



Sustainability Report 2018-2020

Ahead with Digitization

An aerial photograph of a white wind turbine standing in a lush green field. The turbine's three blades are spread out, and its tall tower is visible. The surrounding landscape is a patchwork of green fields with some roads and small structures in the distance.

About this Report

This is the Vodafone Egypt third sustainability report which has been prepared in accordance to the Global Reporting Initiative GRI Standards: Core Option.

It is a biennial report featuring the period starting on 1st of April 2018 to 31st of March 2020. Some information before and after these dates may be included to emphasize relevant context to the reporting period.

Performance data included in the scope of this report covers operations of Vodafone Egypt including all branches and retail outlets and Vodafone Egypt Foundation. Some of the activities and strategic priorities of Vodafone Group were also highlighted.

The report has been structured according to the material issues determined and in line with our purpose-led strategy and sustainable business strategy published by Vodafone Group. We share our economic, environmental, social, and corporate governance performance. And we measure our progress within the framework of our strategy, developed in line with the Vodafone Group goals.

This report has been subject to third party assurance by DCarbon Egypt. Although data and figures in the report are accountable, there is no assurance of the anticipated future performance due to possible exceptional unforeseen circumstances. Any errors discovered following the publication of the report will be corrected and displayed on our website.

For further inquiries regarding the report and its content please contact the sustainable business team at **sustainablebusiness@vodafone.com**

Contents



ABOUT THIS REPORT	2	OUR PLANET	43
CEO LETTER	4	Resources Consumption	44
VODAFONE EGYPT AT A GLANCE	5	Carbon Emissions	45
COVID-19	7	One Million Trees	47
Five-Point Plan	8	Increasing Renewable Energy	48
A Unified Strategy	9	Trainings In Energy Efficiency	50
Supporting Our Customers	11	Managing Waste	51
Extra Care For Our People	13	OPERATING RESPONSIBLY	52
OUR SUSTAINABILITY APPROACH	15	Tax Strategy	53
Sustainable Business Strategy	16	Supply Chain	55
Contribution To UN SDGs	17	Customer Relationship	57
Stakeholder Engagement	18	Cyber Security	58
Materiality Assessment	20	Corporate Security	60
Material Topics	21	Privacy	61
OUR PURPOSE	22	OUR PEOPLE	64
DIGITAL SOCIETY	24	Health And Safety	66
Our Digital#1 Strategy	25	The Flexible Working Policy	72
Vodafone Cash	27	Fair Pay Policy	72
SMEs And SOHOs Support	30	Employee Communication And Engagement	73
The Innovation Lab	31	Learning And Development	78
Universal Health Insurance UHI	32	Agile	81
INetwork	32	OUR COMMUNITY	84
Cloud Services	33	Vodafone Egypt Staff's Community Giveback	85
Isolated Villages Revival	33	Vodafone Egypt Foundation	86
Acquired Compound License	34	GOVERNANCE	88
The Most Affordable 4G Handset	35	Compliance	89
"Best In Test" Certificate And The Launch Of The 4G+ Network	35	Code Of Conduct	91
INCLUSION FOR ALL	36	Speak Up	92
Women Empowerment	37	Legal Structure	93
Youth Skills And Jobs	39	Board Of Directors	94
		APPENDIX	96
		Gri Content Index	96
		External Assurance Letter	100



It's a great pleasure to share with you Vodafone Egypt's 3rd Sustainability Report for 2018 – 2020.

The past few months have been extremely challenging to the whole world since the COVID-19 pandemic outbreak. The virus's global spread is indeed having a significant impact on our day-to-day lives where many people are facing social and economic disruptions.

At Vodafone, we had to act immediately and provide the utmost support to our society, having **"Stay Connected"** as our motto and our current role to help counter the impact of the Coronavirus. We set a plan to help our government in many different ways and to maintain our quality of networks and services.

We expanded our capacity to serve every business and individual by our robust solutions while ensuring our employees' safety. In addition to supporting the community through donations, partnerships, and other social initiatives.

Witnessing and living in such an unprecedented time confirms that Vodafone has and will always be ahead to provide the needs of its community through its short term actions and long-term vision.

This is through our contribution in: fulfilling our customers' needs in the digital education when all schools had to close and students had to study from home, providing flexible offerings and solutions for a cashless environment, and various offerings to support SMEs and SOHOs' business enablement.

We always aim to be admired as a diverse ethical company operating responsibly and providing products and services that enable a more sustainable society for our customers and our community. Following our purpose **"We connect for a better future"** and its commitment **to improve one billion lives and halve our environmental impact by 2025**, we are taking concrete actions under the three pillars of our purpose: **Digital society, Inclusion for all, and Planet.**

Digital Society:

The highlight of the past three years has been the implementation of our strategy towards becoming a digital organization from the inside out. We ensure enabling a digital Egypt not just through our ready business digital solutions for large enterprises and SMEs, but also through a pool of products and services for consumers on different segments. We commit to building a digital Vodafone through the continuous upskilling of our workforce with the new digital skills, introducing the Agile methodology, and evolving internal processes from the conventional ways of working into digital tools and channels.

Inclusion for All:

Digitalization has a great impact on developing the economy and supporting the community. We have invested in social causes as part of our sustainability efforts through our technical know-how to provide digital solutions on different levels. One of our main focuses in how to make a great impact to the community are youth, women and persons with disabilities, this is through our tailored services and programs that help in developing their digital skills and open the door for new opportunities

Planet:

To ensure our commitment to halve our environmental impact, and to ensure our responsibility towards our planet, we worked on a number of tools and initiatives internally and externally to monitor, measure and reduce our carbon emissions.

Our sustainability is based on delivering meaningful socio-economic benefits for everyone. We strive to use our technologies to improve the livelihood of our people and effectively contribute to the Egyptian National Vision of 2030 as well as the United Nations Sustainable Development Goals.

We are honored to be ahead and proactive in availing what our customers and community need while accelerating the digital transformation process of our country. Vodafone is always optimistic about how technology and connectivity can enhance the future. Finally, I invite all stakeholders to be part of our purpose and to share the responsibility towards the future.

Alexandre Froment Curtil,
CEO, Vodafone Egypt



Vodafone Egypt at a Glance

Vodafone Egypt is a subsidiary of Vodafone Group, a leading company in telecommunications and technology. Vodafone Egypt is the largest mobile network operator in Egypt in terms of active subscribers and revenue share. We offer a range of communication services to both consumers and businesses all over Egypt.

Vodafone Egypt's reputation and the value of its brand are built on Vodafone's global commitment to responsible, ethical, and honest behavior within the communities in which it operates. Since its inception, corporate responsibility was an integral part of Vodafone Egypt's operation in Egypt.

To further expand the impact of Vodafone's corporate responsibility initiatives, Vodafone Egypt Foundation was established in 2003. It started as a corporate foundation donor, supporting NGOs and civil society organizations to implement developmental projects in the areas of health and education for children, community development, the usage of mobile technology for development and access to telecommunications. Currently, Vodafone Egypt Foundation is an operator of projects as it launches and runs its own projects

In 2006 Vodafone Egypt launched its offshore operations under the name of Vodafone International Services "VIS" (Vodafone Intelligent Solutions "VOIS" now). This subsidiary is dedicated to outsourcing business processes, customer care, digital services, finance services, enterprise services, BI and analytics, and supply chain management for Vodafone operators and Vodafone Group's functions.

In 2019, Vodafone Group announced its plans to expand its outsourcing services in the market by acquiring VOIS in the light of the economic stability and promising investment atmosphere that the Egyptian market witnessed. This makes VOIS now an independent entity separate from Vodafone Egypt, fully owned by Vodafone Group.

Vision

We will be the communications leader in an increasingly connected world.

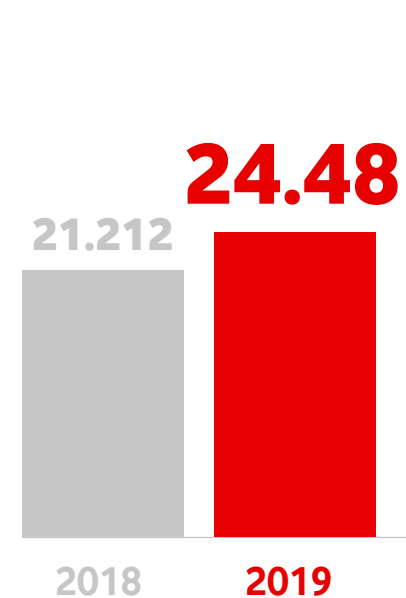
Mission

Connecting and empowering people and communities, accelerating the development of Egypt.

Highlights

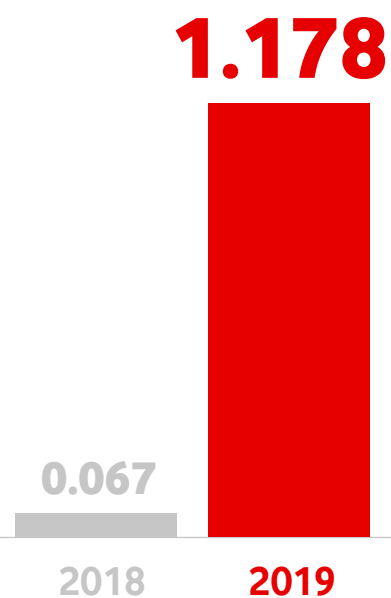
Total Revenues

Billion, EGP



Total Dividends

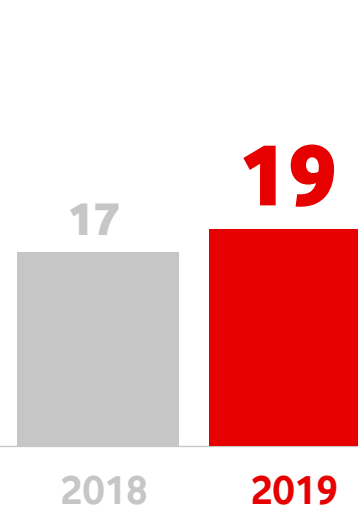
Billion, EGP



Total Social Investments

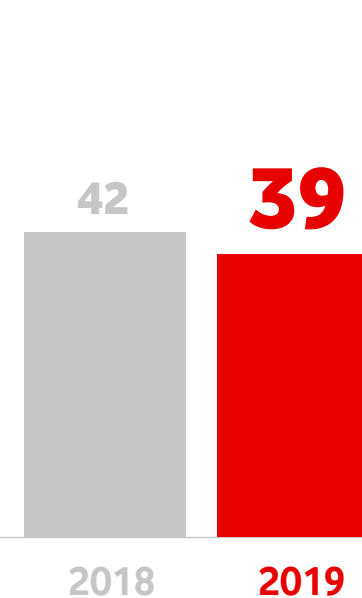
Vodafone Egypt Foundation

Million, EGP



Total Number of Customers

Million



Memberships





Covid-19

Staying Connected While We Stay Apart

The Covid-19 pandemic or Coronavirus is the greatest global health crisis of our time. It impacts almost every country on Earth. In response to these unprecedented circumstances, Vodafone is committed to doing its utmost in supporting communities during this challenging situation.

As a provider of critical connectivity and communications services enabling our digital society, Vodafone Egypt is in line with the Vodafone Group's five-point plan which was set to help the communities in which we operate. We are committed to offering every government a fast responsive service as a critical part of their response to the crisis.

3 GOOD HEALTH
AND WELL-BEING



8 DECENT WORK AND
ECONOMIC GROWTH



10 REDUCED
INEQUALITIES



Five-Point Plan

1

Maintaining Quality of Service of Networks

- Maintained fixed and mobile internet quality through increasing International links capacity.
- Working with regulator and other operators on national roaming scenario for uncovered areas.

2

Capacity and Services for Critical Government Functions

- Providing 20 cells on wheels to cover quarantined areas and hospitals.
- Enhancing capacity at quarantined areas and hospitals.
- Availing optional network priority for different quality of services if needed.

3

Improving Dissemination of Information to the Public

- Sending, enhancing and posting informative bulk SMS with Ministry of Health MOH at the beginning of the pandemic.
- Awareness SMS campaign to enhance people's knowledge about Covid-19 symptoms and precautions.
- Continuous social media posts regarding healthcare and digital education.

4

Facilitating Work and Life from Home, Helping Small and Micro Businesses

- Relaxing collection criteria for SMEs who has a need.
- Maintaining stores remain open to serve customers, precautionary measures in place.

5

Improving the Government's Insights in Affected Areas

- Availing Data Analytics tool to the Egyptian Government to help with the prediction of infections and effectiveness of curfew decisions.

A Unified Strategy

Stay Home
Stay Connected

We are keen on keeping everyone connected while being apart

“

Alexandre Froment, CEO of Vodafone Egypt has announced that “the social responsibility of the private sector is more evident than ever before. We hope that our initiative will be the beginning for more companies to act up to the needs of society and support the efforts of the Egyptian government to combat the pandemic to overcome those difficult times. Vodafone Egypt is committed to its role in the Egyptian society as part of it. We exploit all our technological solutions to facilitate the lives of Egyptians and maintain their safety and protection.”

Donating and Encouraging our 44 Million Customers

Vodafone Egypt announced its collaboration with Vodafone Egypt Foundation to launch a donations campaign through SMS messages encouraging our 44 million customers to support the efforts of the country and the Ministry of Health in preventing the spread of Covid-19. The awareness campaign is initiated by donating 10 million Egyptian Pounds to the Ministry of Health to support its endeavors in their preparations for combating the disease and purchasing the necessary medical equipment needed in quarantine hospitals. This campaign comes as part of Vodafone's role towards the Egyptian society, which is driven by the company's belief in the importance of solidarity and cooperation between the various state institutions along with the private sector and citizens to overcome these tough times.

