

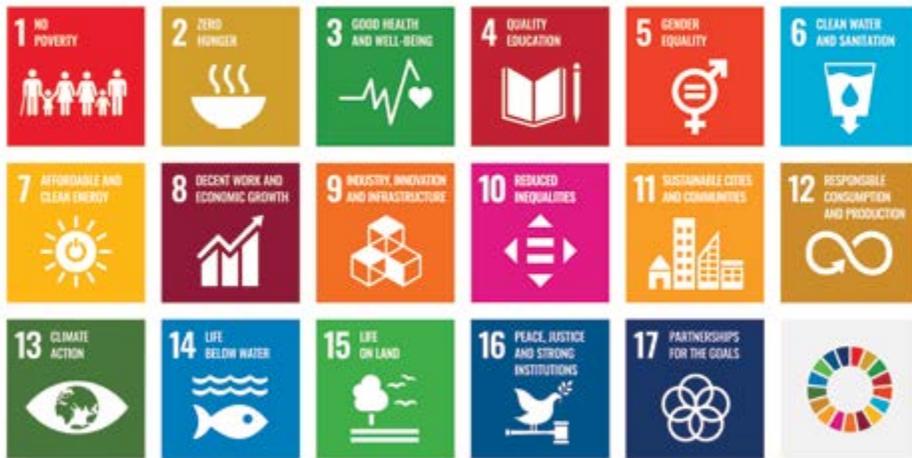
A woman with braids, wearing a black shirt and a red apron, is smiling broadly while holding a large watermelon. She is standing in what appears to be a market stall with corrugated metal walls and various items in the background. A white circular graphic element is overlaid on the left side of the image, framing the text.

**Our contribution
to the United
Nations Sustainable
Development
Goals 2019**

We connect for a better future



Vodacom's contribution to The United Nations Sustainable Development Goals



Background

The United Nations Sustainable Development Goals (UN SDGs) were developed to transform the world by presenting a unified vision to end poverty, reduce inequality and prevent further harm to the planet. The SDGs present a guiding framework to develop, measure, monitor and report on our programmes that support and contribute to sustainable development. The SDGs define global priorities and aspirations for 2030 and represent an unprecedented opportunity to eliminate extreme poverty and put the world on a sustainable path. Governments worldwide have already agreed to these goals. The South African government has adopted the goals and is committed to supporting these goals. Vodacom develops an annual report that highlights our key contributions to the UN SDGs. This report focuses on our key highlights for the financial year 2019.

The United Nations Sustainable Development Goals in relation to South Africa's National Development Plan

In South Africa, the National Development Plan (NDP) is the guiding document focused on eliminating poverty and reducing inequality by 2030. In essence, it states that South Africa can realise these goals by drawing on the energies of its people, growing an inclusive economy, building capabilities, enhancing the capacity of the state, and promoting leadership and partnerships throughout society. The NDP aims to ensure that all South Africans attain a decent standard of living through the elimination of poverty and reduction of inequality. The core elements of a decent standard of living identified in the NDP are: housing, water, electricity and sanitation; safe and reliable public transport; quality education and skills development; safety and security; quality health care; social protection; Employment; Recreation and leisure and finally a Clean environment. The NDP has been approved and adopted by government and has received strong endorsement from the broader society. The NDP however has many overlaps with the UN SDGs and striving to attain the goals of either of the NDP or the UN SDGs will result in the attainment of sustainable development for the majority of the people in the country.

Our contribution to the United Nations Sustainable Developmental Goals

Vodacom's Vision 2020 includes a clear commitment to removing barriers to digital access, and to deliver the significant societal benefits associated with improved connectivity. We are committed to playing a transformative role in the provision of financial services, education, healthcare and agriculture, demonstrating leadership in promoting BBBEE in South Africa and protecting the planet we live on. In line with our strategy and business objectives, we have identified eight goals in which we envision to have the greatest impact on. The UN SDG 9 (Industry, Innovation and Infrastructure), which is core to our business, has been added this year as an additional strategic focus area. In recognising the interrelatedness of the UN SDGs, Vodacom continues to explore opportunities to contribute towards the other goals. It is quite evident that many of our products and services contribute directly to the UN SDGs, hence our internal UN SDG programme aims to provide a common vision that merges financial growth, social development and environmental performance whilst contributing to the UN SDGs.



