

Our ESG framework

At Vodacom, we recognise that to deliver on our purpose – to connect for a better future – 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 purpose-led strategy serves as our ESG framework, driving the Group to manage ESG risks and deliver positive impact through ESG-related opportunities, considering our operating context, stakeholder expectations and developing ESG regulations and standards.

This strategy – which at its core remains connecting for a better future by enabling a trusted digital society that is inclusive and sustainable – has evolved to focus on empowering people and protecting the planet. This is underpinned by our commitment to maintaining trust in everything we do.

We have defined ESG goals linked to local and global ambitions, such as local government development plans and 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.

Transparency and measurement

Transparency is essential to our ESG approach and we seek to provide comprehensive disclosure and measure our ESG progress using multiple mechanisms such as ESG ratings, reputation tracking and stakeholder feedback.

Connecting for a better future

We enable an inclusive, sustainable and trusted digital society where individuals and businesses can thrive



Empowering people

We aim to close the digital divide and help people benefit from digitalisation

Closing the digital divide

Extending our network and making connectivity more accessible to all

Empowering our customers

Providing products and services to help address societal challenges, increase productivity and enable SMEs to thrive

Supporting communities

Supporting the digitalisation of education and leveraging technology to address gender-based violence and assist people living with disabilities



Protecting the planet

We want to help protect the planet and enable our customers to do the same

Responding to climate change

Committed to a low-carbon future and playing our part in addressing the climate crisis

Delivering net zero operations (scope 1 and 2 GHG emissions)

Increasing our efficiencies to reduce energy consumption and sourcing alternative energy to reduce our GHG emissions

Managing scope 3 GHG emissions

Engaging our supply chain to reduce indirect GHG emissions

Driving circularity

Following a circular approach to reuse, resell and recycle resources to reduce waste in our produce and service ecosystem

Supporting biodiversity

Understanding and managing our biodiversity impact while collaborating with partners to minimise loss through technology solutions





Maintaining trust

Doing business ethically

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

Promoting ethical conduct

We hold our employees, business partners, and suppliers to a high standard

Complying with policy

Complying with the relevant laws, evolving regulations and policies across our operations including our zero-tolerance policy on bribery and corruption

Developing our employees

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

Fostering workplace equality

Removing barriers to workplace equality and accelerating transformation

Developing employee skills

Developing diverse, future-capable talent and skills to support our transformation into a new-generation connectivity and digital services provider

Living the Spirit of Vodacom

Creating a workplace culture where people feel empowered to thrive and positively impact their careers

Protecting privacy and data

Maintaining customers' trust in our ability to protect their data

Managing data privacy

Respecting the privacy rights and preferences of our customers and help improve society through the responsible use of data

Managing cyber security

Prioritising cyber and information security across everything we do

Protecting people

Protecting the fundamental rights of our customers, employees and communities where we operate

Managing health and safety

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

Respecting human rights

Respecting, protecting and remedying human rights, while supporting socioeconomic development

Promoting responsible and inclusive procurement

Managing relationships with our direct suppliers and evaluating their commitments to consider social, environmental and ethical impacts when sourcing goods and services

Managing our supply chain

Ensuring safe and fair working conditions, and responsibly manage environmental and social issues across our supply chains

Supporting local economic development

Supporting local enterprises for economic empowerment and the creation and endurance of employment and socioeconomic development opportunities



Limomonane Trust
Lesotho



M-Pesa Impact story
Tanzania