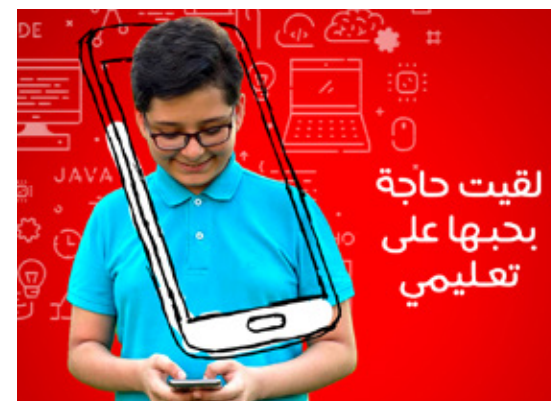
Moreover, Vodafone Egypt and Vodafone Group Foundation announced a new community fund to help those most in need as a result of the Covid-19 health crisis and make it easy for our employees to give back to their community. Through our digital Yalla Sharek Platform, we are matching our employees' donations to the Egyptian Food Bank through Vodafone Cash and MegaKheir application. Yalla Sharek is a digital platform through which employees can give back to the community and volunteer with their time and efforts with a click. The more they volunteer, the more they will get rewarded.

Maintaining Development

Vodafone Egypt and Vodafone Egypt Foundation stress their keenness at maintaining their prominent role in advancing development in the Egyptian society in many pivotal fields. They both adopted the same unified strategy that aims to support the government in combating Covid-19. The two entities' collaboration capitalizes on our latest technology solutions and services to aid the country in preventing the spread of Covid-19.

Online Educational Platform

Vodafone Egypt Foundation launched its online educational platform “Ta3limy” to assist the Egyptian students in the remote education process following the government's decision to close schools due to Covid-19. [Read more on Ta3limy.](#)



Healthcare Awareness Campaign

Besides the financial support, Vodafone Egypt has launched a free SMS awareness campaign that grants Vodafone's clients the opportunity to positively contribute to supporting the efforts of the Ministry of Health. Every time a customer receives an awareness message, Vodafone Egypt donates the amount of 1 EGP for the cause. This way, Vodafone Egypt leverages on its capabilities to reach and mobilize the customers to contribute to this aim. In parallel, we are helping in spreading correct precautionary measures and trustworthy information about the disease as provided by the Ministry of Health.

It is worth noting that Vodafone launched a campaign under the slogan "Stay at home" to urge citizens to stick to their houses in an attempt to curb the spread of the disease.

Free Services to Medical Staff

Expressing gratitude towards the massive effort exerted by doctors, nursing staff and all medical personnel in providing the necessary healthcare across quarantine hospitals, Vodafone Egypt collaborates with the National Telecommunications Regulatory Authority and the Ministry of Health to provide the medical staff with 3,000 minutes and 10 GB per month free of charge.

Cashless Payment via Vodafone Cash

We have taken some initiatives, under CBE regulations, to make it easier for customers to get their financial transactions done from home and to be connected financially with their community remotely.

[Read more on Vodafone Cash Covid-19 Initiatives.](#)





Supporting our customers

Retail Customers

**20%
for free**

All our Vodafone DSL bundles got 20% extra data for free.

Free

Data usage on the government's online educational platforms became for free..

Free

All emergency hotline numbers became for free..

Safe

Our retail stores prepared to be safe for all our customers and employees.

**2000
24/7**

2000 engineers were working 24/7 to ensure our network quality.

Enterprise Customers

Gesture Calls

These include calling clients to ensure their safety and that their business needs are met during these difficult times

25% off

Offering 25% off for 6 months for new customers as well as 20% extra value to help working from home and ensure clients are always connected.

Microsoft Teams

Free Microsoft teams for enterprise customers. This feature facilitates working remotely through calls, chats, meetings and instant messaging.

Vodafone Cash

Increased daily withdrawal limits, bill payments as well as payroll solution for SMEs and SOHOs

Relaxed Payment Terms

No hotline or suspensions in the month of April. Any requests to delay bill payment for 10 days.

Business SMS

Offering 2 free months of business SMS which allow our customers to keep in touch with their clients.

Healthcare Providers

Targeted SMS on behalf of healthcare providers to raise awareness about COVID-19. Healthcare providers receive priority on call center cues. Offer connectivity IOT for their machines.



Extra Care for Our People

Health and Safety

As part of our commitment to the health and safety of our employees, we have taken several actions to manage and monitor the situation of the Covid-19 pandemic as follows:

- A ready business continuity plan is in place
- Entrance temperature measurement in some building
- No visitor policy
- Working from home
- Deal with Hospital to conduct PCR test for employees
- Company doctor to follow up with any employee who reported to have any of the symptoms
- Sanitation in all buses
- Deep cleaning and sanitation in all premises
- Close some of our buildings, gyms, and nursery
- Communication awareness to all vendors
- Mask and Gloves are used from our employees' side when dealing with customers in stores or during home visits

We also care for our people's wellbeing.

[Read more on #StayHomeStayFit](#)

Learning and Development

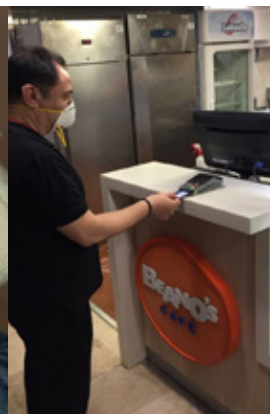
We believe that our employees deserve to be given the opportunity to practice new skills and extend their learning and development during their stay at home. For that, we provided a wealth of web-based and virtual learnings through readings and online modules through our V-library to help them stay developed while staying at home. We also collaborated with Vodafone Group's learning teams to provide a wide selection of online modules from SuccessFactors, Skillsoft, and Rosetta Stone.



Employees' Feedback

Vodafone is always keen to understand how we can best support our employees and in such a hard time it was our responsibility to protect their wellbeing. Employees' feedback was very important to be able to evaluate and develop our efforts. We sent our surveys on a fortnightly basis to stay connected as the situation evolved.

One of the key actions was having a mandatory hour off with no interruptions and blocked calendars to help employees manage the workload and caretaking responsibilities.





Digital Interviews

Vodafone Egypt aims to keep people connected with jobs and tips during uncertain times since most employers either stopped hiring or laid off people. Vodafone Egypt's recruiters are helping youth with some tips on how to be prepared for their next online job interview.

Our Retail Heroes

In light of the current situation of the Covid-19 that lead to the government imposing a curfew, we automatically activated our solid business continuity plan to make sure during this tough time we continue connecting Egypt and serving customers around the clock without affecting their experience. And we could have never done that without our #1 Sales heroes that are giving it their best every day.

Solid actions that made us operate smoothly and safely were:

- 1 More than 600 Stores across different locations have been up and running to support our customers with new working hours that have been tailored according to the curfew.
- 2 Ensuring safe capacity in stores by minimizing the number of employees inside.
- 3 All sales staff have received masks and gloves to be worn at all times and sanitizers have been placed across the stores.

- 4 Store cleaning rounds per day have been increased.
- 5 Social distance, no crowded waiting inside the store, one customer at a time.
- 6 Closing airports stores ahead of prime minister's announcement.
- 7 Courier companies started using gloves.
- 8 Security guards have been the only persons that manage the queuing machine to avoid the probability of virus transmission if touched by an infected case.

- 9 All handsets and accessories have been removed from display to avoid the probability of virus transmission if handled by an infected case.
- 10 A list of emergency stores in case of an outbreak.
- 11 Emergency stores stocked with enough inventory as well as hygiene and cleaning supplies.



Our Sustainability Approach

Sustainable Business Strategy

We believe that Vodafone has a significant role to play in contributing to the societies in which we operate. Stemming from our purpose, our sustainable business strategy articulates our intention to deliver a significant positive impact in three areas, each of which has the potential to improve the lives of our customers and wider society.

4 QUALITY EDUCATION



5 GENDER EQUALITY



8 DECENT WORK AND ECONOMIC GROWTH



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



13 CLIMATE ACTION



Sustainable Business Strategy

We have established transformational long-term targets to drive change that focuses on women's empowerment, youth skills and jobs, and energy innovation.

The Group's transformational goals along with our purpose led strategy are at the center of Vodafone Egypt's sustainable business strategy and we are fully committed to delivering their impactful benefits to our society. At the same time, we remain focused on the local needs of the Egyptian society and therefore localized the content of the goals and developed our local pillars.

Our Purpose is to connect everybody to live a better today and build a better tomorrow

Our transformation areas



Women's
empowerment



Energy
innovation



Youth skills
and jobs

Our transparency areas

Tax and total
economic
contribution

Supply chain
and integrity
and safety

Mobiles,
masts, and
health

Digital rights
and freedoms

Principles and practices

Contribution to UN SDGs

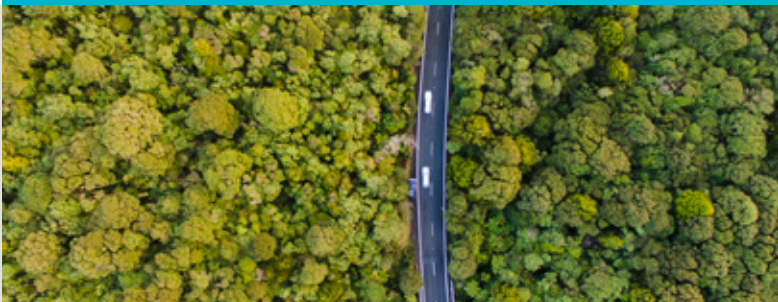
In 2015, the United Nations launched 17 Sustainable Development Goals (SDGs) to end poverty, fight inequality and injustice, and tackle climate change, by 2030. Vodafone is committed to leveraging the power of its technology, networks, and services to contribute to these global goals.

Vodafone Group's strategy focuses on five SDGs. Through the impact of our extensive global network, a wide range of products and services, and the work of the Vodafone Foundations, we believe we can have the greatest influence over the delivery of these five of the UN SDGs. At the same time, through our networks, products and services, responsible operations, and the Vodafone Foundations we also contribute to the remaining 12 SDGs.

For more information on how Vodafone contributes to the SDGs, see <http://www.vodafone.com/sdgs>.



We as Vodafone Egypt aspire to contribute to all the 17 SDGs. For this report, we mapped the impact of our activities with the SDGs through the use of the SDG icons in each section of the report highlighting the work we are doing across our company to address these goals by 2030.



Stakeholder Engagement

Vodafone Egypt actively engages with its various stakeholders listening to their opinions and concerns through different communication channels. We are always keen to fully understand our stakeholders' views and remain transparent, responsive, and adaptive to their changing needs.

In accordance with the GRI's updated stakeholder engagement reporting guidelines, and as a follow-up on previous sustainability reports, the sustainable business team at Vodafone Egypt conducted a series of internal engagement activities to ensure the alignment of our material topics with the current interests, expectations, and concerns of all our stakeholders.

No external engagement was conducted for this report. However, updated insights on our customers, suppliers, regulators, local communities, and other external stakeholders were compiled through an internal engagement with the teams in direct and daily contact with the respective stakeholders, on their behalf. See below table.





Key Stakeholders

Channels of Communication

Concerns or Expectations

Employees

Daily direct communication, Digital Communication, Workplace and Workchat, annual surveys, events and newsletters, emails, meetings, events, social media

Business continuity, health and safety, salaries, benefits, rewards, compensation, working environment, career development, grievance mechanisms, wellbeing of employees and their families, work-life balance, promotion policies, training, corporate reputation, internal communication channels, strategy execution

Consumer and enterprise customers

Call centers, satisfaction surveys, website, social media, sales channels and retail stores, My Vodafone application, advertisements, digital marketing

Data security and privacy, high quality, fast and reliable customer experience, tailored and innovative solutions, affordability, accessibility, strong network coverage, diverse and tailored packages, crisis management

Shareholders, investors and Vodafone Group

Financial information disclosure, annual reports, quarterly updates, general assembly meetings, website

Crisis management, business continuity, leading market share, compliance, revenue growth, sustainability, risk management, strategy execution

Suppliers and partners

(including all vendors, and contractors)

Direct communication channels, Suppliers events, trainings and awareness campaigns, evaluation and qualification

Procurement policies, suppliers' evaluation, timely payments, loyalty and partnerships, audits and due diligence

Regulator

(including local governments, NTRA, MCIT, and other ministries, legislative bodies, parliament, media council, competition authority)

Public forums, meetings, industry consultations, financial information disclosure, audits, participation in public policies

Compliance, competitive behavior, network and infrastructure development, digitalization, job creation and socio-economic development, alignment with Sustainable Development Strategy SDS 2030 and other sector strategies, tax contribution

Local communities

Vodafone Foundation's activities, employees volunteering activities, community partnerships, public participation, social media, events, word of mouth

Socio-economic development, accessibility, real sustainable impact

Civil society and NGOs

Vodafone Foundation's activities, and events in universities, partnerships and collaborations, social media

Socio-economic development, knowledge and technology transfer, accessibility, real sustainable impact

Materiality Assessment

Based on the issues raised and discussed with our stakeholders, we have identified the most relevant issues that are material to all stakeholders and to Vodafone Egypt. The materiality was also informed by Vodafone Group's set of priority areas which had shaped the Vodafone's purpose-led and sustainability strategy published in the Group's Sustainable Business reports.

