impaired persons and Vodacom has therefore partnered with the Cape Town Society for the Blind to support its Smart Digital Training Course. The course aims to increase the digital skills of visually impaired persons by teaching them how to optimally use the accessibility features on their smartphones.



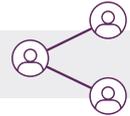
Specific Needs Contact Centre

The service is available to D/deaf customers or customers with disabilities such as physical or learning disabilities or speech, visual or hearing impairments, to receive support in getting their queries resolved. The service is free for Vodacom customers and available across all channels.

Digital society

1 Democratising the internet

Connectivity



Vodacom pledged to invest R60 billion in South Africa over the next five years, having delivered on its promise to invest R50 billion over five years in 2018. This latest substantial investment is expected to contribute significantly to enhancing network resilience to keep customers connected, further accelerating Vodacom's deep rural coverage programme to help bridge the digital divide. The announcement was made at the fifth South Africa Investment Conference in 2023.



Youth and digital inclusion

NXT LVL is a platform that creates opportunities for young people to connect, learn and earn. The new NXT LVL bundles include the 4GB + 4GB Super Social + 12 GB Night Owl bundles for only R49, as well as standalone affordable social media bundles. There are >4 million youth customers on our network, with 2.9 million young people registered on NXT LVL.



>6.3 million

monthly unique visitors on **ConnectU** and **>2.4 million** users of the **Vodacom Mum & Baby** platform.

Affordability

Vodacom launched PowerFlex, a solution that offers customers with unlimited voice minutes, SMS messaging and customisable data allocation. PowerFlex is offered with either 17GB of anytime data for R449 per month or 22GB for R579 per month. Vodacom's zero-rated ConnectU platform, designed to provide South Africans with free access to information and life-changing online resources, has grown exponentially. ConnectU has a total of 6.3 million monthly unique visitors and 8.6 million sessions from users, with an average of 4.10 page views.

ConnectU has three focus areas

1

Democratise access to critical services and resources

- **Zero-rated access to public educational institution portals** (basic and higher education), e-School, job sites and health services
- **Zero-rated access to key government services**, e.g. SA Police Service (SAPS), SA Social Security Agency grants, home affairs, NATIS, etc.
- **Consolidated** other zero-rated services, e.g. Facebook Flex
- Zero-rated access to **770** institutions and over **1 400** URLs.

2

Specialised offers in impoverished areas and to social grant recipients

- **Cheaper voice and data offers:** targeted offers at discounted rate of up to 30% vs. open market
- **Offer airtime and data advances** to customers who run out of airtime to keep them connected.

3

Build confidence to participate in the online community

- **Facebook Flex**
- **Drive trial** of content services
- **Bite-sized** content: Open-time access, paid-for content and upsell via remarketing, e.g. digital lifestyle services.

2 Digital solutions

Health solutions

Vodacom, through our subsidiary Mezzanine, provides various health solutions such as the electronic mVacciNation solution that supports the administering of vaccines, the Stock Visibility Solution (SVS) that addresses inefficiencies in the medicine supply chain, and the eLABS solution that improves testing, analysing and reporting in pathology laboratories by means of the electronic monitoring of sample locations, among others. Aitahealth, our community health application, enabled the National Department of Health to register >350 000 households and 1.8 million individuals in order to foster community wellness and provide medical services better tailored to communities.

Safety and security

mySAPS app supports effective and efficient crime reporting and prevention in communities.



Case study

Netstar and Vodacom Business introduce the taxi of the future through WiTaxi partnership.

Netstar partnered with Vodacom to empower taxi commuters across the country to use WiTaxi, an in-taxi connectivity service, at no cost.

Through this partnership, passengers can access free Wi-Fi from their personal devices during their daily commutes, turning often lengthy travel periods into productive time when they can get work done or connect with family and friends. The in-transit connectivity functionality also addresses safety concerns for taxi owners, drivers and commuters by mitigating risk, as the platform can assist in mapping out road hazards such as potholes, heavy traffic and road accidents.



Government efficiency

Vodacom uses technology to drive efficiency in the government sector through various solutions such as smart asset management to reduce resource consumption and CO₂ emissions; citizen engagement, which enhances communication between citizens and municipalities; and smartGov aimed at efficiently managing administrative processes, among others.



Supply chain management (SCM)



Vodacom gives preferential payment terms (average payment 7 to 15 days) to ensure that SMEs remain financially sustainable in the short term. More than R2.5 billion has been spent on SME procurement and R1 billion on early payments (to 180 black-owned SMEs). Fifty-six SMEs benefited from the Voucher Initiative and were able to improve developmental areas for their staff and businesses. This has led to training in various areas such as project management and artificial intelligence (AI), leadership, sales and proposal drafting. Vodacom's iThuba initiative enabled 38 SMEs to access markets and position their brands.

Case study

Tap on Phone

The Tap on Phone app enables merchants to turn their smartphones into card machines. With the help of this free-to-download app, business owners can accept electronic payments from anywhere without having to incur the service fees of a card machine.



