

# Responding to COVID-19

## The value of our Social Contract

Vodacom's purpose is to '**Connect for a better future**'. As a technology company, we use our technology and communications services to connect people and enable businesses in an increasingly digital world. Enhanced communication improves the overall quality of life, promotes efficiency and facilitates greater social inclusion by enabling the sharing of information among individuals, communities and businesses.

In delivering on this purpose, the Vodacom Group has committed itself to a Social Contract, guided by three core principles:

To promote a **duty of care** to our customers through affordable, easy to use products and services with transparent pricing

To ensure **fairness** and promote digital inclusivity, through enhanced access to digital products, services and infrastructure

To demonstrate **responsible leadership** and innovation in driving the transformation to a digital society

Our commitment to delivering on our purpose and Social Contract is playing a critical role in informing our response to the COVID-19 pandemic.

### Flattening the COVID-19 curve through digital connectivity

The global pandemic is challenging business models globally, upending traditional ways of working, shutting down certain sectors of the economy, disrupting supply chains, and severely constraining consumer spend. With people increasingly physically isolated, and with many workers operating remotely, our mobile and fixed networks have never been more critical in helping to keep societies functioning.

In responding to the global pandemic, we have implemented numerous measures to ensure the safety of our employees and contractors, to keep individuals, communities, businesses and governments connected, and to harness the power of digital technologies in a collective effort to flatten the curve:

- ▶ As a top priority, our teams across Africa have been working under testing conditions to maintain the quality and stability of our network, underpinned by targeted capital expenditure investment.
- ▶ We have supported governments across our markets through various initiatives, including:

- ▶ We have harnessed the strength of our M-Pesa and financial services platforms to promote contactless payment and have extended loans to SMEs to assist with cash flow challenges.
- ▶ To support the increase in home-schooling, we have strengthened the Vodacom e-School platform in South Africa, and expanded our zero-rated offering to all public schools, universities and T-Vet colleges across the country. In addition we have given large discounts to schools, universities and other educational institutions for virtual teaching options.
- ▶ In South Africa, we have partnered with health insurance company Discovery Health to connect the public with doctors. We invested R10 million and together with Discovery Health's investment, we are able to offer free virtual consultations to the public.

All of these initiatives have been underpinned by robust measures to ensure employee and contractor well-being, and to maintain the resilience of our essential connectivity services, ensuring that together we harness the power of digital technology to flatten the curve, and connect for a better future.



**Using Big Data analytics** to provide aggregated data to help track the spread of the disease and monitor population movements



**Zero-rating data** links to key essential government and other websites



**Providing timely and authentic information** on COVID-19 via different channels, including sending text messages on preventative health measures to our 115.5 million customers



**Donating 20 000 smartphones**, 100 terabytes of data and 10 million voice call minutes to the South African Department of Health to collect and transmit data for resource planning purposes

**"We believe these commitments, as part of our Social Contract, will go a long way in assisting customers in these tough economic times and will drive digital inclusion for all."**

**Shameel Aziz Joosub**  
Vodacom Group CEO



Press release relating to this Social Contract  
<https://vodacom.com/news-article.php?articleID=7457>