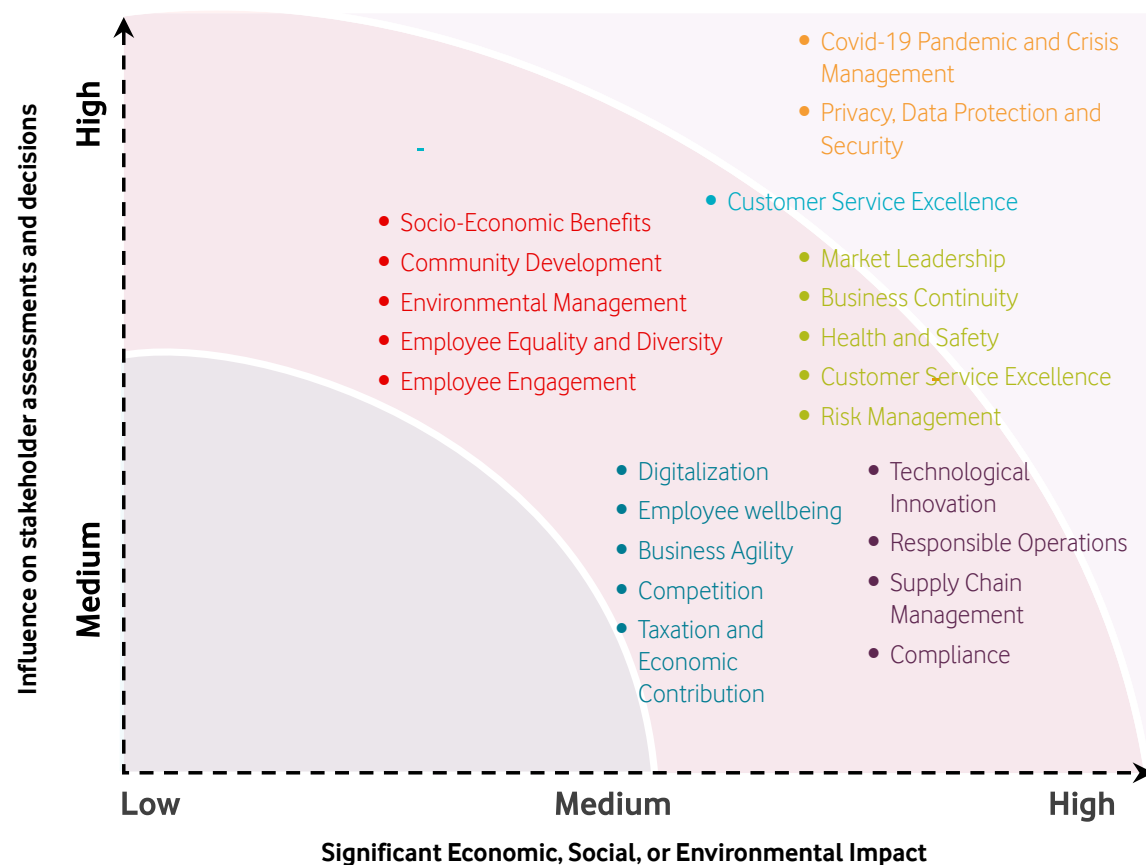
This was completed by other studies which include: internal study, socio-economic local and global context, global trends and challenges, industry reports and benchmarks, policies and development agendas such as the United Nations Sustainable Development Goals SDGs and the national Sustainable Development Strategy SDS2030, regulatory and governmental directions and specific sector topics and GRI's standards.

Following this comes the materiality prioritization phase which included mapping with macro risks and trends. Our engagement also included prioritizing the issues in relation to its importance to each stakeholder.



Material Topics

- Covid-19 Pandemic and Crisis Management
- Privacy, Data Protection and Security
- Customer Service Excellence
- Business Continuity
- Health and Safety
- Market Leadership
- Risk Management
- Socio-Economic Benefits
- Energy Consumption and Greenhouse Gas Emissions
- Community Development
- Environmental Management
- Employee Equality and Diversity
- Employee Engagement
- Employee Well Being
- Business Agility
- Taxation and Economic Contribution
- Competition
- Digitalization
- Technological Innovation
- Responsible Operations
- Supply Chain Management
- Compliance





We connect for
a better future

Our Purpose

We Connect for A Better Future

Vodafone Group is optimistic about how technology and connectivity can enhance the future and improve people's lives. Through our business, we aim to build a connected society that enhances socio-economic progress, embraces everyone, and does not come at the cost of our planet. That is why Vodafone Group has committed to improve one billion lives and halve our environmental impact by 2025, by taking concrete actions in three pillars:

Digital society, Inclusion for All, and Planet..

350 M+

people connected to the
Gigabit Network 5G by 2025

150 M+

Vehicles connected to the
internet by 2025

50 M

Mobile money users and
their families by 2025

Digital Society

We believe in a connected digital
society, where data flows at speed,
connecting people, communities and
things to the internet like never before.

50 M

women using the power of
a mobile phone by 2025

Best

Employer for women
in the world by 2025

10 M

young people connected
to new digital skills and
jobs by 2022

Inclusion for All

We believe that the opportunities
and promise of a better digital
future should be accessible to all.

1/2

our greenhouse gas
emissions by 2025

100%

renewable energy power
our network by 2025

100%

Reuse, resell or recycle
every single piece of waste
from our network by 2025

Planet

We believe that urgent and sustained
action is required to address climate
change and that business success
should not come at a cost to the
environment.





Digital Society

The world is undergoing a rapid digital transformation. New technologies are emerging every day and we believe in an exciting future. Our role is to connect the ideas of today with the technologies of tomorrow. Vodafone enables the pioneers and innovators to reimagine a better future and lead the disruption of industries towards growth and sustainability. Innovation is in our DNA and runs through all what we do.

Gigabit networks, the Internet of Things (IoT), and mobile financial services enable incredible innovation and technologies to be developed to help make our lives easier, healthier, smarter, and more fulfilling.

Vodafone supports the national digital transformation strategy by adapting ICT techniques to create innovative technological solutions for major challenges facing Egyptian society especially with healthcare, education, and environmental sustainability.

1 NO POVERTY



8 DECENT WORK AND ECONOMIC GROWTH



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



Our Digital #1 Strategy

1

Customer Experience

2

Digital Egypt

3

Digital Vodafone

#1 in Customer Experience

At Vodafone, we believe that customer centricity is critical for success. Across all our strategies, Customer Experience Excellence is always on top. In our Digital #1 Strategy, we explore the digital dimensions of the evolving relationship with our diverse client base.

Our target is to excel at every customer's touch point. By measuring customer satisfaction through NPS over a completed service transaction, we are able to gauge whether we have happy customers or true fans.

Under the new Digital #1 strategy, we have assigned significant resources to enhance and perfect our digital presence through our Ana Vodafone Application, our website, and through digital integration across all stores.

We recognize that the strength of our network, which has for long been our primary competitive edge and differentiator, continues to be the core of what we deliver to our customers. Accordingly, the investment and commitment to our network development remain strong.



Our Digital #1 Strategy

Enabling a Digital Egypt

Through our market leadership, our world-class business practices, and our exceptional talent pool, Vodafone Egypt always had a significant impact on the development of our industry and national economy.

Today, we are expanding this responsibility towards enabling Egypt's digital transformation. As Egypt works towards establishing its presence in the global competitive scene, the rate and impact of digitization shall play a critical role in enabling this ambition.

Starting with ensuring fast, reliable, and accessible internet access for all Egyptians. Our 4G acceleration strategy focuses on the Egyptian youth where the internet provides them with the opportunity to acquire digital skills that improve employability and open doors for freelance income generation.

Egypt's foremost issue today is financial inclusion. The government, alongside all major private and civil society actors, are working to formalize the

economy and ensure equitable and wide access to financial resources for development. Vodafone Egypt developed 'Vodafone Cash', Egypt's first and leading mobile payment service, that has continued to evolve and constitutes a big portion of our Digital #1 expansion agenda.

We are also supporting Egyptian businesses, big or small, in uncovering their digital potential and creating their digital transformation paths. In a short amount of time, our enterprise services have expanded much beyond offering simple boxed voice and data solutions to building an innovative and creative team that tailors customized assessments and solutions for each of our corporate clients.

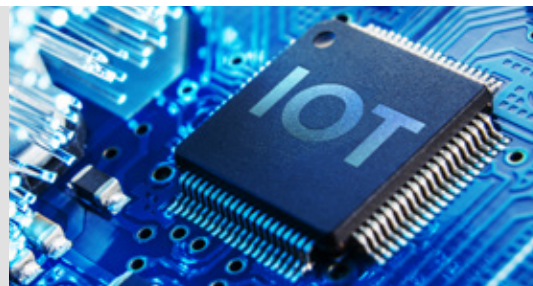
We seek to utilize our global assets in serving developing and emerging economies like Egypt where the need and demand for IoT are rising. Egypt's growing real estate sector in particular is driving demand for smart cities solutions where Vodafone Egypt is playing an active role.

Building a Digital Vodafone

Real and sustainable change must come from within. This is why the first phase of our Digital #1 Strategy focuses on our own internal digital transformation as a large and deep-rooted organization. Our transformation demands adopting new agile ways of working that allow us to cater to our customer's ever-growing expectations, speed-to-market, and expand our general impact.

Embracing the digital age requires changes to both our culture and our skill sets. We are developing new programs that inspire employee learning and innovation. Moreover, we seek the inclusion and involvement of the community through open innovation activities where we reach out to universities and startups to collaborate on ideation and product development.

Another key aspect is becoming a data-centric organization. Data, and the intelligence derived from it, is a key enabler for many of our processes and decision-making. Mastering technologies related to Artificial Intelligence and Data Science and harnessing their power are among our foremost priorities in the new strategy.



Vodafone Cash



Out of a population of 100 Million, 63M are eligible to have a bank account, yet only 11M of them are banked and 13M have mobile wallets. This leaves us with 86% of the population not benefitting from financial services. This is where Vodafone Cash comes in to offer a wallet that encompasses a variety of services to facilitate the daily financial needs.

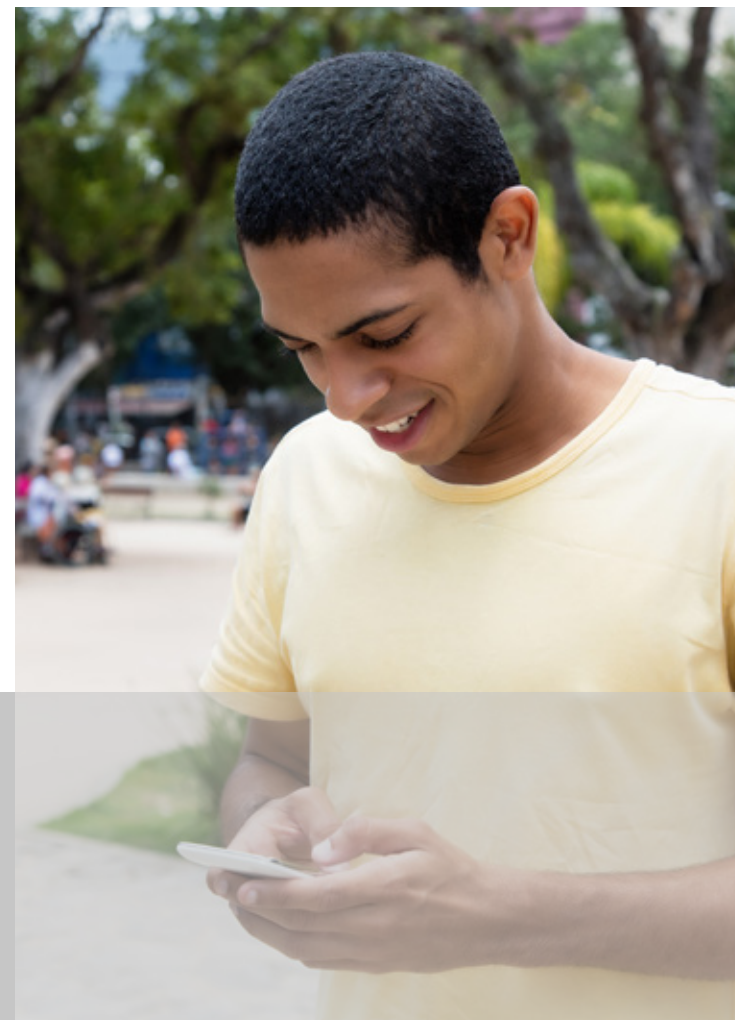
We are still overcoming the challenge that society is becoming gradually acquainted with financial digitization. Many segments are yet to be unlocked as they are unaware of the service and many are unwilling to switch to different means of payment than physical cash. We communicate frequently on digital platforms to educate people, resulting in a very satisfactory engagement rate.

What Vodafone Cash offers is in line with the Government's goal to promote financial inclusion. The Egyptian government has been taking various initiatives to encourage digital payments, such as digitizing government payments like taxes, customs, personal documents requests, etc. The governmental push will play a big part in eradicating the cultural mistrust in e-payments and attachment to cash. We are envisioning a society less and less dependent on physical cash.

**63
million**
eligible to have
a bank account

**13
million**
have mobile
wallets

86%
of the population
not benefitting from
financial services



Vodafone Cash

What Does Vodafone Cash Offer

As the leading mobile wallet in the market, Vodafone Cash has diverse services allowing payments from one place including:

Money Transfer

Online Payment

Telecom Payment

Bill Payment

Donations

Vodafone Cash for enterprise customers and B2B solutions:

B2B

Facilitates companies' daily transactions, enterprise lines can now use Vodafone Cash.

B2B

Employees' payroll can be disbursed on their wallets and they can withdraw from 130k channels all over Egypt: Vodafone stores and ATM's in partnership with over 11 leading banks, Fawry and Aman.

Service Platform

Under the CBE regulations, the service operates in partnership with a national bank. Alex Bank is our current partner since December 2017. Service is also maintained via MasterCard network. Our partnerships aim to continue to provide innovative financial services with a seamless user experience through a robust, secure platform.



Vodafone Cash

Social Impact and Women Empowerment

Vodafone Cash focuses on women's financial inclusion and empowerment. We work closely with international organizations like The Arab Women Enterprise Fund, the United Nations Women, World Women Banking, to a better women reach, financial inclusion, and digital financial services awareness.

It is noteworthy that part of our active user base is women who run their businesses online and conveniently receive customers' payments on their Vodafone Cash wallet sparing them the cost and hassle of the collection process.

We target specific groups in need to make regular financial transactions offering them a convenient alternative, thus we target specific groups in need to make regular financial transactions offering them a convenient alternative, thus saving their time and effort. One example is our partnership with Nasser Bank, in which women can receive their alimony on their Vodafone Cash wallet monthly without having to visit the bank and wait in long queues.

We also launched a targeted campaign in partnership with Baheya organization, which grants special discounts at Baheya hospital to conduct breast cancer checkups and medical analysis.

We also currently have 11 NGO's partners to encourage customers to donate for a variety of causes simply with a click hoping to reach many groups in need.

Vodafone Cash Covid-19 Initiatives

Vodafone Cash has taken several initiatives during the Covid-19 pandemic to keep all people connected while being isolated and ease their financial transactions.

- Customers can now create a temporary wallet from their phone without going to the Vodafone store through our Unstructured Supplementary Service Data Code USSD *9# or Ana Vodafone application. Wallet is valid for 3 months. They can later create a permanent one at the store. All details are on this link: <http://vf.eg/Cash-TC>
- To give customers more flexibility, we increased daily wallet limit from 6K to 30K EGP and monthly from 50K to 100K EGP.
- ATM withdrawal, money transfer, and online payment services are now free of charge. The fees are waived to ensure customers have no barriers to have all their financial needs met.
- CBE sponsored by the government is leading disbursements to daily workers to get an amount on their Vodafone Cash wallets and support them in getting through this tough period.
- We have enabled customers to transfer money directly from debit cards to their Vodafone Cash wallet.