Here's how it works:

Tap on Phone | Vodacom
vodacombusiness.co.za

3 Small and medium-sized enterprise (SME) ecosystem

Connectivity for SMEs



The Business Tickets initiative provides a cost-effective, collaborative way to stay connected and productive. Ring-fenced for exclusive access to select business-critical online applications, these data bundles support everything from email to cloud storage, navigation and social apps. Vodacom Business partnered with Cisco Meraki to bring the benefits of software-defined wide-area network (SD-WAN) to small businesses. Known as SD-WAN Express, this cost-effective, robust digital solution is designed to meet the networking needs of SMEs.



Case study

SCM transforming SMEs and supporting job creation



Vodacom hosted the first-of-its-kind **Supplier Development Event**, providing a platform for stakeholders to acknowledge the strides taken by Vodacom and their commitment to SMEs. The event was also used to provide information on existing initiatives and the impact thereof, as well as to promote engagement with SMEs.

Vodacom and the Innovator Trust organised the annual **Women in Tech award ceremony** for top female-owned SMEs. This event created a platform for networking, empowerment and support for female small business owners and leaders of industry, particularly in the IT sector.



Vodacom launched its **AI and Big Data digital transformation initiative**, where >50 SMEs received 24 hours of training via specialist masterclasses on the use AI and other digital tools in order to improve productivity and customer engagement.

Youth Entrepreneurship Programme (YEP): To date, >140 (50 in 2023) unemployed youth have been given an opportunity to learn how to run a small business in the ICT space through internships in various organisations.



Radwin Installer training and certification assisted 17 SMEs by upskilling them with Radwin technology training, which was accompanied by health and safety training. Radwin is a wireless communications manufacturing company that produces wireless communications systems used by telecoms, remote communities, internet service providers and private networks.



The Youth Internship Initiative has provided and placed resources, paid for by Vodacom, in an SME. This programme creates job opportunities and provides skills transfer for young people and supports SMEs with headcount. The programme is currently being expanded and to date two interns have been permanently employed by SMEs.



Logistics as a service initiative was expanded this year by further support of a female-owned SME with equipment such as a forklift and a reach truck, in addition to providing skills and tools to manage and handle warehouse activities.

SME ecosystem continued

Business support and empowerment



V-hub is a platform aimed at empowering SMEs through training such as training in digitisation, efficiency, company registration and business growth, while the NightsBridge platform supports SME-owned guesthouses in order to support SMEs in the tourism sector of South Africa.

Access to finance



Vodacom continues to leverage the VodaLend platform to provide funding to SMEs. Vodacom's point-of-sale (POS) device enables merchants including SMEs to accept payments safely and conveniently. Additionally, VodaTrade enables small suppliers to go digital and connect with bigger business partners.

Case study

Kwika is an affordable card acceptance device that allows merchants to accept card payments. We have enabled SMEs to grow their business by facilitating payment acceptance beyond cash.



How Thabile's dream of becoming a successful entrepreneur came true.

Thabile Masuku, the founder of the Sijabulile Daycare Centre, always wanted to be a teacher.

"It was something my heart longed for because I love children, although I never knew that one day that dream would become a reality."

Assessing her business and the community she served, Thabile realised that the safety of her business and convenience for her customers were crucial factors to consider. She decided to get a Kwika card machine, which suited her business's needs. She noticed an immediate increase in fee payments by parents.

Palesa Mazibuko, CEO and founder of Parsley on Thyme

Originally from Diepkloof in Soweto, entrepreneurship has always been part of Palesa's world. Growing up in a family firmly rooted in business, she knew that one day her own aspirations would become reality.

"The name of my catering company is Parsley on Thyme, not 'time', and we're always on time," Palesa says with a smile.

With hard work and dedication she built her business from scratch over ten years, and then expanded by opening a restaurant that services a bigger market. Much like every small business owner, Palesa needed more funds to help build her business. She came across a VodaLend Business Term Advance promotion and applied. The process was concluded within minutes, and she was relieved by how seamless and easy it was. Within 24 hours her funding application was approved.



Business Cash Advance for SMEs

VodaLend | Business Cash Advance provides funding for growth to smaller unregistered businesses like sole proprietors.

The business funding on offer is as much as

R1.5 million

for merchants using one of our VodaPay card machines.



Business Term Advance

provides fast, easy, paperless access for up to

R5 million

in funding to business customers.



4 Financial inclusion ecosystem

VodaPay super-app

As at end September 2023, the VodaPay super-app has 7.6 million downloads and 4.1 million customers completing the registration process. VodaPay democratises access to financial services including telco products, bill payments, insurance and lending to both Vodacom and non-Vodacom customers.

Airtime Advance

Airtime Advance remained an important enabler of digital inclusion and represents a significant portion of total prepaid recharges.

Insurance

In South Africa, Vodacom implemented various innovative insurance solutions that focus on improving access to insurance and addressing insurance needs. Our insurance portfolios cover life, funeral and devices among others.