Goal 3 | Good Health and Well-Being



KEY TARGETS

3.1 By 2030, reduce the global maternal mortality ratio to less than 70 per 100,000 live births

3.8 Achieve universal health coverage, including financial risk

protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all

OUR COMMITMENT

Vodacom is committed to providing mobile health solutions, support vaccination programmes, improve medicine stock control, increase awareness of health issues and can be used for reminders for daily medication and diabetes and cardiac monitoring. Vodacom Foundation provides maternal health and HIV programmes in Tanzania and Lesotho respectively.

SOME HIGHLIGHTS FOR 2019

The Vodacom's Stock Visibility Solution (SVS) helps health facilities to monitor stock availability of medications. As of 2019, over **21 million** stock level reports have been submitted through SVS and more than **4 000 clinics** in our markets use the SVS.

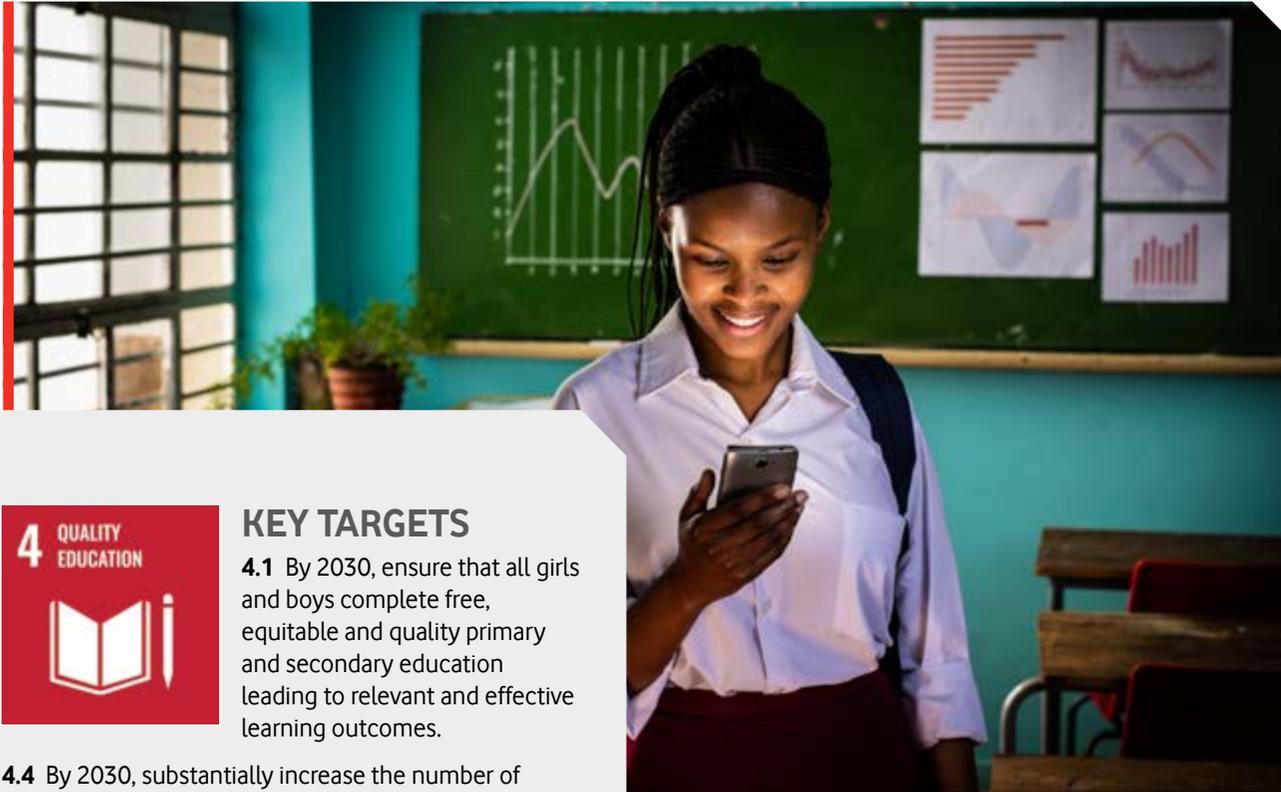
mVaccination is an electronic health record solution that supports vaccination coverage. Through mVaccination, more than **95 000** patient records have been created and more than **315 000** immunisations administered.

Since the launch of AitaHealth in 2014, more than **985 000 individuals** have been registered and screened on the platform in three provinces. **1 073 636 citizens** assessed through AitaHealth.