SMEs and SOHOs Support



We are in line with the Egyptian government's strategy to grow the small and medium enterprises SMEs and the small-office home-office SOHOs sectors and support its finance.

Any company that has a commercial registry, no matter how small it is, can be part of Vodafone business. They enjoy mobility offers that are cheaper than regular consumers such as the step-up promo which is a bigger quota for six months for Flex users.

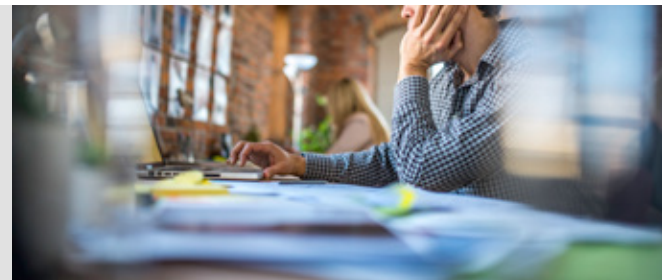
We provide special queues for SME and SOHO. We also assign direct account managers to constantly support clients and create a "Vodafone as a business consultant" approach.

Success Story



ElMasriya Cards Company

Vodafone Egypt managed to provide the company with fixed connectivity between its headquarter and its disaster recovery. Through this connectivity, the company was able to safely backup its day to day operations. Additionally, Vodafone helped the company save costs by migrating all their emails to Office 365. As a result, the payments were done in EGP rather than in USD which saved the company a great amount of money.



The Innovation Lab



The Innovation lab is an initiative that was started by Vodafone Group to increase and enhance the engagement with our customers, understand their challenges and opportunities and to show them how we can overcome these challenges through our digital products and services.

We tackle the customer's challenges and opportunities not only through our current products and services but also with tailoring them. We have managed to host more than 65 customers over the last year.

Success Story



Decathlon

Decathlon is a worldwide top sports retailer. Entering the Egyptian market, the brand wanted to know the best locations to open. After their visit to the innovation lab Vodafone suggested using one of their products to help facilitate their decision-making process. A thorough analysis of the footprint of individuals that buy and use sportswear was offered. Through datalytics, Vodafone was able to suggest top locations where decathlon branches should open.




New Giza Sporting Club

We were able to transform New Giza Sporting Club to be the first digital club in Egypt through different Customer Relationship Management CRM modules which include:

- Membership management system where the club administration can manage the memberships and payments.
- Sports management system where the members can book classes for sports and check the schedule.
- Facility management which includes preventive maintenance and community control.
- Mobile application and website where the members can top up their E-wallets, pay their annual membership, request bracelets for the cashless environment.



Universal Health Insurance UHI



The new Universal Health Insurance UHI program assures quality and cost-efficient health care service to all Egyptian citizens with a digital experience that is supported by Vodafone. UHI is a concrete example of an alliance between the private and public sectors as part of the government's digital strategy and Vision 2030.

Vodafone is playing a vital role in the UHI journey starting from the on-ground awareness activities to the technical software development and integration process that connects the patient, family and specialized doctors, nurses, and pharmacists together.


The comprehensive health insurance program aims to grant Egyptians all the necessary telehealth remote solutions starting from the

screening process to the medical prescription. The purpose of these digital applications is to save efforts and time spent waiting in clinics for medical consultancy and most importantly, it provides patients in remote and rural areas access to healthcare centers in a more efficient and timely manner.

The project started as a pilot in Port Said, then Luxor and South Sinai, and finally the rest of Canal cities throughout Egypt.

BT100 honored Vodafone Egypt for the best public-private partnership for the automation of the comprehensive Universal Health Insurance system. We are proud of our role as the government's technological solution provider and partner.

iNetwork



iNetwork is an artificial intelligence (AI) powered platform built since 2010 targeting support Radio Access Network engineers in their routine work of network planning and optimization tasks. It had a new mission to join the forces against Covid-19 spread, monitor, and control.

The platform illustrates insights over different geolocation level. It helps the Center of Disease Control CDC to identify high risk areas through the utilization of mobility and population indices. Furthermore, provides a prediction for the near and far future infection geolocation distribution via mobility relation between regions.

It also provides instant SMS/Chatbot with the latest hourly information for the high potential epicenter.

Cloud Service



Vodafone Egypt has become the first and sole accredited provider by VMware of the cloud services in Egypt. This enhances Vodafone's attempts to support and contribute to Egypt's strategy of digital transformation in more organizations, public entities, and entrepreneurial enterprises. Vodafone has been the partner of VMware since 2005 and it is the first company to deploy the services of VMware.

This technology enables immediacy in customer service and provides the needed tools to monitor and control the cloud of each enterprise. Moreover, it facilitates more expansion in businesses and better application of security measures in less time.

As the first accredited partner of VMware, Vodafone offers a diverse set of cloud services including Infrastructure as a Service (IaaS). Through its official website and sales representatives, Vodafone offers its customers fully-fledged cloud services provided by VMware at the best prices and with ease of access.

Isolated Villages Revival

Vodafone has always been keen on providing the best service to all customers. Vodafone has extended its coverage areas to 59 isolated villages (with no coverage), in ElFayoum, ElMinya, and Ismailia. By doing so, Vodafone is serving more than 800K customers all over Egypt, connecting them to the world.

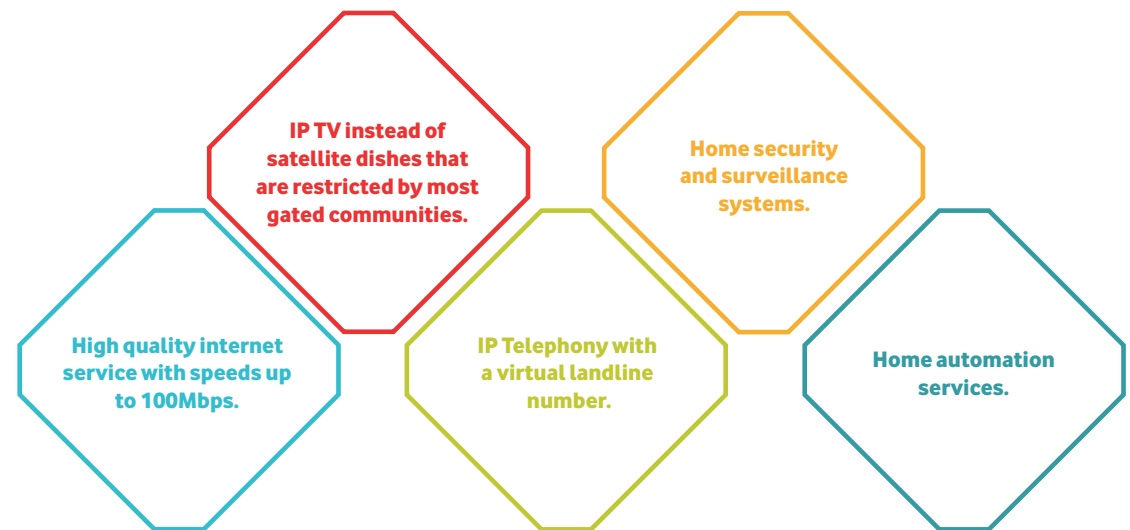


Acquired Compound License



Vodafone managed to sign the Gated Community License on January 27th, 2019 having its validity for a period of fifteen years. This allows Vodafone Egypt to provide all its services including Telecom services, M2M, IPTV, Internet Services and Smart Cities to gated compounds and buildings within Egypt.

With this new license, operators will be able to offer different services for end users in these gated communities such as:



The Most Affordable 4G Handset

Vodafone Egypt collaborated with SICO, the region's leading smartphone manufacturer, to launch the all-new 'SICO Plus 3' handset featuring the newest 4G internet service at an affordable price.

Vodafone and SICO's strategic partnership aligns with the government's plan that supports the national manufacturing of new smartphones with new and advanced technologies. The two companies have come together to launch the first 4G handset with an offer of free 3GB of internet at a price of EGP 888 in the Egyptian market. Vodafone also provided its 2G and 3G high data users the opportunity to convert to a more developed service enjoying higher-speed internet.



“Best In Test” Certificate and The Launch of The 4G+ Network



Vodafone Egypt was awarded the “Best in Test” certificate, after obtaining the highest overall score of 690 points for the quality and performance of our data and mobile voice services. The award comes following a test of all the mobile networks in Egypt by the leading international consulting, engineering, and testing company P3 Communications. The company also announced the launch of their 4G+ services in Egypt, offering our customers high internet speed and a high-quality network experience.

Vodafone Egypt's network was confirmed as the “Best in Test” in the Mobile Benchmark Egyptian test with a difference of 95 points from its nearest competitor. The results also highlighted a significant improvement in the company's performance, compared to the same test of the previous year, with our score increasing by 53 points.



Inclusion for All

We are committed to ensuring that everyone including women and youth is included in our journey towards that future. Through our technology, we will work to bridge the divides that exist and help people to contribute equally and fully to our society.

4 QUALITY
EDUCATION



5 GENDER
EQUALITY



8 DECENT WORK AND
ECONOMIC GROWTH



Women Empowerment

The equality of women remains a significant global challenge. By empowering women and promoting gender equality, we can enable communities, economies, and businesses, including our own, to prosper.



Amwal ElGhad
Top 100 Women
Award

Nagla Kinawi

HR Director

received an award from Amwal ElGhad magazine as one of the top 100 women



#Codelikeagirl

Code-like-a-girl is an initiative done by Vodafone where we host high school girls for a week to teach them how to code and get them exposed to the technology field. In August 2019 we hosted 75 high school girls.

There was a competition by the end of the program where the girls worked on building their websites and judges announced the winning teams. Each team consisted of two girls and they worked on any topic they could imagine. Our technical trainers assessed all websites created based on the design (Look and feel), technical aspects, final presentations, and teamwork. The girls were able to learn different technical tools such as Bootstrap and JavaScript.

Three winning teams won; the 1st place received their prize as Azadea gift cards worth of 1500 LE each, 2nd place with 1000 LE each, and 3rd place with 500 LE each.

The winning team created a charity website that allows users to navigate through different donations across a variety of entities and accordingly donate. It is like a platform that collects all charity opportunities in one place.



Women Empowerment



Vodafone's CFO Makes Forbes List

Rasha El Azhary

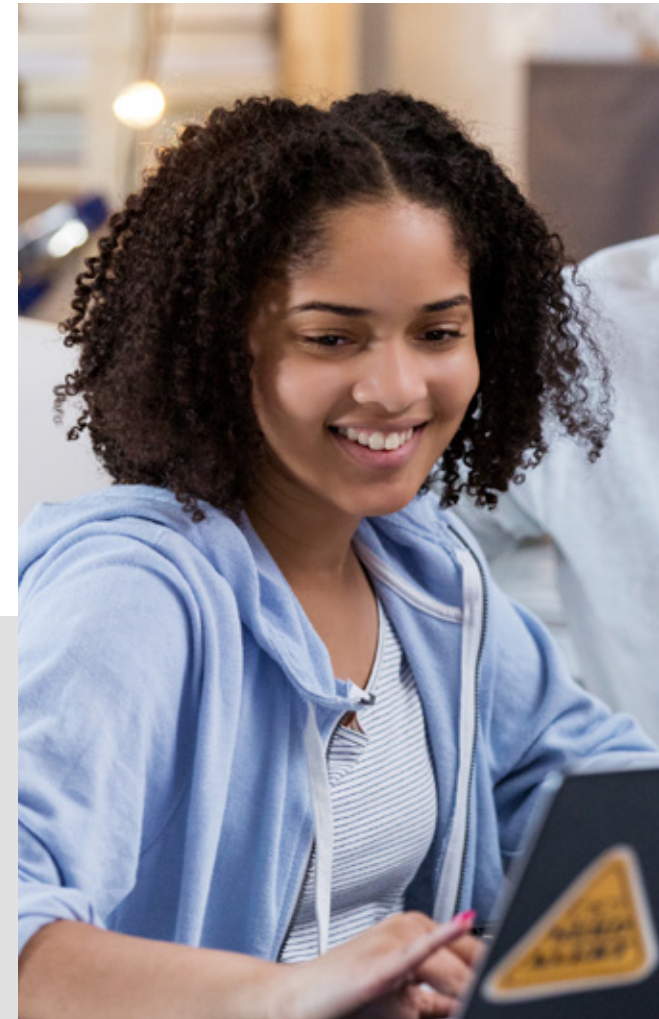
Vodafone's Chief Financial Officer CFO

Forbes Middle East revealed its list of the most influential women in the region for 2018 in a special ceremony in Dubai. The list included Vodafone's Chief Financial Officer CFO, Rasha El Azhary, who has played an essential role in leading the financial department of the Telecommunications company.

Hack4Girlz

Vodafone Egypt sponsors the Hack4Girlz program to empower women in technology which was launched by the Ministry of Communications and Information Technology in collaboration with Microsoft Egypt. It is a program for girls specializing in the field of programming, databases, and information technology.

Vodafone has always believed in the importance of empowering women and encouraging them to work in the fields of science, technology, engineering, and mathematics. This program mainly aims at nourishing girls' technological innovation, raising their awareness of available opportunities in the fields of computer science, as well as enhancing their capabilities to create effective futuristic solutions using technological tools. Educating girls in such technological fields is a societal challenge in Egypt and Vodafone is willing to overcome such a challenge.



Youth Skills and Jobs

High levels of youth unemployment and a growing digital skills gap are significant social and economic challenges. We strive to help young people develop their digital skills and access learning and employment opportunities so they can thrive in the digital economy.

Vodafone is keen to empower young people, encourage them to be creative, and explore their innovative capabilities in the field of technology. We pride ourselves to be one of the largest mobile developers that works with new and advanced technologies.

Work Experience

Work Experience or Job Shadowing program is a 1 to 2 weeks program where Vodafone hosts high schoolers and early university students to help them with their career choices through shadowing different functions of their choice. It allows them to visualize their careers before choosing their faculties and/or majors.

During work experience, the students get to witness Vodafone's culture, hang out in our facilities, shadow their areas of interest and even work on case studies to maximize their learnings.