VodaLend Cash Advance

VodaLend Cash Advance is a nano-lending solution that provides affordable access to funds for customers who have the greatest need for it, but have historically been unable to access funds due to high fees and difficult-to-navigate paperwork. With Cash Advance from VodaLend, available through the VodaPay app, consumers can apply for cash amounts of as little as R50, up to R500.

Case study

How Jaques Matlawe stays connected with his children with a R500 cash advance from VodaLend

If you are a parent, you know how worrisome it can be not to be able to get in touch with your offspring. VodaLend Cash Advance offers a solution to this concern. With this instant cash boost of up to R500, accessible on the VodaPay app, parents like Jaques Matlawe now have peace of mind knowing that they can stay connected with their children even when they are apart. Staying in touch with his children through phone calls and text messages is his primary focus. The VodaPay Cash Advance, paid immediately into a customer's VodaPay Wallet once approved, helps him to do just that. Whether it's providing airtime and data for them or making DSTV payments and paying for electricity daily, this service has become his go-to solution.

"The Cash Advance product has been a lifesaver for me. The ease of accessibility is fantastic. I can apply anywhere if I have a strong internet connection."

– Jaques Matlawe

VodaLend Cash Advance provides consumer lending solutions at a cost of up to

40% less

than other providers, with **immediate access** to funds in your VodaPay wallet.



Case study

VodaLend Personal Loans

Vodacom Financial Services launched VodaLend Personal Loans, expanding on our financial services consumer offering. Customers can apply for loans of up to R250 000 through a range of digital channels including VodaPay, online and USSD.

Planet

1 Energy and climate change



The Midrand solar project has continued, with the photovoltaic installation generating over 6MWp. On completion the solution will generate 10.8GWh of renewable energy per year.



15 renewable electricity wheeling pilot contracts signed with the City of Cape Town. Power purchase agreement (PPA) concluded with a wind farm in Darling to purchase 13% of total energy demand for Cape Town data centres.

Eco-village introduced at Vodacom's Head Office in Midrand with two electric vehicle charging stations and a recycling pod for waste management.



Case study

Virtual wheeling platform



Vodacom not only responded to the country's power crisis with an increased investment in network resilience, but recently also concluded a landmark agreement with Eskom in the form of a 'virtual wheeling platform' that aims to drive private-sector investment in new energy generation. Given our commitment to having a positive impact on the country's power grid and renewable energy mix, our agreement with Eskom serves as a blueprint for other corporates to adopt.



Case study



Vodacom partners with Old Mutual to reduce employee carbon footprint

Vodacom implemented Tweak, an innovative carbon calculator powered by Old Mutual, to empower its employees to reduce their carbon footprint and be more mindful of behaviours and lifestyles impacting the environment. Tweak creates awareness of personal behaviours and how these can shift towards more sustainable choices. It does so by offering a seamless way for individuals to understand the impact of daily habits and take action. Users are provided with real-time insights into their ecological footprint, helping them to make informed choices, and are rewarded for living sustainably. Additionally, Vodacom will be adding to the platform all its sustainability propositions, such as Good as New (GAN) which are refurbished devices sold at discounted prices. Tweak is used by other corporates, which means that those corporates will also be able to access Vodacom's sustainability products at discounted prices.

Case study



Disaster relief

In 2017, Vodacom set up its Disaster Relief Fund in response to the devastating fires and storms that ravaged the Western and Southern Cape. Since then, Vodacom has spent over R78.5 million assisting victims of disasters across the country. A significant portion of the Fund was spent on assisting victims affected by natural disasters such as floods and droughts, and a lesser amount on victims affected by fires and other disasters. The assistance ranges from food parcels and hygiene packs to reconstructing shelters and providing water to affected communities. As KwaZulu-Natal was the most affected by disasters in recent years, R20.3 million was donated to victims of disasters in that province, followed by the Western Cape with R16.7 million donated and the Eastern Cape with R11.6 million donated.



2 Water



Vodacom is not an intensive consumer of water, however, the business is aware that we operate in a water-scarce country.

Vodacom implemented water-wise initiatives that include aeration to hand basin taps to reduce water flow, rainwater harvesting, and efficient use of existing boreholes, as well as the implementation of water-wise gardens. Nationally we have installed more than 100 smart water consumption monitoring meters that actively record data through our building management systems.

Vodacom has reduced water consumption by 74% since 2017 and continues to capture stormwater and rainwater in underground water tanks for reuse. This helps to reduce our reliance on municipal water and contributes to water saving. Retrofitting of water taps with aerators yields a 14% reduction in monthly water consumption. The use of boreholes further reduces reliance on municipal water by approximately 400kl per month.

3 General waste



Vodacom implemented several programmes to remove single-use plastic and food waste.