Vodacom Foundation provides treatment to women who develop obstetric fistula, an injury caused by difficult childbirth. To date, **4 000 operations** have been performed in Tanzania.

During the 2019 Smile Week, **10 children** with severe burn wounds were assisted with medical care through the Smile Foundation.

Goal 4 | Quality Education



4 QUALITY EDUCATION



KEY TARGETS

4.1 By 2030, ensure that all girls and boys complete free, equitable and quality primary and secondary education leading to relevant and effective learning outcomes.

4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.

4.5 By 2030, eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for the vulnerable, including persons with disabilities, indigenous peoples and children in vulnerable situations.

OUR COMMITMENT

Vodacom applies mobile technology to provide affordable and quality education to learners'. The provision of free or subsidised education resources and technology – particularly to marginalised groups including refugees. Our educational programmes provide enhanced opportunities to achieve academic success and therefore improved life opportunities.

SOME HIGHLIGHTS FOR 2019

Vodacom e-School provides quality, digital education by zero-rating digital content to learners, reaching over **627 583 learners**.

Vodacom's school management application is used in **11 800 schools** in Nigeria and South Africa.

In Tanzania, Vodacom Foundation provided Instant School to over **57 000 learners**.

In Mozambique, **12 libraries** in eight provinces were equipped with **240 computers, 6 400 books** and internet connection.

Vodacom Foundation provided **3 000 schools** with ICT equipment and connectivity at no cost.

We partnered with the Lesotho Communications Authority to provide free internet connectivity to **80 rural schools**.

The 'Code like a Girl' programme aims to teach young girls how to code. In 2019 more than **755 young girls** have been trained to code.

Goal 5 | Gender Equality



KEY TARGETS

5.1 End all forms of discrimination against all women and girls everywhere.

5.5 Ensure women's full and effective participation and equal

opportunities for leadership at all levels of decision-making in political, economic and public life.

Target 5b: Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women.

OUR COMMITMENT

Vodacom is committed to providing women with access to life-enhancing services that help to unlock socio-economic opportunities and help to address inequality. We also champion the inclusion of women in the workplace, highlighting their vital role in our success.

SOME HIGHLIGHTS FOR 2019

Mum & Baby provides our communities with maternal information with **1.4 million registered users** across South Africa.

In 2019, Vodafone Group announced a new HR policy specifically for victims of domestic violence and abuse. Employees in all markets will now have access to support and specialist counselling, as well as 10 days additional paid leave to seek professional help and counselling.

In 2019, Vodacom's skills development expenditure on black employees totalled **R370 million**, of which **R153 million** was on black females.

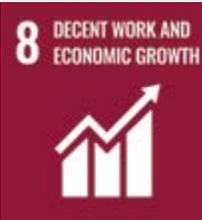
Vodacom Foundation invested more than **R4 million** in ICT infrastructure for the Gender-Based Violence Command Centre (GBVCC).

Vodacom partnered with UN Women and South African Women in Farming to train **450 female farmers** in Limpopo in relevant ICT skills.

In 2019, **48%** of our graduates placed in permanent positions were female and of the graduates appointed in technology related positions, **21%** were female.



Goal 8 | Decent Work and Economic Growth



KEY TARGETS

8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and

labour-intensive sectors

8.3 Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services

8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.

8.6 By 2020, substantially reduce the proportion of youth not in employment, education or training.

8.10 Strengthen the capacity of domestic financial institutions to encourage and expand access to banking, insurance and financial services for all.

OUR COMMITMENT

Vodacom continues to contribute positively to the economy by providing opportunities for our communities. Vodacom is confident that connectivity is a powerful tool for achieving socio-economic growth and development, helping to reduce poverty, improve healthcare and education, and drive sustainable economic growth. Increased connectivity, the Internet of Things (IoT) and mobile financial services provide innovations and technologies that help society, making lives easier, healthier and smarter.

SOME HIGHLIGHTS FOR 2019

NXT LVL is aimed at using connectivity to advance youth under 25, by giving them access to affordable connectivity, skills and lifestyle benefits (**over 3.5 million users**).

Our collaboration with Kids Lab and Think Ahead has enabled us to teach **36 young people** the language of coding.

Since 2014, **1 333** unemployed young people have been trained on ICT skills through Vodacom Foundation.

In 2019, **368** unemployed youth received in Cisco and Microsoft accredited ICT skills training programmes.

In 2019, our total procurement expenditure was **R46 billion**. Network infrastructure and related services accounted for most of this spend.