So far, we have hosted around 100 students, some of which are through partnerships with other entities such as GIZ and AUC. Our Partnership with GIZ is called Progiris and it is exclusively for girls.

Summer and Winter Internships

During summer and winter, we host undergraduate students from different majors across different universities. They join Vodafone for a month or two and work hand in hand with their coaches in their respective departments. A large portion of our employees started as young interns in our internship programs. This year (2019 – 2020) we have hosted 151 Interns.

151
interns

were hosted in
2019-2020

100
students

were hosted at
Vodafone



Youth Skills and Jobs



The Power of Hackathons

Encouraging youth and enabling technological innovations are the future of growing major brands alongside digital transformation. It has become more and more important for major brands to seek outside perspectives on technology that can improve lives and businesses.

To engage with the local developer community, the company sent out an open invitation to all software developers for an Innovation Hackathon at their headquarters in Smart Village.

For many years now, Vodafone has been one of the top digital employers of Egypt's youth as well as one of their biggest supporters. From youth camps to leadership initiatives, we are always trying to target creativity from future generations who are unafraid to keep up with global changes in technology.

Groups of two to five people were encouraged to participate to develop new innovative solutions to enable a "Digital Egypt". Participants were asked to work on social issues such as education, health, energy, transportation, security, environment, culture, and citizen experience through technologies such as AI, Application Development, Robotics and IoT.

Forty-four teams were chosen to work on their solutions during the Innovation Hackathon over a three-day weekend. From these teams, the final ten were qualified as finalists.

We launched the second edition of Hackathon 010 Innovation Competition in 2019. It had an event for developers and programmers who participated in a four-day camp to find innovative solutions using ICT techniques. Hackathon 010 invited Vodafone employees as well as techies to develop new projects and ideas that support the digital transformation system in Egypt.



VSport, Point of Life, and Agora are the top three projects at Vodafone Hackathon 010.

- VSport is a live sports game that is streaming using virtual reality VR; users experience themselves inside a stadium.
- Point of Life is a platform for blood inventory connecting hospitals, blood banks, and donors.



Youth Skills and Jobs



Begin Platform - Freelancers

Believing in the significant role of youth in the society, Vodafone Egypt's sustainable development team works on a digital platform that is catered for young freelancers to help them create and find new opportunities. It further aims to enhance their digital skills so they can pave the way for their future success and help them gain experience.

For more information, visit <https://vodafonebegin.com/>

This digital platform makes it easy for all youth including women, undergraduates and graduates and people with disabilities to get the chance to make money through using their skills and capabilities in the digital field and at the same time serve our registered clients on the platform.

Begin is designed to give a smooth experience to both the job poster and the freelancer. All freelancers will get to make money from it with zero commission and zero cost. Clients and freelancers can easily communicate through a secure chat on Begin. Begin's support team is also available for any inquiries.

Begin also enables clients and freelancers to rate each other after the job is completed in order to measure the quality of the work and the experience.



Youth Skills and Jobs

Future Jobs Finder

In alignment with Vodafone's aim to develop youth skills, a new initiative has been launched last year called Future Jobs Finder. It is a free to use platform that identifies young people's skills and interests through a series of quick psychometric tests and then map and match these to the most appropriate job category in the digital economy that match their skills and preferences.

Users can complete one short quiz and if they like the career fields, they can either learn more about the roles within the field or look for available positions.

The platform aims to help youth to better understand where their potential lies and find real local job opportunities. It also allows for accessing training materials in the digital field through free online courses. For more information, visit <https://futurejobsfinder.vodafone.com/>

Silicon Waha Youth Employment Protocol

Vodafone Egypt signed a Cooperation Protocol with Silicon Waha, affiliated to the Ministry of Communications and Information Technology (MCIT). The one-year protocol stipulated that Vodafone is to provide 500 new job opportunities in the field of Customer Service Centers in the Technology Parks. This has taken place through the company and the providers of services in the Technology Parks of Borg Al Arab, Assiut (100 jobs) and Beni Suef (more than 350 jobs).

The protocol maximized the benefits of Technology Parks and upskilled a large number of university graduates from all disciplines across the governorates. It also helped in qualifying young people to join the labor market in the areas of Information Technology including call centers, technical support, software development, and electronics design.

The Technology Parks Project, supervised by the MCIT, has several competitive advantages for the business sector. This includes allowing for competitive operating costs and stimulating the investment environment in the governorates encouraging local and international ICT companies to penetrate and export to new foreign markets.

With Vodafone's dedication to providing its customers with the best experience and the support of the Ministry of Communications and Information Technology, the coverage of Vodafone's services in all Egyptian Technological Cities is enhanced.

The service was launched in **Borg Elarab, Sadat City, Assiut City and Bani Suef.**

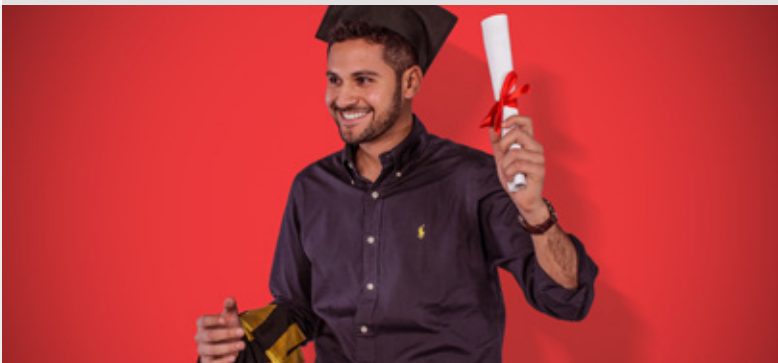
INJAZ Egypt Partnership

Vodafone Egypt has partnered with INJAZ Egypt in an educational volunteering program to deliver soft skills courses to students. This program aims to:

- Enhance students' knowledge and skills.

- Get students equipped with basic market qualifications.
- Impact students' lives.

The program consists of 4 rounds and a total of 150 Vodafone volunteers participated in preparing the materials for the courses.





Our Planet

Through our commitment to halve our environmental impact, we will help to ensure a sustainable future for all. Our focus on energy efficiency, renewable energy supply, and network waste will help us to mitigate the environmental impact of the growth of our business and our customer's increasing demand for data.

7 AFFORDABLE AND
CLEAN ENERGY

















12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION



13 CLIMATE
ACTION



Resources Consumption ¹

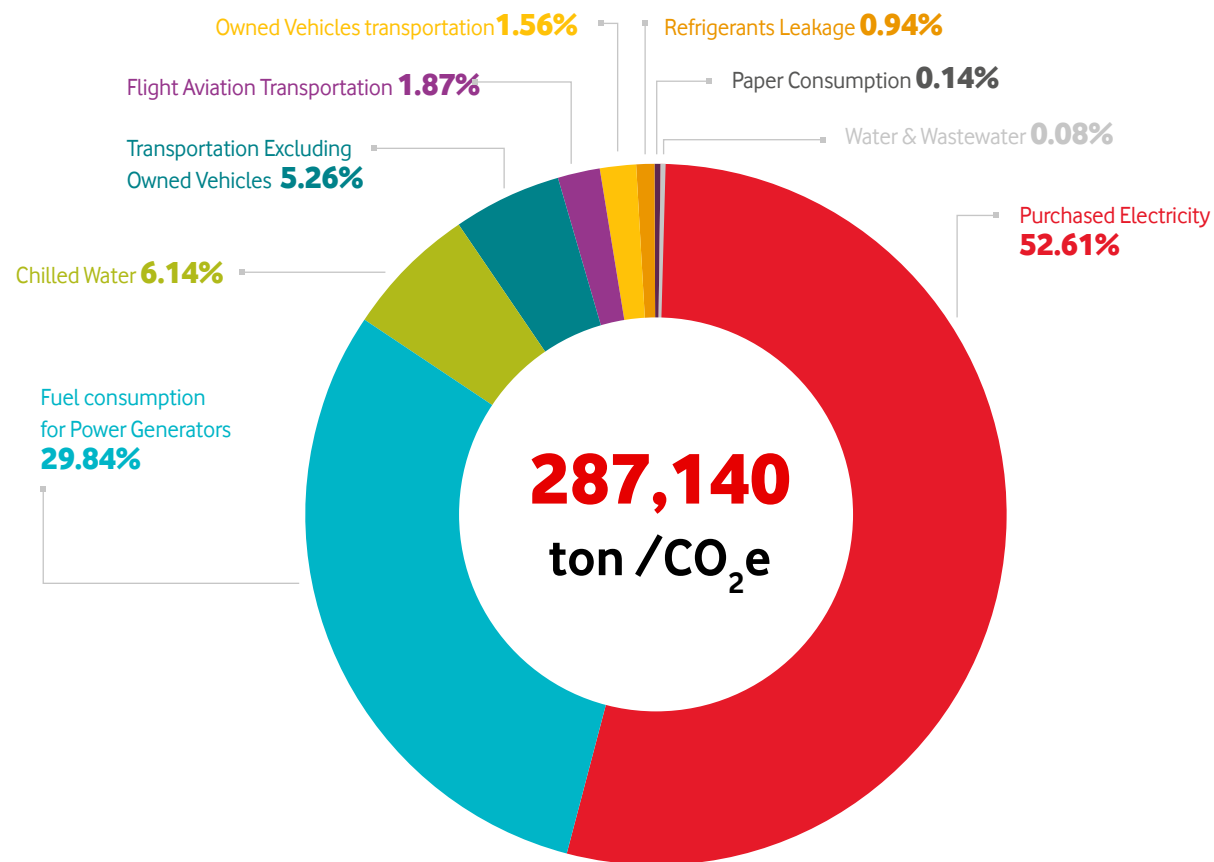
Consumption	FY 18/19 FY 19/20	
Water (Liters)	FY 18/19  53,655,485	FY 19/20  51,402,833
Electricity MWH	FY 18/19  288,995,550	FY 19/20  346,849,208
Cooling MWH	FY 18/19  30,688	FY 19/20  28,289
Fuel consumption from non-renewable sources (transportation) Diesel Liters	FY 18/19  4,552,355	FY 19/20  1,365,706.5
Renewable Sources MWH	FY 18/19  1.23	FY 19/20  1.23
Diesel Network access, Network core, local data centers, offices Liters	FY 18/19  31,878,208	FY 19/20  31,086,406
Network Waste Kg	FY 18/19  26,161,500.00	FY 19/20  9,885,043

¹ Consumption is calculated in FY18/19 including VOIS whereas in FY 19/20 it excludes VOIS after it became a separate entity from Vodafone Egypt.

Carbon Emissions

Climate change is an urgent global challenge that requires deep and wide collective action. We are committed to reduce the amount of Green House Gases GHG emissions associated with our operations and will increase the proportion of the electricity we buy from renewable sources.

Vodafone Egypt's total carbon footprint in 2018 was calculated to be 287,140 Metric Tons of CO₂e. Purchased electricity in 2018 represented about 52.61% of total emissions, while fuel consumption for power generation was the second highest contributor representing 29.84%.



Vodafone Egypt's GHG emissions breakdown by Consumption for the year 2018 as per our Carbon Footprint report



Carbon Emissions

Carbon Footprint Report

Vodafone Egypt produced its first annual carbon footprint report for the year 2018. The findings of the report were set as the baseline for our future GHG reporting.

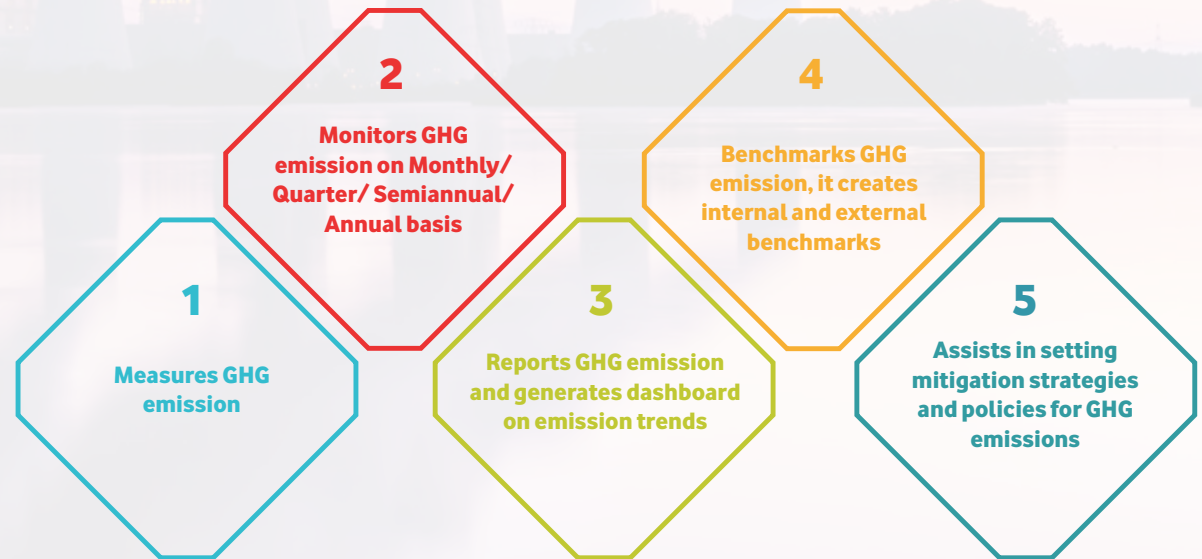
A carbon footprint report offers a means to identify carbon emission sources and to evaluate progress in emission reduction. Our 2018 report calculated Vodafone Egypt's emission segregated by activity and benchmarked it at a corporate level against Vodafone UK and Vodafone Group Plc.

The report was considered an essential first step in our climate change action plan aiming to fulfil our climate commitment on the local and group level which is to halve our GHG emissions by 2025. To access the report, visit <http://internet.vodafone.com.eg/Vodafone%20Carbon%20Footprint%20Report%202018.pdf>

The report followed the standards and guidelines of the Greenhouse Gases (GHG) Protocol, the Intergovernmental Panel on Climate Change (IPCC), and the Climate Registry methodology. Its emission factors were identified based on the default values adopted by the Department for Environment, Food, and Rural Affairs (DEFRA), United Kingdom. In addition to the Egyptian national electricity grid emission factors, and local independent research findings.