With the Biobin, 97% of food waste has been diverted from landfill and converted into compost. Vodacom recycles 100% of its printing paper. Single-use plastic volumes have reduced by 61% in 2023. Further reductions are anticipated over the next three years from initiatives that include converting plastic waste into eco-bricks, educating employees on reducing their use of single-use plastics, providing alternatives to single-use plastic on campus and raising awareness on how to dispose of contaminated plastic waste responsibly.

4 Green customers



Good as New

Good as New is a pre-owned device proposition that offers a selection of certified smartphones at an affordable price, aiming to drive smartphone penetration, and reducing e-waste, with >35 000 devices sold in 2023.



>35 000 GAN devices

sold in 2023.

GOOD AS NEW

Good for your pocket and the planet

<p>iPhone 8 64GB</p> <p>1GB RECYCLED BATTERY</p> <p>• 3000mAh battery • 128GB storage • 5000mAh battery</p> <p>R249⁰⁰</p> <p>PREPAID 12 MONTH</p>		<p>iPhone XS 64GB</p> <p>1GB RECYCLED BATTERY</p> <p>• 2556mAh battery • 256GB storage • 2556mAh battery</p> <p>R349⁰⁰</p> <p>PREPAID 12 MONTH</p>
<p>iPhone 8 256GB</p> <p>1GB RECYCLED BATTERY</p> <p>• 3000mAh battery • 256GB storage • 5000mAh battery</p> <p>R299⁰⁰</p> <p>PREPAID 12 MONTH</p>		<p>iPhone XS 256GB</p> <p>1GB RECYCLED BATTERY</p> <p>• 2556mAh battery • 256GB storage • 2556mAh battery</p> <p>R379⁰⁰</p> <p>PREPAID 12 MONTH</p>

Pre-owned devices with a 12-month Vodacom warranty
Look out for the badge or ask in-store for more info

12-month warranty: Keep your phone up and running for 12 months with repair fees included in your plan. Recycled for the planet: Get a phone & save a tree.

Conditions of sale apply. All devices are certified pre-owned. For more information on our Good as New devices, visit vodacom.co.za/good-as-new. © Vodacom 2023. See page 11 for full terms and conditions.

Digital stores

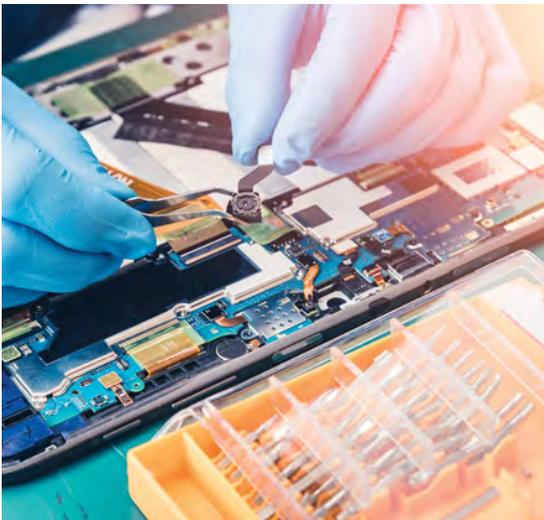
We continue to revolutionise and transform the customer shopping experience with our self-service kiosks designed for express, paperless and swift services, with >140 000 digital transactions completed. Our customers continue to embrace our digital receipting system, with >47 000 customers opting for this eco-friendly option.

Paper reduction in stores

In 2023, we reduced the use of packaging paper, cardboard and plastic, ensuring the removal of >840 tonnes of paper and >230 tons of plastic from the SIM card supply chain.

Advance repair centre (ARC)

Processed >160 000 (32.0 tonnes) of devices, which were either repaired, reused or refurbished. A total of >6 700 (4.1 tonnes) devices were recycled and disposed of in an environmentally friendly manner. Since 2011, the ARC has processed >2.9 million devices which were either repaired, reused, refurbished or returned, and a total of >346 000 devices were recycled and disposed of in an environmentally friendly manner.



SIM cards

Vodacom sold >1.9 million Eco-SIMS, specifically for the post-paid market. These Eco-SIMS are plastic-based, made from 100% recycled material derived from recycled fridge plastic. Vodacom reduced >500 tons of paper and 140 tons of plastic waste through Eco-SIMS. Vodacom also offers eSIMs for all smartphone customers across prepaid, top-up or hybrid and post-paid packages. eSIMs enable Vodacom to continue to connect additional customers to the network, without having to distribute traditional cards. This reduces plastic and paper waste associated with packaging.



5 Biodiversity



Vodacom WWF Early Warning System to help protect marine mammals

Vodacom South Africa and the World Wide Fund for Nature (WWF) South Africa partnered to pilot solutions that safeguard marine mammals in Saldanha Bay on South Africa's West Coast, where traditional fishing communities are struggling with problems caused by overfishing, pollution and climate change. A sustainable alternative has been found in the development of off-shore, rope-grown mussel farms which provide a low-impact, protein-rich source of seafood along with employment and economic development. While rope-grown mussels are green-listed, a potential risk is the entanglement of marine mammals, including whales. The partnership with WWF provides a technological solution using cameras and hydrophones to alert mussel farmers to whales in the Saldanha Bay Aquaculture Development Zone and activate the ADZ Incident and Emergency Response Protocol in the case of an entanglement.

