

# A Social Contract with our stakeholders

Vodacom's Social Contract – premised on trust, fairness and leadership – continues to guide us as we respond to challenges through different stages of the COVID-19 pandemic.

With this in mind, this year we implemented a range of initiatives and leveraged strategic partnerships to support economic recovery in the countries where we operate. We understand that the world will continue to grapple with the economic fallout of the pandemic. However, at year end, we saw some recovery in our South African market driven by increased vaccine coverage. While uptake is slow in our international markets, we remain committed to supporting the rollout of vaccinations across our markets.

Importantly, at Vodacom, our commitment to our stakeholders extends beyond the external pressures we face, remaining steadfast as we navigate unexpected challenges. Ultimately, we remain committed to driving digital and financial inclusion by deploying solutions that will reduce the digital divide and uplift those living in the most vulnerable communities.

**Over the past two years, Vodacom implemented a comprehensive strategy in response to the pandemic. This strategy served as the foundation of the support we provided to impacted stakeholders, as well as the way in which we protected the most vulnerable and disadvantaged people in our society. During the first phase, we aimed to alleviate the immediate health crisis and drive interventions to save lives and support our societies.**

## Our achievements in phase 1

- 1 Maintained** safety of our staff, quality of service and added capacity to our networks.
- 2 Provided** support to governments, such as free phones and personal protective equipment.
- 3 Improved** dissemination of information to the public.
- 4 Facilitated** working from home for our clients and support for SMEs.
- 5 Facilitated** e-learning.
- 6 Improved** government's insights into people's movements in affected areas.

 For more information on phase 1 of our six-point plan, refer to our FY2021 integrated and sustainability reports, available on our website.

We have since transitioned to **phase two** of this six-point response plan, which leverages off and builds on the success of our achievements to date. The second phase aims to contribute to restarting the economy and stimulating employment. As such, we strive to leverage our network, digital platforms and data analytics capabilities to deliver economic value and connect society, government and business.

Below, we list some of the interventions during FY2022.

1

## Expanding and futureproofing our network infrastructure

- Invested R14.6 billion capex to enhance the resilience and quality of our network.

2

## Accelerating support to government

- Worked with the South African Department of Health to support health facilities through technical solutions, such as mVacciNation, e-Labs and Stock Visibility Solution (SVS).
- Donated R10 million to fund the private sector-led, multi-sectoral Gender-Based Violence and Femicide (GBVF) Response Fund 1 in South Africa.
- Connected educators and learners through the Connected Digital Education initiative, enabling remote learning with affordable connectivity.
- Contributed to Mozambique's #Hope4Palma campaign by providing food, shelter and personal hygiene items, reaching over 5 000 families displaced by conflict in the Cabo Delgado province.
- Pledged R87 million towards logistics support and cold-chain technology to deliver vaccines to underprivileged and rural communities in the DRC, Lesotho, Mozambique, South Africa and Tanzania.



3

### Enhancing digital accessibility and literacy for the most vulnerable

- Provided free access to basic internet and essential services through the ConnectU platform, with over 22 million unique visitors to date and over 14 million sessions initiated monthly. This platform is live in South Africa and was launched in the DRC during the year, with rollout to other international markets under review.
- Introduced a free online portal in Tanzania curating learning materials to students and teachers, among others, and, in Lesotho, created a digital library for blind and visually impaired persons – the first of its kind in this country.
- Launched the Nokia 2720, a smartphone designed to provide easier access for senior citizens, people living with disabilities and those who experience other barriers to communication.
- Launched the Vodacom Easy2Own proposition to drive smartphone accessibility.
- Hosted Code Like a Girl camps in Mozambique, South Africa, Tanzania and Lesotho to advance gender parity, training a total of 1 494 girls in science, technology, engineering and math (STEM)-related fields.
- Partnered with a start-up in the DRC to develop the digital skills of 200 young people and create job opportunities.
- Equipped 50 public secondary schools in Mozambique with 360 computers and over 9 720 GB of free internet, benefiting more than 24 638 students. We also supported refugee hosting schools and communities by deploying 332 150 Instant Network Schools in the country.
- Expanded broadband access to 3 000 schools in South Africa and 300 schools in Lesotho.
- In South Africa, we donated R7 million to assist with dealing with the effects of the social unrest in July 2021 and accelerated efforts to support SMEs impacted by the resultant economic fallout.

4

### Promoting widespread digital adoption for businesses, particularly SMEs

- Facilitated the adoption of safe and secure digital solutions through advances in the IoT, artificial intelligence (AI), Big Data analytics and the financial services platform.
- Introduced VodaTrade, enabling small suppliers to go digital and connect with bigger business partners.
- Improved the productivity, revenue and resilience of over 91 000 small-scale farmers in the DRC and 142 996 in Tanzania by connecting them to information, inputs, credit and buyers through M-Pesa and Connected Farmer.

5

### Supporting exit strategies through targeted digital adoption

- Partnered with the African Union Development Agency to accelerate the COVID-19 vaccine rollout through our mVaccination technology platform.
- Engaged with government and local and international agencies to explore new use cases for anonymised and generalised data.

6

### Enabling cashless payments and financial inclusion

- Launched VodaPay in September 2021, a powerful, all-encompassing platform aimed at driving digital and financial inclusion in South Africa and the rest of the continent. VodaPay has reached 2.2 million downloads since launch.
- Introduced Voucher Advance, a solution that facilitates lending, enabling customers to get a meal or new appliances immediately and pay for it later.
- Rolled out Airtime Advance to the DRC, Lesotho, Mozambique and Tanzania.
- M-Pesa across our markets has grown to serve more than 47.1 million customers and 550 000 merchants through 510 000 agents in Kenya, Tanzania, Mozambique, the DRC and Lesotho.

## Vodacom's COVID-19 statistics as at year end

#### Total confirmed cases



**3 178**  
2021: 790

#### Recoveries



**3 149**  
2021: 771

#### Lives lost



**27**  
2021: 19

#### Remaining active cases



**2**  
2021: 0



#### Outlook

As a purpose-led company, Vodacom remains focused on strong governance and our three purpose pillars – digital society, inclusion for all, and planet. By integrating this approach with our Social Contract with stakeholders, we can support balanced economic progress in the countries where we operate which, in turn, will provide us with compelling growth opportunities.

 Please refer to our sustainability report for more information.