Carbon Clock

To enhance our ability in reducing our GHG emissions by 50% by 2025, we developed a digital Carbon Clock tool in accordance with international standards and methodologies. The tool facilitates measuring and monitoring our GHG emissions for all activities and scopes on a monthly basis. The Digital Carbon Clock is a decision support tool that empowers the decision makers with instant data and information needed for GHG strategy and policy design, follow-up monitoring and implementation evaluation. Its process is as follows:



One Million Trees

Vodafone Egypt and Cairo University's Faculty of Agriculture signed a cooperation protocol to plant one million trees and support the development of smart agriculture research.

The project which is named "Green Egypt" will help achieve an environmental balance by reducing carbon emissions and air pollution and increasing the green spaces in Egypt. At the same time, it will create new job opportunities in the field of environmental preservation. Green Egypt aims to train more than 2500 students annually and so achieve long-term economic and environmental goals.

Through the Green Egypt project, Vodafone fulfills its role in the Egyptian society and takes care of its surrounding environment through raising awareness of environmental issues and educating young people in the countryside. Our partnership with Cairo University will help provide scientific research for the use of technology and the Internet of things to develop smart agriculture and irrigation systems.



Increasing Renewable Energy

The 2025 Promise and the Solar Announcement

Vodafone is committed to reducing its reliance on fossil fuels and future proofing our energy supply by increasing our dependency on renewable energy from 13% to reach 100% by 2025. We have launched a bid to establish a solar power plant in Egypt, making it the first company to produce energy rather than just consume it. The plant is expected to produce 20-50 MW with investments of more than EGP 500 MN covering the cost of constructions, energy production, and distribution.

Egypt currently seeks to become a regional electricity hub through exchanging electricity with neighboring countries and collaborating with leading African ones to export electricity to the countries in need. Vodafone's plan to implement the solar energy plant aims at supporting the Egyptian economy and aligns with the government's plans to increase the production of renewable energy, which also comes in line with Egypt's Vision 2030.

Additionally, Vodafone Egypt's CEO Alexandre Froment-Curtill and Chief Financial Officer Rasha El-Azhary conducted a site visit to the solar power plants in Benban, Aswan; during which they inspected companies participating in Vodafone's solar plant tender.

Solar Sites and Energy Efficiency

114
solar
sites

140.4
kilowatt
consumption

96.5
kilowatt
Solar over MTX
Building Bani Suef





Increasing Renewable Energy

Solar Building in Beni Suef

Vodafone Egypt announced the activation of the first solar building in Beni Suef, which comes a part of our goals to rely 100% on renewable energy by 2025. Vodafone Egypt is currently the number one telecommunication developer that turns to energy production rather than consumption. The project is in line to the economic development of Egypt and the sustainable development agenda, Vision 2030.

The building relies on power generation through fixed solar panels on its rooftop with a production capacity of 90.48 Kilowatts per month, approximately 154.4 MW per year, which is equivalent to generating electricity for 19 houses a year.

Vodafone Egypt is on track to expand its solar solutions to all the company's buildings and data centers, saving energy and preserving the environment by reducing 109 tons of harmful CO₂ emissions annually, creating a green Vodafone.

Trainings in Energy Efficiency

In light of our commitment to attain energy efficiency and reduce our environmental footprint, Vodafone Egypt provided training programs to a number of its employees to support their upskilling and improve its energy performance.

In April 2018 and February 2019, employees from the Property team attended two rounds of a five-days LEED training which was offered by the American University in Cairo (AUC). LEED (Leadership in Energy and Environmental Design) is the most widely used green building rating system in the world. It provides a framework that project teams can apply to create healthy, highly efficient, and cost-saving green buildings. LEED certification is a globally recognized symbol of sustainability achievement.

In February 2018, another group of our employees attended the 'Energy and Efficiency Café' which is a public session that discusses important issues regarding energy efficiency and its future trends.

In addition, our Site Power Optimization and Development Subject Matter Expert traveled to attend the Energy and Efficiency Summit which was held in June 2018 in UK where he gave a speech on two topics: "Antitheft Solutions" and "Remote Monitoring". Also, Egypt won the best energy working group in the summit on Access Sites and Power and Cooling.



Managing Waste

Go Green

Since February 2018, we have officially eliminated the use of disposable water and coffee cups on our premises, a step forward towards a sustainable greener Vodafone.

Every month, we used to consume more than 640K+ disposable cups; that was more than 7.6 million non-recyclable plastic cups per year. Today our stores are operating with zero plastic; no more single use plastic items inside them (Plastic cups, soft drink plastic bottles, and U-shaped files).

A kit that includes a water flask and a ceramic mug was well received by our employees. This initiative was part of Vodafone Egypt's 20th anniversary celebration.



Water Flask



Ceramic Mug



#redlovesgreen

This is our internal environmental campaign that is held across all Vodafone Local Markets in different countries. It is built on raising the awareness of the right way to deal with the environment and the resources around us.

There were a couple of initiatives made in this campaign to ensure the right interaction with the environment such as:

- Eliminating the use of plastic
- Recycling
- Environmentally friendly products (retail bags)
- Renewable energy

The Wadi Degla Initiative

Vodafone Egypt partnered with BariQ Company for Recycling and Environment without Borders Foundation (EWBF society) in the Wadi Degla Protectorate Cleaning Campaign Initiative. Vodafone employees volunteered in the campaign and managed to collect around 400 plastic bottles for recycling.



Operating Responsibly

We are committed to ensuring that our business operates ethically, lawfully, and with integrity wherever we operate as this is critical to our long-term success.

1 NO POVERTY



8 DECENT WORK AND ECONOMIC GROWTH



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



16 PEACE, JUSTICE AND STRONG INSTITUTIONS



Tax Strategy

We are committed to acting with integrity, honesty, and transparency in the creation and execution of our tax strategy, policies and practices. Tax systems are complex and confusing and can lead to an erosion of public trust. We believe that increasing transparency and improving the understanding of tax systems is vital to help address this issue. For more information about our tax reporting and strategy, see <https://www.vodafone.com/our-purpose/reporting-centre/tax-and-our-contribution-to-economics>

The areas below form the foundation of our Tax Strategy:



Tax value

To manage efficiently the tax cost to the Group of doing business, including the Group's cash taxes and effective tax rate, within the ambit of all applicable laws



Risk and reputation

To control and manage tax risks and the Group's reputation through appropriate policies, communication and robust defence



Business partnering

To be recognised as a vital business partner by our stakeholders and to facilitate the growth and development of the Group's business activities in a tax-efficient manner



Influencing

To influence governments and tax authorities constructively and positively in the interests of all our stakeholders



People

To develop and enhance our people professionally and personally as part of a world-class international tax team



Compliance

To ensure the integrity of all reported tax numbers and timely compliance with all relevant statutory tax obligations

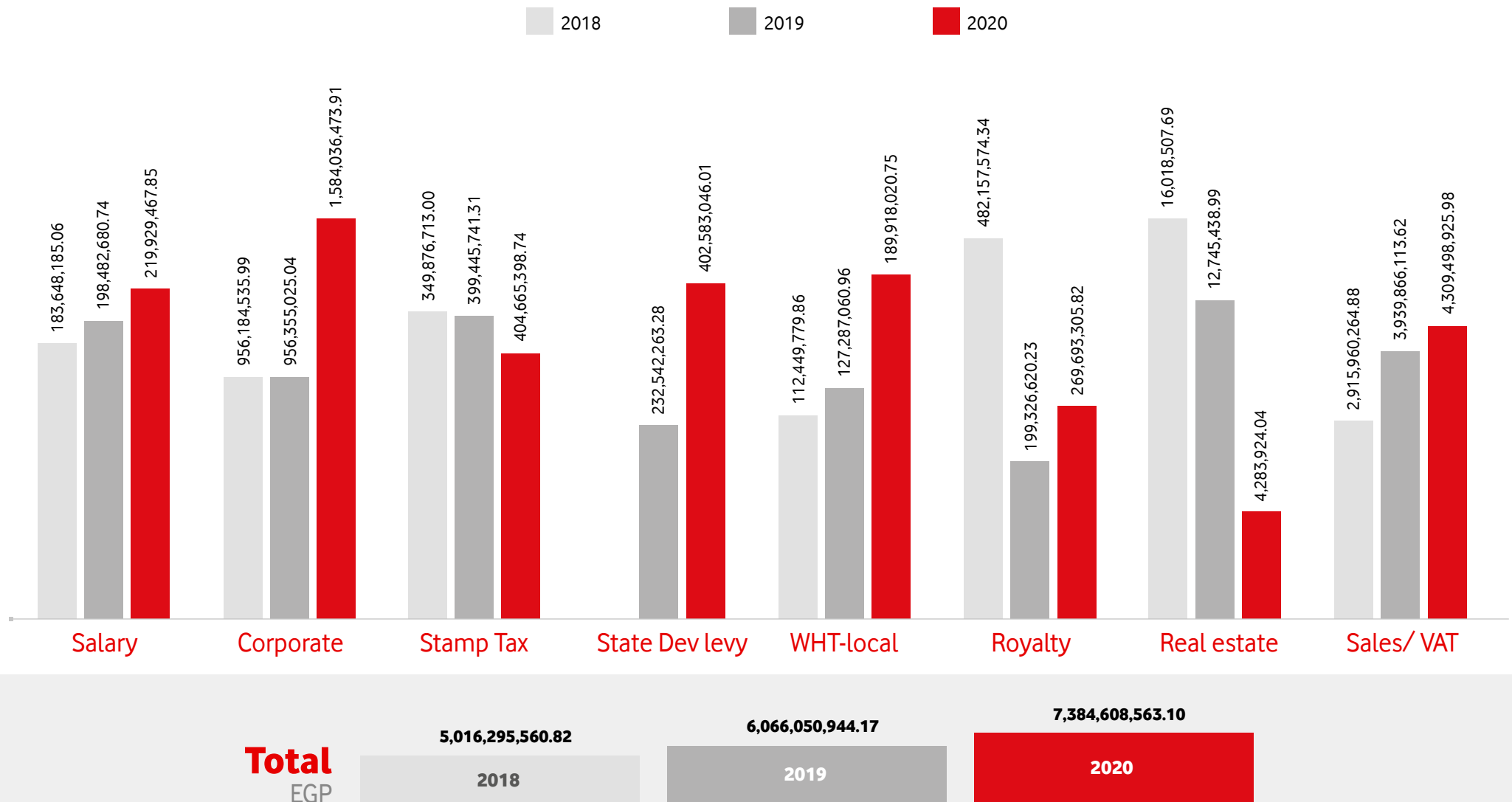


Customer experience

To act, where possible, in meeting the above objectives in a way that will enhance our customers' experience



Our Tax Contribution to Egypt's GDP



Supply Chain

Our suppliers and contractors are critical to our ability to run our business. They are involved in almost every step of our operations. Ensuring we have a robust and healthy supply chain is essential to our financial strength and resilience. Our Supply chain also represents important commercial and employment opportunities for the countries and communities in which we operate.

The Suppliers base in Vodafone Egypt is almost 1500 vendors from different parts of the world including China, Italy, Sweden, and reaches to Dubai and the USA. This year (FY19/20), we have spent 256m Euro on our suppliers. Almost 45% of this spending is on local purchasing on our local suppliers who are operating inside Egypt.

Our Supply Chain department is divided into three main streams; Procurement, Logistics and Warehouse, Customs Clearance and Enablement with a headcount of 28 employees, half of them are women.

The supply chain management in Vodafone is an end to end process starting from demand planning, sourcing, and vendor management. The Supply Chain Process in Vodafone supports a procurement process that reflects the Vodafone Way “Speed, Simplicity and Trust” and that ensures timely procurement of goods and services while meeting the criteria set out below:

- 1.** Competitive Pricing
- 2.** Commercial Terms and Conditions that are acceptable to the business; and in line with the OneSCM guidelines
- 3.** Quality as defined by the business
- 4.** Specific technology requirements (especially where customized development needed)
- 5.** Contract Management requirements
- 6.** Applying and adherence to Vodafone main policies:
 - a. Health and Safety
 - b. Compliance and ethics: The Code of ethical purchasing, anti-bribery policy, P2P Purchase to Pay policy (No PO no payment)
 - c. Privacy Policy
 - d. Information Security Policy

1500
vendors

From different parts of
the world

256m
euro

Spent on our suppliers

45%
of this

Spending on local
suppliers



Supply Chain

We manage our business carefully and responsibly, we have adopted a set of core values and business principles to govern our activities and interactions with all our stakeholders, including all our suppliers who must comply to Vodafone vendor prequalification processes. This includes a combination of financial requirements and compliance with Vodafone's Code of Ethical Purchasing which encompasses labor and human rights, health and safety, sustainability, ethics, management systems, and payment policy.

Based on the suppliers screening executed as per Vodafone Global Policy for supplier selection, class "A" vendors are finely selected from the market which ensures the abidance to the international labor standards or the national labor law at minimum. No vendor is added to the Vodafone vendors' list unless successfully complying with our prequalification processes.

Our suppliers are required to comply with all applicable laws and regulations, conform to the highest standards of ethical conduct respecting and supporting human rights, operate in an environmentally responsible and effective manner and abide by all health and safety and well-being rules.

Having robust systems to ensure that our suppliers share our values and strive to meet our mandatory standards, our labor practices criteria include employment practices, health

and safety practices, incidents (such as of verbal, psychological, physical, or sexual abuse, coercion or harassment), industrial relations, wages and compensation and working hours.

Vodafone gives special attention to social and labor protection. In many cases, suppliers' payments were suspended till the social insurance clearance is presented with regard to the executed project. All vendors must comply with the Vodafone Code of Ethical Purchasing and Business Principles. Any potential suppliers, we deem as high-risk, they are required to demonstrate their ability to meet our requirements through additional assessments and investigation. Our Vendor team in Hungary (VOCH) assesses each vendor and either rejects or approves.

Our Supply Chain Management function regularly educates and reinforces the Company's supplier base on best practices and guidelines to be followed. We provide feedback to each supplier on their performance, with any corrective action specified, to which suppliers are requested to respond with action plans for rectification. Every financial commitment is made with prior Supply Chain Management involvement throughout the sourcing process. The involvement of the supply chain team should be sought during the scoping of all projects.