Beyond its ability to prevent whale entanglements, the early warning system will also be used to gather scientific data by recording the movement of marine life. It could help to prevent ship strikes for other superpods, such as seals and dolphins. Once the pilot project has been completed in Saldanha Bay, the solution can be expanded to other coastal areas and fisheries.



Partnerships

South Africa Investment Conference

Vodacom participated in the 5th South Africa Investment Conference (SAIC) as a premium sponsor. The impact of Vodacom's partnership is measured through the participation of the Vodacom Group CEO Shameel Joosub, Vodacom South Africa (VSA) CEO Sitho Mdlalose and Mezzanine CEO Jacques de Vos, pictured below, in panel discussions on energy security, digital transformation and agriculture, respectively.



Vodacom VSA Chief Officer: External Affairs Taki Netshitenzhe receiving two awards on behalf of Vodacom for the best infrastructure investment company and as one of the consistent partners of the conference since inception.



Black Business Council Annual Summit

The summit, themed "Dealing decisively with crime for businesses and professionals to thrive", was headlined by Minister of Police Bheki Cele. Panellists taking part in the discussion were VSA CEO Sitho Mdlalose, Sibanye-Stillwater CEO Neal Froneman, acting PRASA Rail CEO Nelson Malefane, Rand Water CE Siphos Mosai and Special Investigating Unit Head Advocate Andy Mothibi. Media reports put Vodacom in the spotlight as a key business player working with government to fight crime thanks to Sitho's contribution as a panellist.



DLO African Women Leadership Summit

The VSA CEO was part of a panel discussion at the 2023 DLO African Women Leadership Summit in Sandton. The plenary session was titled "The role of big business in driving diversity" and speakers included Motseng Investment Holdings CEO Ipeleng Mkhari, Schindler Chairman Nyimpini Mabunda and Petrosa GCEO Sandisiwe Ncemane. Sitho said to drive gender equality and parity in an effective manner, corporates must resolve to be 'intentional' in pursuing this goal.



Minister of Communications and Digital Technologies Mondli Gungubele visits Vodacom Campus

Vodacom Group's CEO and VSA's CEO hosted Minister of Communications and Digital Technologies Mondli Gungubele at Vodacom. The objective of the minister's visit was to discuss industry matters and build a strong relationship with a telecommunications company. Minister Gungubele expressed interest in the #CodeLikeaGirl and digital farming programmes. On the Electronic Communications Amendment Bill, he undertook to host a breakfast session to understand concerns on the provisions of the Bill as well as delays regarding delivery on social obligations.



Vodacom ICT Day with the Office of Northern Cape Premier Zamani Saul

In line with our Vodacom ICT Day drive across South Africa, Vodacom met with provincial leaders to showcase our technology capabilities and how they present efficiency opportunities across critical sectors such as health, transport and education.

Premier Zamani Saul and seven of his MECs joined the VSA CEO in exploring various technologies the province can use for socioeconomic development.



Case study

JRA partnership

Vodacom partnered with the Johannesburg Roads Agency (JRA) to ensure that traffic lights along major intersections remain operational during loadshedding. Through this partnership, the JRA will leverage electricity sourced from Vodacom's adjacent buildings to power traffic lights in Midrand, specifically at the intersections of 13th Road and Vodacom Boulevard, and Lever Road and Vodacom Boulevard.



Highlights of 2023

Vodacom Foundation spend



Vodacom was recognised as a **level one**

broad-based black economic empowerment (B-BBEE) contributor for the fifth consecutive year and remains one of the JSE's most transformed companies.



Vodacom placed 25 psychosocial support professionals across all provinces, reaching

>26 000 learners

in 42 schools.



Since 2011, the ARC has processed

>2.9 million

devices which were either repaired, reused, refurbished or returned. A total of >346 000 devices were recycled and disposed of in an environmentally friendly manner.

Vodacom continues to support the United Nations SDGs and focuses on the eight SDGs that are most aligned to our core business. Vodacom continues to leverage mobile network services to accelerate the achievement of the SDGs.



2023/24 → R83 964 651*

2020/21 → R108 645 035

2022/23 → R113 181 236

2019/20 → R95 024 186

2021/22 → R111 487 931

2018/19 → R89 831 468

* YTD – Anticipated spend by March 2024 is R114 million.

16 ECD centres
(**>800 children**)

have been upgraded, renovated and provided with ICT equipment, mobile libraries, sustainable water supply and improved sanitation facilities.

The Vodacom Foundation e-School, which provides free and unlimited internet access to a quality digital curriculum, reached

>1.4 million users.



Vodacom spent **>R17 million**



on gender empowerment programmes.



Vodacom pledged to invest **R60 billion**

in South Africa over the next five years, having delivered on its promise to invest R50 billion over five years in 2018.