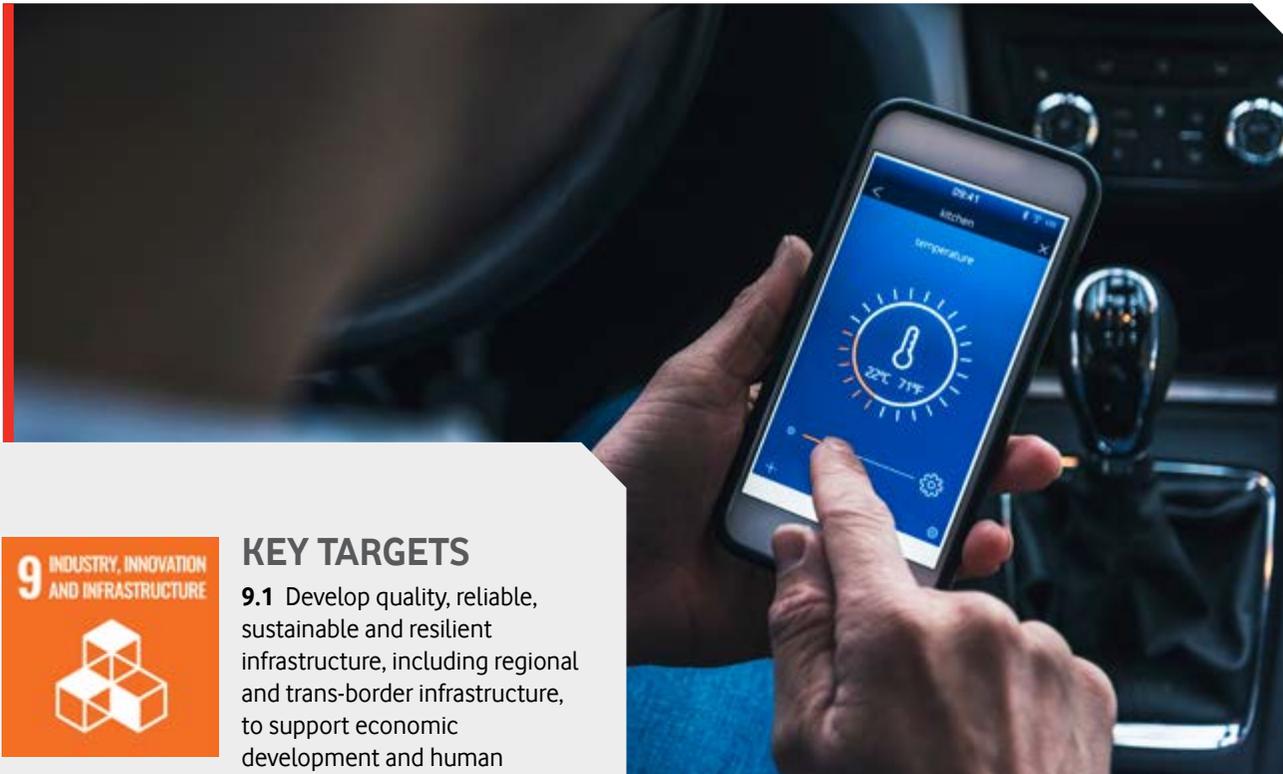
Vodacom works with more than **7 420 suppliers** to meet business and customer needs.

Vodacom invested more than **R10 million** in the development of black young people living with disabilities.

M-Pesa has grown to provide the largest reach of any financial services provider on the African continent, with more than **36.1 million customers** and processing over **11 billion transactions** annually.

Our existing segmented mInsurance portfolio covering life, funeral and various short-term insurance offerings has grown over the past year, with **1.3 million policies** accessed by customers.

Goal 9 | Industry, Innovation and Infrastructure



KEY TARGETS

9.1 Develop quality, reliable, sustainable and resilient infrastructure, including regional and trans-border infrastructure, to support economic development and human

well-being, with a focus on affordable and equitable access for all

9.C Significantly increase access to information and communications technology and strive to provide universal and affordable access to the Internet in least developed countries by 2020

OUR COMMITMENT

Vodacom is committed to removing barriers to mobile connectivity, particularly focusing on infrastructure investment, affordability, digital skills, the gender gap and the availability of locally relevant content and services.

SOME HIGHLIGHTS FOR 2019

➤ We have expanded our network coverage in 2G, 3G and 4G across all our markets, and introduced **5G in Lesotho** and all our operating markets are now live with 4G.