Vodafone sets the required controls for protection against transactions with a sanctioned entity in breach of the sanctions legislation, potentially resulting in reputational damage, large fines, criminal penalties for individuals, and termination of the Vodafone Group's financing arrangements. Its objective is to ensure that we have a clear and robust set of controls in place to minimize the risk of Vodafone breaching sanctions legislation.



Customer Relationship

As Vodafone is always eager to provide its customers with the best in class services and products that meet their needs and exceed their expectations, Vodafone is highly depending on research to understand the customers' needs and meet their ever changing requirements. Therefore, several research studies are taken place every year to:

1. Unleash all unspoken customers' needs through constant surveys and focus groups in order to have a constant update of the voice of the customer, their experience, satisfaction, and pain points.
2. Engage customers in workshops and co-creation groups to explore their needs and ideas from telecom operators whether in the form of long-term plans such as tariffs or short-term promos.
3. Monitor closely the customers' satisfaction and experience, in addition to further explore their usage and attitude dynamics, allowing us to enhance our existing offerings and tailor new ones to meet their needs in the best possible way.
4. Test different concepts for digital solutions and applications that would be of help for both individuals and business entities.
5. Get closer to the millennial generation through engaging them in conversations to shed the light on the segment's hidden truths and emotions, as well as covering the trends and unmet needs which ultimately help in creating new solutions that perfectly fit them and will find the best ways that ensure their 24/7 connectivity and internet access.
6. Understand the customer's needs and requirements when it comes to the mobile devices, to provide them handsets with the best value in terms of specifications, price and installment plans. This also helps us as to encourage local industries and collaborate with them in marketing their products along with Vodafone's portfolio.



Cyber Security

Cyber Security

Cyber security is a growing global issue with the cost of cybercrime worldwide estimated to reach \$6 trillion by 2021. It is one of Vodafone's paramount risks. Vodafone's approach to cyber security is underpinned by a portfolio of policy principles that guarantees the security of our services across every aspect. We make sure that our processes, procedures, programs and people safeguard the security and privacy of our customers' information across Vodafone. Our security controls are layered and integrated by design.

Our cyber security approach focuses on minimizing the risk of cyber incidents that affect our networks and services. We take a multi-layered approach to security to keep our employee and customer information safe. We implement controls that prevent attackers from gaining access through our perimeter, and protect our internal network, applications and data with specific measures including encryption and restricting access.

Vodafone Cyber Code has been designed to simplify and explain the basic security controls to all employees. It is the cornerstone of how we expect all employees to behave when it comes to best practices in cyber security.



Cyber Security

Cyber Code

1

Always classify, label, and protect the information you work with.

2

Never share or reuse your passwords. Longer is stronger.

3

Always remove access when staff change roles or leave Vodafone.

4

Never click on links or download without knowing who it is from.
Report suspicious behavior.

5

Always use multi-factor authentication for remote systems that hold sensitive information.

6


Always apply the latest security patches, close critical, and high vulnerabilities and configure systems securely.

7

Never allow unsupported end of life systems in Vodafone infrastructure, or release insecure products or services.



Corporate Security



Our corporate security team secures and protects Vodafone Egypt's people, customers, information, financials, assets and sustains a secure digital future for our customers.

We conduct annual risk assessments to identify the most critical data through engagement with all managers and employees. Based on this assessment we implement our information security program that aims to protect and secure our critical data such as customers' data, financial data, and employees' data.

Data leakage is one of the most critical threats that faces our company and all the telecommunication sector. Vodafone has a very strong policy to protect our data. We are

using DLP (data loss prevention) program that detects and prevents any exposed data to an external party by Emails or USB. Vodafone is using strong log management systems such as Arcsight that performs automatic monitoring of all users' activities on different systems, layers, applications, database, and operating systems.

Vodafone's privacy program applies a global, high standard to managing privacy challenges irrespective of whether there are local data protection or privacy laws. Vodafone Egypt's privacy management policy is based on the European Union General Data Protection Regulation GDPR which is considered one of the most powerful controls in Europe.

Financial fraud losses are another critical risk that our security teams take care of. We at Vodafone has a solid FMS (fraud management system) that works to detect and prevent fraudulent activities. It fights fraud through intelligent methods using machine learning to continually improve protection where the old incidents are new lessons learned and updates to the system.

Recently, a new system has been fully implemented to handle all data disclosure requests from the District Attorney with much more efficient management, archiving and reporting. It also supports our customers who have lost their mobiles allowing them to get fast responses from the district attorney.

Privacy



We value the trust our customers place in us and safeguard the information provided to us.

Our Privacy Commitment

We value privacy because of its value to people. It's about more than legal compliance – it's about building a culture that respects privacy and justifies the trust placed in us. Vodafone is committed to processing personal data honestly, ethically, with integrity, and always consistent with applicable laws and our values, which is why we adhere to the Privacy Principles when processing personal data.

Accountability

We are accountable for living up to these principles throughout our corporate family, including when working with our partners and suppliers.

Fairness and Lawfulness

We comply with privacy laws, and we will work with governments, regulators, policy makers and opinion formers for better and more meaningful privacy laws and standards.

Openness and Honesty

We communicate clearly all taken actions that may impact privacy.

Choice and Access

We give people the ability to make simple and meaningful choices about their privacy and allow them – where appropriate – to access, update or delete their personal data.

Privacy by Design

Respect for privacy is a key component in the design, development, and delivery of our products and services.

Responsible Data Management and Limited Disclosure

We apply appropriate data management practices to govern the processing of personal data. We limit disclosures of personal data to our partners to what is described in our privacy notices or to what has been authorized by our customers.

Security Safeguards

We implement appropriate technical and organizational measures to protect personal data against unauthorized access, use, modification, or loss.

Balance

When we are required to balance the right to privacy against other obligations necessary in a free and secure society, we work to minimize privacy impacts.

Privacy

Vodafone Group Privacy Program

Following the effectiveness of the new European General Data Protection Regulation (GDPR), effective 25th May 2018, the risks related to data protection compliance raise exponentially around the globe.

GDPR sets a fine up to 4% of Vodafone Group annual global turnover or 20 Million Euros, whichever is bigger, for compliance failures of any of Vodafone's Local Markets engaged in processing of European personal data. It requires more robust and demonstrable compliance procedures and introduces new rights to individuals. Also, privacy failures lead to significant reputational risk.

Having that said, at Vodafone Egypt we follow and implement Vodafone Group GDPR Program to ensure compliance with the new European GDPR since it is mandated by Vodafone Group even for non-European Markets that do not primarily deal with European personal data and not directly impacted by the new regulation. This direction ensures consistency, maturity and standards for Vodafone Privacy Program across Vodafone's global footprint to meet the requirements of the changing global regulatory and reputational

privacy landscape. Moreover, it puts us in the leading position in the Egyptian Market being pioneers in this field and allows us to be the first compliant telecom operator to the intended Data Protection Law that is adopting GDPR and is about to be released soon in Egypt.

Vodafone sets the required controls for protection against transactions with a sanctioned entity in breach of the sanctions legislation, potentially resulting in reputational damage, large fines, criminal penalties for individuals, and termination of the Vodafone Group's financing arrangements. Its objective is to ensure that we have a clear and robust set of controls in place to minimize the risk of Vodafone breaching sanctions legislation.

Vodafone Egypt and GDPR

Vodafone Egypt has initiated a customized Privacy Program to ensure compliance with GDPR and with the planned Egyptian Data Protection Law through its various domains that correspond to GDPR's requirements. This program involves, but not limited to, the following pillars:

- Permissions Management
- Individual rights



Privacy

Vodafone Egypt's Privacy Policy

Vodafone is entrusted with the Privacy of millions of customers, and responsible for managing an immense volume of personal information. We continue to foster the trust and confidence of customers in the way we handle their personal information and provide services.

Our Customer Privacy Policy concerns the handling of Data Subject's personal information; this includes the collection, storage, access, use, updating, disclosure, disposal, destruction, or any other processing of such information. The purpose of gathering information from customers serves the purpose of operating our business and enhancing our customer experience.

Vodafone Egypt's Privacy Notice was updated in April 2020 and effective since. For more information on how we collect, secure and share Data Subject's personal information visit <https://web.vodafone.com.eg/en/privacy-policy-of-vodafone-egypt>

The Privacy Program and Its Commandments

Our Privacy program assumes 10 basic commandments reflecting our obligations according to the legal and global standards:

1. Design for Privacy
2. Protect Confidentiality
3. Collect relevant data
4. Provide a Privacy Notice
5. Provide Choices
6. Manage Data Carefully
7. No un-authorized disclosure
8. Secure Data
9. Protect Children's Privacy
10. Respect Individual Rights

Privacy Risk Management

Vodafone implements a Privacy Risk Management Program to:

- Prioritize the privacy risks according to its severity (Probability and Likelihood).
- Help to neutralize the possible consequences in cases of risk occurrence.

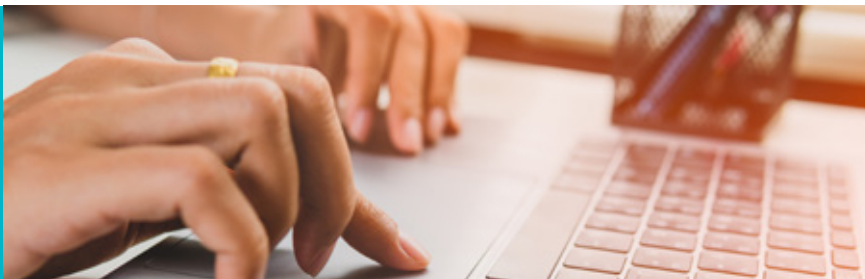
Hence, managing the potential risks with minimal effort and improving our security measures.

Contribution to the Egyptian Data Protection Law

Vodafone was strongly involved in the legal discussions around the Egyptian Data Protection Law that is to be issued in 2020 through its Privacy Officer, who was invited to join the discussion sessions arranged by ICT Committee of the Parliament where Vodafone's continuation was acknowledged and appreciated by both the Parliament and the Government.

Law Enforcement

Vodafone has a robust Law Enforcement Policy that outlines its obligations towards the country's National Security. This is reflected in the past and current cooperation responding to official judicial/prosecution orders and security requests.





Our People

Our people are fundamental to every aspect of our company. We strive to create an open, diverse and inclusive environment in which all employees feel equally valued and understand that ethical conduct is critical to our business success.

3 GOOD HEALTH AND WELL-BEING



4 QUALITY EDUCATION



5 GENDER EQUALITY



8 DECENT WORK AND ECONOMIC GROWTH





The Top Employers Institute Global Certification Program is a best practice HR survey that encompasses over 100 questions which cover 600 'People Development' practices across 10 topics: Talent Strategy, Workforce Planning, Talent Acquisition, On-boarding, Learning and Development, Performance Management, Leadership Development, Career and Succession Management, Compensation and Benefits and Culture.



Top
Employer

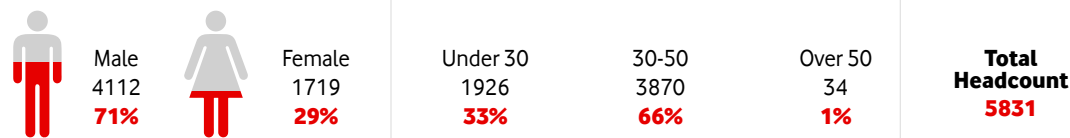
Vodafone Egypt

has been officially recognized by the Top Employers Institute as a Top Employer 2020 in Egypt and Africa for the 3rd year in a row.

Organizations certified as Top Employers dedicate themselves to providing the very best working environment for employees through their progressive 'people-first' HR practices.

Our Demographics

Demographics



Demographics



Persons with disabilities (PWD numbers)

2018/2019

231 (2.3%) of the total population (including VOIS)

231 | **2.3%**

2019/2020

195 (3%) of the total population*

195 | **3%**

*The change in percent is due to the exclusion of VOIS

Parental leaves:

Year	No. of Employees
2018	284
2019	299
2020	122

Health and Safety

Vodafone Egypt recognized as the Best Places to Work in Egypt for 2019

Vodafone Egypt has topped the list of the best places to work in Egypt for 2019. The annual prestigious Best Places To Work Program recognizes leading employers around the world and provides employers the opportunity to learn more about the engagement and the satisfaction of their employees and honor those who deliver outstanding work experience, nurture and develop talent throughout all levels of the organization, and which strive to continuously optimize employment practices.



Best Places
to Work

Helping our employees to stay safe, fit, and healthy is a priority for us. It contributes to productivity, reduces absenteeism, and creates an attractive working environment for all employees.

We take health and safety seriously; we are committed to achieving the highest standards in occupational health and safety to provide a safe and healthy working environment for our employees, contractors, and visitors. We strictly adhere to national applicable occupational health and safety legislations. We also commit to the Vodafone Group occupational health, safety, and well-being standards throughout our operations.

Vodafone Egypt spares no effort or expense to provide a safe workplace for employees, vendors, visitors and endeavors to ensure that all third-party service providers working with the organization are maintaining the same standard. This includes assessing and planning each task, providing appropriate tools, running training programs, and providing qualified supervision for implementation.

We continuously work towards establishing safe work practices by addressing the risks arising from day-to-day work duties within various tasks, through different designations and a special focus on common causes of severe accidents and fatal injuries.

Vodafone Egypt

received outstanding scores across several aspects of their workplace such as leadership, learning and development, and culture recognizing the company's commitment to ensure exciting career prospects for their employees, attracting the best talent with outstanding conditions, and making continuous efforts to develop their people and open up their opportunities.

12,506,263
safe working
hours

427
training
days

2005
total number of
audits during
the year

Health and Safety

Health and Safety Campaigns

Medical Week



Wellbeing Framework Awareness



Bring Your Kids to Work

Raising kids' awareness of food safety processes and its importance.



Global Wellbeing Challenge

Won top ranks for the 7th time in a row with 2nd global top female and 1st global team.



Health and Safety

Vodafone Absolute Rules



When working in the proximity of power, we always maintain the required safe distance and use the correct insulated equipment

Our Absolute Rules are expanding to become 8 rules; the new 8th rule states that 'When working in the proximity of power, we always maintain the required safe distance and use the correct insulated equipment'.

The new rule strengthens the controls we have in place when working near power and supports our aim for all of our people to work safely and go home safe. We are responsible for not only our own safety, but also for the safety of our colleagues and suppliers. We always follow all of our Absolute Safety Rules and continue to look out for one another.