There are **>4 million**

youth customers on our network, with 2.9 million young people registered on NXT LVL.

VodaPay super-app saw **7.6 million**

downloads and 4.1 million customers completing the wallet registration process.



Vodacom implemented **Tweak,**

an innovative carbon calculator powered by Old Mutual, to empower its employees to reduce their carbon footprint.

>R2.5 billion

spent on SME procurement and R1 billion in early payments (to 180 black-owned SMEs).

>770 institutions

and over 1 400 URLs, including those of the national departments of health, home affairs and education, to name a few, have been zero-rated.

ConnectU has **6.3 million**

monthly unique visitors with **8.6 million sessions** from users, with an average of 4.10 page views.

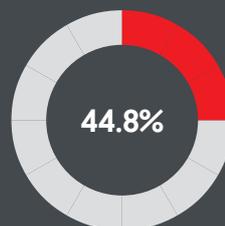
Mum & Baby has **2.4 million**

registrations and 371 000 premium subscriptions. The active base grew by 19.2% year on year.

Airtime Advance remained an important enabler of digital inclusion and represents

44.8%

of total prepaid recharges.



Vodacom spent **R78.5 million**



on disaster relief across the country since 2017.

Vodacom is **Number 1**

on the For Good platform (a platform that manages staff volunteerism for various corporates) with a 37% volunteer participation rate, surpassing the industry benchmark of 15%.

Vodacom SA ranks **No.1**



in driving development impact based on research conducted by Trialogue.

Regional highlights

Gauteng region



Vodacom heeds City of Tshwane's call for aid during Hammanskraal cholera outbreak

In 2023, the City of Tshwane put out an urgent appeal asking stakeholders and individuals across the country for supplies to help manage the ongoing cholera outbreak which affected Hammanskraal and its surrounding settlements.



As part of Vodacom's commitment to the communities it serves, the mobile operator donated **one thousand** humanitarian aid packages containing essentials to help community members protect themselves against cholera.

Fire relief in Johannesburg CBD

In September 2023 tragedy hit the Johannesburg CBD when a fire in an illegally occupied building claimed the lives of 77 people. Vodacom's Gauteng Region, in conjunction with the Vodacom Foundation, supported affected families by donating 250 food parcels and dignity packs to 87 families at two shelters, the Brixton Hugenote Amateur Boxing Club and the Wembley Stadium Homeless Shelter.





World Food Day

The problem of food security has become increasingly severe, exacerbated by the country's declining economy. This has affected many households, and non-governmental organisations in particular.

In October we nominated the **Looking Forward Creativity Centre** as our charity of choice for World Food Day. The centre, which houses 30 children between the ages of zero to five years, received food parcels to a total worth of **R10 000.**



Trees for Africa

Vodacom participated in Trees for Africa's tree and seedling planting volunteer day event. The project included several workshops on vegetable gardening and planting food. The garden beneficiaries were delighted to host the event and thrilled with the contribution towards their food security initiative. The project members planted bean, butternut and watermelon seedlings and look forward to donating the fresh harvest to community members in need. The facilitator helped members plan a watering schedule and demonstrated different watering techniques to improve water management. The workshop ended with the project members mulching and fertilising the newly planted vegetable garden.





Western Cape region



This financial year
Vodacom Western Cape
plans to invest

R570 million

into the region's network as part of the company's commitment to building an inclusive digital society.



Slipper Day

Slipper Day, Reach for a Dream's largest fundraising event, helps to fulfil the dreams of children with life-threatening illnesses, bringing hope and joy to these brave little warriors.



World Read Aloud Day

This event motivates children, teens and adults to celebrate the power of words. The global literacy movement is about taking action to show the world that the right to read and write belongs to all people. World Read Aloud Day asks everyone to celebrate the day by grabbing a book, finding an audience, and reading aloud. Participants in Vodacom's Western Region read to the children at St Anne's in Woodstock.



2023 Silent Walk in Cape Town

Vodacom participated in the 2023 Silent Walk in Cape Town. The aim of the walk was to bridge the gap between D/deaf and hearing people in a fun way by letting hearing people walk with earplugs to experience how it feels to hear nothing. Our team interacted with D/deaf people, raising awareness of our NRS and other products for D/deaf, hearing- and speech-impaired persons.



Mandela Day

was celebrated at the Techno Centre in Bellville, where we assembled 204 jars of soup for Just Grace in Langa. Additionally, the Western Region team welcomed 30 youths from Langa High School, engaging in discussions on crucial topics such as GBV, disabilities and digital inclusion.

Donation of staple foods to Worcester High School and Mary Harding School.



Western Cape floods



Vodacom ensured that generator deployments in flood-stricken areas prioritised critical sites. As power was restored generators were moved to new areas. It also provided R500 000 worth of funding to support humanitarian relief provided by Gift of the Givers. The customer value management campaign was executed to keep customers informed that Vodacom was working on network restorations.