➤ We invested **R13 billion** this year in infrastructure, modernising the network and performing capacity upgrades.

➤ We implemented **240 rural network sites** in South Africa, providing internet connectivity in villages that previously did not have internet access.

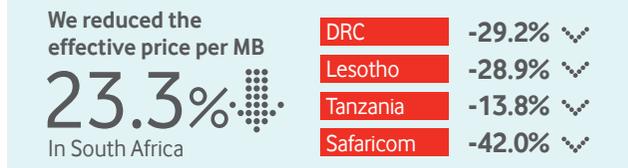
➤ In South Africa, our 4G network now covers more than **90%** of the population, while 3G covers **99.5%** of the population.

➤ In the DRC, our Rural Communication Solution has improved the bandwidth and stability of connectivity in deep rural areas, achieving a **22% penetration rate** in remote rural areas.

➤ In 2019, we have sold approximately **400 000 low-cost smartphones**. We have significantly reduced the price of our 3G and 4G branded devices in the past two years to R279 and R599 respectively.

➤ More than **10 million** customers are using airtime advance, with a total of R8.1 billion airtime advanced to customers to purchase airtime in 2019.

➤ Vodacom provides customers with bundles for varying periods of validity at affordable pricing down to **12 cents per MB** for a one-hour, **1GB package at R12**.



Goal 11

Sustainable Cities and Communities

11 SUSTAINABLE CITIES AND COMMUNITIES



KEY TARGETS

11.3 By 2030, enhance inclusive and sustainable urbanization and capacity for participatory, integrated and sustainable human settlement planning and management in all countries

11.7 By 2030, provide universal access to safe, inclusive and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities



OUR COMMITMENT

Vodacom's IoT solutions help governments, businesses and civil society to address environmental issues and are enabling the development of connected and smart cities, helping them to run more efficiently and effectively.

SOME HIGHLIGHTS FOR 2019

- In South Africa, our digital platform Thetha Nathi ('talk to us') facilitates conversations between citizens and the municipality enabling citizens to report service delivery issues.
- More than **580 community members** are actively using Thetha Nathi in South Africa with more than **13 000 issues** having been raised and resolved through this platform.
- In Ghana, we have partnered with numerous government agencies to develop a citizen engagement and flood monitoring application.
- In South Africa, five provinces are using this service, with **42 972** active water and electricity smart meters in use.
- In 2019, we implemented a mobile tool that enables the Zambian Social Welfare Programme to register and assess over **700 000 households** and **2.2 million individuals**.

Goal 13 | Climate Action

13 CLIMATE ACTION



KEY TARGETS

13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries

13.2 Integrate climate change measures into national policies, strategies and planning



OUR COMMITMENT

Vodacom is committed to reducing the amount of GHG emissions associated with our operations and will increase the proportion of our energy needs from renewable sources.

SOME HIGHLIGHTS FOR 2019

- GHG avoided/reduced in 2019 **135 510 mtCO₂e**.
- Energy costs saved **R137 million** (R127 million in 2018). The increase is due to energy savings from free cooling and energy optimisation technologies.
- GHG emissions reductions **135 510 mtCO₂e** this is due to energy efficiency initiatives implemented.
- Cumulative GHG reductions and avoidance since 2017 (year in which we started calculating savings): **286 730 MWh** of electricity.
- To date we have installed **4 712 smart metres** in our network. The roll out of smart metres is planned and in progress at our International operations.
- Vodacom signed a Purchase Power Agreement (PPA) which covers **36 base station sites**.
- The replacement of fluorescent lighting with individually controlled LED panels within offices has resulted in a **25% reduction** on lighting load, saving **88 MWh per year**.

Goal 17 | Partnerships for the Goals

17 PARTNERSHIPS
FOR THE GOALS



KEY TARGETS

17.16 Enhance the Global Partnership for Sustainable Development, complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technology

and financial resources, to support the achievement of the Sustainable Development Goals in all countries, in particular developing countries

17.17 Encourage and promote effective public, public private and civil society partnerships, building on the experience and resourcing strategies of partnerships

OUR COMMITMENT

Vodacom advocates for sustainable development, through our global footprint to influence others to do the same. We pursue an active social agenda and through the work of Vodacom Foundation, work in partnership with government and non-governmental organisations in many of our markets to accelerate socio-economic transformation and a better future for all.



