

# Our approach to ESG

Vodacom's purpose to **connect for a better future** means using our range of services – including mobile and fixed connectivity, cloud and hosting, data security and IoT services, and digital and financial services – to enable consumers and businesses to thrive. Our approach to ESG is an integral part of our purpose and strategy to be the leading connectivity and financial services company in Africa, enabling an inclusive and sustainable digital society.



## Our ESG framework

Alongside, we set out the main elements supporting the delivery of our ESG approach. Executing our strategy enables us to deliver our targets across three purpose pillars: digital society, inclusion for all, and planet, and ensures we act responsibly and ethically wherever we operate.

We are committed to supporting the delivery of the UN SDGs and, by delivering against our purpose, we aim to produce profitable solutions to challenges faced by society and the planet while not profiting from products and services that have negative impacts. We strive to minimise the negative environmental impacts arising from our operations. We are mindful that pursuing sustainable development activities without consideration of profitability can detract from our purpose. Our Social Contract activates and accelerates our purpose initiatives.

We believe operating responsibly is essential to long-term sustainability and cultivating trust with our stakeholders. For Vodacom, this means acting honestly, with integrity, and maintaining robust ethics, governance and risk management processes.

## OUR PURPOSE PILLARS

### Digital society

Connecting people and things and digitalising critical sectors.

#### Digitalising business

Providing products and services to support businesses, particularly small and medium-sized enterprises (SMEs).

#### Digitalising critical sectors

Supporting the digitalisation of education, healthcare and agriculture through specific products and services.

#### Digitalising government

Using our IoT platforms and technology to amplify productivity and efficiencies and enable better connectivity with citizens.

### Inclusion for all

Ensuring everyone has access to the benefits of a digital society.

#### Access for all

Finding new ways to extend our network and make connectivity more accessible to all.

#### Propositions for equality

Providing relevant products and services to address societal challenges, such as gender equality and financial inclusion.

#### Workplace equality

Developing a diverse and inclusive workforce that reflects the customers and societies we serve.

### Planet

Reducing our environmental impact and helping society decarbonise.

#### Climate change

Working to reduce our environmental impact.

#### Carbon enablement

Helping our customers reduce their carbon emissions.

#### E-waste

Driving action to reduce device waste and progressing against our target to re-use, re-sell or recycle 100% of our network waste.

## OUR SOCIAL CONTRACT

To achieve our purpose, we aim to strengthen our reputation by safeguarding the trust of our stakeholders and ensuring that digital connectivity delivers on its full potential for responsible leadership and innovation. Our Social Contract is a pact to help strengthen trust across all stakeholder groups as we meet their expectations while maintaining positive relationships. Our Social Contract guides our journey as a purpose-led company, and is built on three core principles

### Trust

Building trust with our customers through simplified and transparent pricing, customer-orientated solutions and reducing our planetary impact.

### Fairness

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

### Leadership

To demonstrate responsible leadership through innovation in IoT and mobile financial services, leadership in convergence and solutions that benefit society.

## RESPONSIBLE BUSINESS PRACTICES

### Protecting data

Customers trust us with their data. Maintaining this trust is critical.

#### Data privacy

We want to respect the privacy preferences of our customers and help improve society by using data responsibly.

#### Cyber security

As a provider of critical national infrastructure and connectivity that is relied upon by millions of customers, we prioritise cyber and information security across everything that we do.

### Protecting people

#### Health and safety

Creating a safe working environment for everyone working for and on behalf of Vodacom and the communities in which we operate.

#### Mobiles, masts and health

Operating our networks strictly within national regulations.

#### Human rights

Contributing to protecting and promoting human rights and freedoms and supporting socioeconomic development.

#### Responsible supply chain

Managing relationships with our direct suppliers and evaluating their commitments to diversity, inclusion and the environment.

### Business integrity

We are committed to ensuring we do business ethically, lawfully and with integrity wherever we operate.

#### Tax and economic contribution

As a major investor, taxpayer and employer, we make a significant contribution to the economies of the countries in which we operate.

#### Anti-bribery and corruption

We have a zero-tolerance policy toward bribery or corruption. Our policy provides guidance on what constitutes a bribe and prohibits giving or receiving any excessive or improper gifts or hospitality.

## TRANSPARENCY AND MEASUREMENT

Transparency is essential to our ESG approach – which we achieve through our comprehensive disclosures – along with measuring our progress, which we do using multiple mechanisms such as ESG ratings, reputation tracking and feedback from stakeholders.

For more information, refer to our sustainability report.