Launched an ECD centre in Saldanha Bay through our education ecosystem



World Food day

To observe World Food Day, Vodacom staff supported Rise Against Hunger to pack >2 000 food parcels in an effort to highlight sustainable solutions to end world hunger.





KwaZulu-Natal region



Vodacom KwaZulu-Natal is investing over **R1 billion**

into the region's network this financial year to increase capacity and resilience and accelerate access to connectivity throughout the province, particularly in deep rural areas.



Vodacom KwaZulu-Natal renovated Thandokuhle ECD centre in KwaMashu township

One of Vodacom's purpose-led initiatives is to digitise and equip early learning to future-proof children and promote inclusion in the most underprivileged communities. We installed JoJo tanks for clean water, donated tablets, mattresses and books, installed a play area and planted a garden to enable the ECD centre to provide a healthy environment for its young charges.



Flood victims living in transitional emergency accommodation



Vodacom assisted with 900 single beds distributed to temporary accommodation units in Ntuzuma, Reservoir Hills, Pietermaritzburg and Pinetown (covering ten locations). Basins for washing were installed, as well as fencing around property to ensure the safety of ten families. The team is also in the process of renovating Ashburton Pre-Primary School and adding more classrooms. Vodacom also donated humanitarian relief packages to elderly individuals.





Amazon Web Services (AWS) re/Start

AWS re/Start is a skills development and employment programme that prepares unemployed people with diverse profiles for entry-level positions in the cloud. Vodacom Business is responsible for the learner recruitment end-to-end process, securing and funding an instructor for the training, providing an equipped classroom environment and providing job preparation.

In 2023

- a **12-week**-long course and lab practice were completed,
- **35 AWS** re/Start graduate candidates participated, and
- **10 certified** AWS cloud practitioners graduated in the last week of March.



Rise Against Hunger

KZN staff gathered to pack 10 000 meals to distribute in the community as part of its effort to end world hunger.



Borehole contribution at Nongoma

Vodacom donated R350 000 towards a borehole for the community of Nongoma. The community is currently executing this project which will help improve water access.

Amanzimtoti Cyberlab

Handover of a fully connected lab for students at Esizibeni High School with the Minister of Technology and Communications, Mondli Gungubete. This will also help with homework, projects and even teachers accessing platforms.



Newcastle Crisis Centre for GBV survivors

Vodacom Foundation invested more than R600 000 in a revamp of the Newcastle Crisis Centre, which opened its doors in 1996 under the umbrella of the Community Policing Forum. The well-equipped centre, situated at the provincial hospital, provides refuge for those needing safety in the Newcastle area.



Mpumalanga region

**Vodacom's
Mpumalanga
Region
will spend over
R450 million**



on its network in the current financial year to ensure the delivery of best-in-class coverage and customer service while expanding connectivity throughout the region.

Bridging the digital divide



On Mandela Day, Vodacom Mpumalanga took a proactive stance in Ehlanzeni County, focusing on the KaNyamazane ECD centre. Recognising the significance of digital literacy, we visited the ICT centre, inviting 30 Grade 12 learners to participate in an end-user computing software skills development programme. This initiative was designed not only to impart crucial technological skills but also to contribute to the larger narrative of digital inclusion within the community.



Revitalising green spaces



As part of our Mandela Day activities, our teams in the Nkangala and Gert Sibande counties embarked on community beautification projects. Moolman Primary School and Run's Future Kids EDC Centre became the focal points of our efforts as we aimed to revamp and replant their gardens. Beyond the aesthetic enhancements, these green initiatives are essential for promoting environmental consciousness and creating sustainable, nurturing spaces for both learners and the broader community.

Fostering gender equality in tech

Vodacom Mpumalanga took a bold step towards fostering gender inclusivity in the technology sector. The #CodeLikeAGirl programme was initiated and invitations extended to 36 schoolgirls from Mkhulu Secondary School and Sofunda Secondary School in Nkangala County. This coding bootcamp aimed to empower young minds with essential coding skills, breaking down gender barriers and creating opportunities for future success in the tech world.



A stand against gender-based violence

In alignment with our commitment to social justice, Vodacom Mpumalanga organised a care package drive as part of our ongoing efforts to address the effects of GBV. A total of 130 hygiene care packages were thoughtfully assembled and donated to GRIP (Greater Rape Intervention Programme), an organisation that supports victims of GBV. This initiative underscores our dedication to addressing societal challenges and contributing to the well-being of those affected.



Internal food drive



Our internal food drive, driven by the generosity of Vodacom Mpumalanga staff and the Vodacom Foundation, emerged as a testament to the collective spirit of giving within our organisation.

Essential food items donated by our team members were distributed through Children in Distress, an organisation committed to providing support to those facing various challenges. This initiative not only contributed to alleviating the immediate needs of 230 recipients, but also reinforced a sense of solidarity within the broader community.





Eastern Cape region



Vodacom Eastern Cape Region will invest over

R500 million

in the network and power backup upgrades across the province during the 2023/2024 financial year.



