

Our approach to ESG

Vodacom exists to connect for a better future. We recognise that to deliver on this purpose, ESG must be integrated into what we do. ESG is not a distinct strategy or set of activities separate from our daily management of the business; it is embedded into Vodacom’s purpose-led strategy, business model and activities through priority ESG initiatives.

Our strategy is underpinned by our purpose pillars, our Social Contract and our responsible business practices – all of which form our ESG framework. This enables us to manage ESG risks and deliver positive impact through ESG-related opportunities.

Our ESG approach reflects our operating context and considers ESG-related regulations, stakeholder expectations and developments in reporting standards.

We have defined targeted ESG goals linked to local and global ambitions, such as local government development plans and United Nations Sustainable Development Goals (UN SDGs). Through our progress on these goals, we demonstrate tangible value to stakeholders and fulfil evolving ESG regulations and standards in the business environment. This deep integration ensures our relevance and impact, cultivates trust with stakeholders and helps us deliver on our purpose.



Purpose pillars

Digital society

Connecting people and things, and digitalising critical sectors

Digitalising business	Providing products and services to support enterprises, particularly small and medium-sized enterprises (SMEs)
Digitalising critical sectors	Supporting the digitalisation of education, healthcare and agriculture with specific products and services
Digitalising government	Using our 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 everyone
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

Responding to climate change	Working to reduce our environmental impact and transition to a low-carbon future
Decreasing scope 1 and 2 emissions	Pursuing energy efficiencies and sourcing renewable energy to reduce our carbon emissions
Managing scope 3 emissions	Influencing our supply chain to reduce indirect emissions
Driving circularity	Driving action to reduce waste and progressing against our target to reduce consumption and reuse, resell and recycle
Supporting biodiversity	Understanding and managing our biodiversity impact

Connecting for a better future

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 activate and accelerate our purpose initiatives to help strengthen trust across all stakeholder groups and maintain positive relationships. Our Social Contract is built on three core principles.



Trust

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



Fairness

Ensuring fairness and promoting digital inclusivity through enhanced access to digital products, services and infrastructure



Leadership

Demonstrating 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 and maintaining this trust is critical

Data privacy

Respecting our customers' privacy preferences and helping improve society by using data responsibly

Cyber security

Prioritising cyber and information security across everything we do

Protecting people

Health and safety

Creating a safe working environment for everyone working for and on behalf of Vodacom

Masts, mobile phones and health

Operating our networks within national regulations

Human rights

Contributing to the protection and promotion of human rights and freedoms

Responsible supply chain

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

Business integrity

Ensuring that our business operates ethically, lawfully and with integrity wherever we operate

Tax and economic contribution

Contributing to the economies of the countries in which we operate as a major investor, taxpayer and employer

Anti-bribery and corruption

Holding a zero-tolerance policy on bribery, corruption and fraud

Transparency and measurement

Our ESG activities are communicated through comprehensive disclosures. By effectively communicating how we manage ESG risks and opportunities, our stakeholders can make informed decisions on our ESG values and performance. We measure our ESG progress using mechanisms such as ESG ratings, reputation tracking and stakeholder feedback.

Benchmarking our performance

We monitor the rapidly evolving developments in ESG and track our ESG progress through multiple mechanisms including direct stakeholder feedback, surveys, benchmarking to best practice and monitoring the outcomes of select local and global ESG ratings.

Achieved



Maintained



Constituent of the



Constituent of



Score of B



ESG score 71