World Read Aloud Day

We donated a mobile library to Cedarberg Primary School in Booyesen Park.

June Blanket and Youth Day Drive

We partnered with Exhibition For A Child and handed over food parcels and blankets to Door of Hope Children's Home.



Mandela Day

We donated food parcels, refurbished school playgrounds, painted and gardened. We spent a total of R85 000 on our beneficiaries, St Anne's and Bavumela ECD centres in Walmer Township in Gqeberha, Uzuko Enyangweni Day Care Centre in Mdantsane in East London, and Mbutho Primary School in Mbutho Tsolo.



September Smile Week

From 11 to 15 September, Vodacom put a smile on the faces of 30 children aged between six months and 16 years undergoing life-changing surgery.

Among these patients was 15-year-old Richard Visagie. Tragedy had struck Richard when he received severe electrical burns while flying a kite. Thirty percent of his body, including his hands, scalp (resulting in hair loss) and upper body were badly burnt.



Sanitary towel drive

Donated **>1 200** sanitary towels to Newell High School in Gqeberha, Sakhingomso Primary in Peddie, Umtiza High School in East London, Mazizini High School in Idutywa, Mangala High School in Mthatha and Little Flower High School in Qumbu.



Christmas party
for the children at Sakhingomso Primary School.

World Hunger Day



Provided food parcels for the EP Children's Home in Gqeberha, Sakhingomso Primary School in Peddie and the oncology ward of Livingstone Hospital in Gqeberha.





Limpopo region

Education ecosystem

Kgalatlou Technical School is situated in the Sekhukhune District, where digital equipment was needed to reduce the digital divide experienced by most of the schools in Limpopo. A digital library and a laptop were handed over to the school. Two top learners were identified as E-school ambassadors to drive awareness.



#CodeLikeAGirl

The #CodeLikeAGirl programme has been used to train 466 girls from five rural schools in the Vhembe District Municipality, namely EPP Mhinga Secondary School, Frank Ravele Secondary School, Hluvuka High School, Jonathan Thifhulufhelwi Secondary School and Maneledzi Secondary School.



Vodacom bursary awareness

Awareness of the Vodacom bursary programme has been raised at the University of Limpopo, the University of Venda and the Blouberg Career Expo.





Nelson Mandela Month

Four boreholes were handed over in four villages, namely Tshiozwi in Makhado, Praktiseer in Burgersfort, Moshate in Mogalakwena Rural and Mokgolobotho in Greater Tzaneen Rural. A vegetable garden was also planted for a Mokopane old age home.



Slipper Day

A fun day was had with the team buying funky slippers, socks and stickers in support of Reach For A Dream's Slipper Day, making dreams come true for children with life-threatening illnesses. We collected R3 096.



Gender empowerment

A donation of sanitary pads was made to enable girls to stay in school and not miss out on education.





Central region



Vodacom Central Region will invest over R200 million

in the network and power backup upgrades across the Free State and Northern Cape Province during the 2023/2024 financial year.

World Food Day

500 learners were reached through Nelson Mandela Day activities and 200 children at Lebone House were reached through the donation of food, clothing and blankets.



To protect our planet we:

Planted
120 trees



Recycled
>14 000kg
of waste

Reduced electricity by
6.48 hours



Saved
R84 000
on electricity through the use of solar panels

saved
R53 000
through water efficiency measures



Reduced water consumption by
72 000 litres

Health solutions

Vodacom, in partnership with the Free State Department of Health, launched two innovative digital health solutions that are aimed at providing patients with excellent medical care in public hospitals across the Free State province. By reducing the risk associated with medical malpractice lawsuits and improving efficiencies, this move will provide scores of people in the Free State who depend on public health with excellent medical care through the use of technology.

This is in line with the government's ideals of Batho Pele, putting people first at all public service touchpoints.



Bee conservation

Continuous environmental sustainability with Bee conservation at the Master Station Controller building, where we try to relocate bee colonies to a safe environment or existing bee farmers in the area to maintain the ecosystem. These bee colonies are often found in Base Station Towers antennae, Manholes, and Radio equipment.



Education ecosystem

Six hundred Tawana Primary School learners were reached through the provision of 10 tables and a trolley. A hundred and fifty people were reached at the Internet of Things Expo. Three Change the World volunteers were placed to service six schools in the Free State and two were placed in the Northern Cape to service six schools. One hundred and fifty matriculants in the Free State and Northern Cape received devices. More than 130 girls were trained through the **#CodeLikeAGirl** programme.



Nelson Mandela Day

>500 scholars were reached on this day, supporting Kelly Cares, a youth centre in Kroonstad, through the donation of blankets, food, a printer, a laptop, a stove and stationery.

Lebone village

>200 Children benefitted from the donation of food, clothing, and blankets at the Lebone Village, an AIDS Mission Outreach Trust where a majority of the children are orphaned as a result of the effects of HIV/AIDS.