Vodafone regularly conducts Health and Safety compliance checks on vendors and which their results are communicated to them. Consequence Management System is applied and in which vendors are penalized in case of Health and safety violations.



WE ALWAYS drive safety and legally: we always wear a seatbelt



WE ALWAYS drive safety and legally: we always obey the speed limit



NEVER carry out work on any electrical equipment unless you're qualified



WE NEVER work under the influence of alcohol or drugs



NEVER undertake any street or underground work activities unless competent to do so



When working in the proximity of power, **WE ALLWAYS** maintain the required safe distance and use the connect insulated equipment



WE ALWAYS drive safety and legally: we never use a handheld mobile device when driving



When working at height **ALWAYS** wear protective gear. Attach a safety harness and use fall protection equipment

**Medical
Checkups for
Contractors**

4597
Riggers

5477
Driver

3538
Drug Screening

Health and Safety

Masts and Network Towers Safety

We have special arrangements for anyone working at height by ensuring each of the below:

- Proper PPE (Personal Protective Equipment)
 - Full body harness
 - Fall arrest system
 - Lifelines
 - Double chocks absorber lanyards
 - Helmet
 - Safety shoes, gloves
- Training: must be certified to work at height and the certificate needs to be renewed every 2 years
- Annual medical check-up to ensure the person is physically competent to do the job

ISO Certification

ISO 45001 is a standard that emphasizes effective, efficient, and continual improvement to the HSW management system. We passed our first year surveillance.

A surveillance audit is a periodic audit performed by an external auditor (Lloyds Register) to ensure that Vodafone still meets the ISO standard. Successfully, we did not have any main issues (major compliance) therefore our certification is still valid.



Health and Safety

Wellbeing Framework

At Vodafone, we work hard to maintain a healthy and safe workplace to ensure our employees are physically, mentally, socially and psychologically healthy, where a healthy workforce guarantees a healthy and successful Vodafone. Vodafone has its “Well-being Framework” in which we have consolidated all our well-being activities into six main pillars. These pillars are:

- Emotional and Mental
- Financial
- Connections and Community
- Purpose and Growth
- Physical
- Digital Balance

Digital Balance

Healthy and sustainable use of technology within our digital lives

- Digital Capability-mindful use
- Managing our digital lives

Physical

Having good health and sufficient energy to get things done on a daily basis

- Exercise
- Nutrition
- Recovery
- Substance use

Purpose & Growth

Enjoying what we do each day and having the motivation to achieve our goals

- Personal Purpose
- Growth & Development
- Feeling Valued
- Connected to Vodafone's Purpose

Emotional & Mental

Feeling good and functioning well

- Emotional Resilience
- Positive mind-living and working productively
- Mindfulness

Financial

Being and feeling financially healthy and sure

- Equipped and capable of managing our finances to sustain financial security

Connections & Community

Positive and meaningful connection with family, friends, colleagues and the wider community

- Positive inclusion and involvement with family, friends and colleagues
- The opportunity to connect with and contribute to the wider community



Health and Safety

#StayHomeStayFit

During the Covid-19 we extended our wellbeing programs to cover the following:

Mental Wellbeing

- Psychologists: 12 videos talking about our mental stressors and wellness during staying at home
- Boosted program: 1 to 1 sessions through our psychologist Ehab Youssef and our internal Life coaches

Physical wellbeing

- Weekly videos for nutrition tips from Dr. Hany Aboul Naga on how to maintain a healthy life while being at home.
- Weekly virtual workouts from Gold's Gym by fitness experts with simple and useful workouts for Vodafone Egypt employees

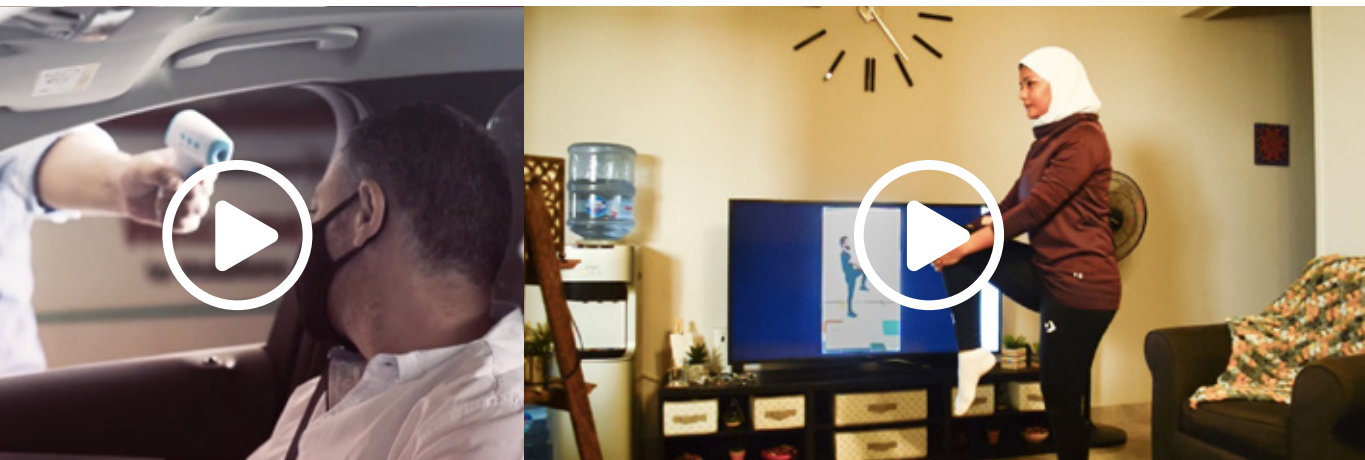


Boosted

'Boosted' is a new initiative developed to focus on employees' Mental Health and Personal Development.

In this program, we are offering the employees a set of sessions with well qualified life-coaches and a psychologist to support them unleashing their potential, guide them through some of their most challenging times and steer them in the right direction to achieve their goals and dreams.

This program is provided for free to all employees, each person can book up to 4 sessions until the end of March. Employees' privacy matters where we ensured a safe environment for their conversations during the sessions, and that all the information will be strictly confidential.



The Flexible Working Policy

Being the Number One Employer of Choice, Vodafone puts employee's mental and physical wellbeing at the heart of its policy and regulations. Providing flexible working conditions for Vodafone Egypt's people maximizes productivity and minimizes the interruption of business.

To ensure a work-life balance to our employees, Vodafone Egypt announced the New revamped Flexible Working Policy.

- Employees may now work from home once per week (4 times a month) instead of twice per month.
- Employees may work from anywhere else other than the normal place of work once a week.
- Employees may work from the nearest office location under the following regulations:
- Employees' daily attendance flexibly extends between 8 AM to 10 AM. Work should continue for 8.5 hours with an allowed half an hour break.
- Full-time employees can apply for part-time digression which is an option of working 50% of their usual full-time hours for fewer days

Fair Pay Policy

Vodafone Egypt offers a competitive and fair pay to all its employees. This approach is guided by six principles:

1. Market Competitive

The pay of our people is reflective of their skills, role, and function. It is also reflective of the market data. Annual pay review of each person is conducted and those whose payments fall below the market competitive range are modified.

3. Ensure a Good Living Standard

We work with an independent organization- the Fair Wage Network- to assess how our pay compares to the "living wage" in each of our markets. We are committed to providing a good standard of living for our people and their families.

5. Benefits for All

Our global standard is to offer all our people life insurance and access to either company or state provided healthcare and pension provision. At Vodafone, all new mothers are offered at least 16 weeks of fully paid maternity leave. All fathers are offered 2 weeks (10 working days) fully paid Parental Leave.

2. Free from Discrimination

Our pay should not be affected by gender, age, disability, gender identity and expression, race, cultural background, or belief. We annually compare the average position of our males and females against their market benchmark, grade, and function to identify and understand any differences.

4. Share in our Successes

All our people should have the opportunity to share in our success by being eligible to receive some form of performance-related pay, e.g. a bonus, shares or sales incentive.

6. Open and Transparent

With a series of user-friendly guides and an annual Reward Statement, which help explain our peoples' pay packages and outlines the value of their core pay package, we ensure that our people understand their pay. In addition, they also receive monthly pay slips and a payment schedule.

Employee Communication and Engagement

Strategy and Culture

2018-2020 were the years of transformation for Vodafone; implementing our strategy that was launched in 2018. We had year-round campaigns and events aiming to transform our culture inside Vodafone Egypt.

2018 started with our annual strategy event as our CEO aligned first with our leadership team, then as a united front, they reached out to all our line managers (300+) in a series of engagement events. A departmental strategy event was then organized so that employees were given the space to discuss with their managers the best ways to apply the strategy and culture transformation to their work and targets, while also having the chance to discuss their outcomes with other functions, managers, and the CEO.

Every quarter, the CEO sends a strategy review video to all Vodafoneers that highlights important numbers and progress made. He also meets frequently with the leadership team and engages with the rest of our management through quarterly events.

By the end of 2019, another huge transformation in Vodafone which is our new culture 'Spirit' that was introduced globally to fit with our purpose 'of connecting for a better future and our strategy'. During the launch week, we held the Big Conversation event for the whole company where our employees were able to understand the new culture, build an emotional connection to it so they can easily apply its behaviors in the everyday life. In addition, with the launch of our new culture we decided to celebrate our 21st anniversary.

Ask Alex Goes Digital

A monthly public forum is held by the CEO which is open for all employees to join. Employees have the chance to discuss any topic and get answers for anything they have on their minds from the CEO himself. As of the beginning of 2020, Ask Alex forum has also become digital by being broadcasted on Workplace live (Vodafone Egypt's social digital platform) to be attended by employees wherever they are.

Digital Communication

We aim to make everyone feel the change of air in the organization, and experience digitalization in their day-to-day work environments. We made sure that our employees are more motivated and empowered to overcome their daily digitalization challenges. We have launched our internal digital apps in the past years. The apps quickly became indispensable to our employees by serving as important and reliable tools for communication. We are continuously working on enhancing the apps and we are very excited to see how they will develop in the future.



Employee Communication and Engagement

Workplace and Workchat

Workplace by Facebook is our social platform launched in July 2018. It is similar to Facebook but designed for corporate use. Workplace is designed to drive collaboration and provide a truly integrated and digital experience for everyone working at Vodafone.

Workplace Chat is similar to Facebook Messenger and allows you to have text and video conversations with individuals and with larger groups of people.

Workplace is simple to use with the same features and functionality of Facebook, such as groups, search, profiles, Workplace chat, news feed, auto-translation, live videos and more.

2018's Employee Appreciation Day went digital for the first time as people appreciated each other on Workplace, and a surprising happy jar was received by those who were "appreciated".

An event called the Digital Workplace Supermarket was also organized, where we set up booths around our premises to promote the apps and encouraged employees to activate their accounts.

People Survey

We believe that feedback is key for us to keep developing, improving, and leading Egypt's top employer. The People Survey is a companywide survey that takes place annually for all Vodafone's employees globally. The People Survey is an opportunity for everyone at Vodafone to make a difference, the feedback could change the way we do things for the better. It provides us with an opportunity to measure our alignment to our strategy, enablement of our people and engagement, and a better understanding of different business and development criteria. The survey results allow us to identify areas where we need to improve and celebrate the things we do well.

By listening to this feedback and taking action as a result, managers have the opportunity to make a real difference in the engagement of their teams and delivering business performance.

Engaged people feel that their work is more than "just a job"; engaged people care about and take pride in their work, their company, and their customers, and as a result, they're motivated to go above and beyond. Thus, engaged people deliver better business results.



Employee Communication and Engagement

Managing our Acquisition News

Rumors about Vodafone's acquisition were spread among our employees a few days before the embargo day of the official announcement filling the air in the organization with uncertainty. An internal communication plan was put in place to ensure clear and transparent communication to all employees, to answer any questions they might have, and to make sure that our employees are onboard and excited about Vodafone's future.

Our CEO met with all line managers in a special Connect meeting the morning of the announcement before the press conference to first share the news with Vodafone employees and all the EXCO members. He clearly explained what the acquisition means for Vodafone's and answered any questions about its future.

After the meeting, the official CEO's announcement email was sent to all employees, followed by special sessions held by each EXCO with their teams. A video from the CEO was published as well along with the answers to the most frequently asked questions.

The following day, the ExcOs visited other Vodafone buildings to meet with the employees there and to make sure that everyone is on board, followed by floor walks to engage in open conversations. "Ask Alex" CEO forums were held every two weeks to ensure each employee had the chance to engage and be heard.

After such strong well-rounded communication, the employees' outlook shifted from negative to positive, looking forward to what is coming. The employees appreciated the transparent communication that took place in sharing the whole picture of such a huge move.



Employee Communication and Engagement

The Best Events in Town

Ramadan

The holy month is always a special time for our engagement activities, and in 2019 we up scaled our events. Between our traditional CEO Iftar, our annual football tournament, a Takht shar2y, and a Digital raffle draw, our employees' engagement agenda was full during the month.



20th Anniversary celebration

Vodafone's celebrated two decades of pride and success. We offered our Vodafone stars a month full of celebrations, starting with VAT Free phone program, 20+ offers with 20%+ discounts from top brands, Mega Raffle Draw of 20 Apple Air Pods for 20 lucky winners, 'Go Green' Anniversary giveaway packs for all employees, and a day full of fun with decorations, entertainment bands, VR and other games, food and beverages, and an unforgettable concert. Also, we invited our stars from 1998, who have been there since the beginning, along with their families for a special recognition ceremony in their honor. This was attended by the chairman, CEO, and EXCO team, where we celebrated them and their achievements.



Summer

As part of our culture transformation, we are committed to implementing a flexible working policy and environment enabling our employees to get their work done remotely in many ways. We promoted our messenger app 'Workchat' across our premises as a communication tool where people can stay connected to their teams and colleagues while enjoying summer. More than 1000 employees got the chance to activate the app and win RED summer giveaways.

Employee Communication and Engagement

Bring Your Kids to Work Day

In 2019, we hosted more than 3,000 kids across our premises and reached out to our partners to provide the most fun activities, food, and a memorable experience. We partnered with the famous KidZania, Wellspring, Science Crafts, and Juhayna, and others.

In 2020 year our “Bring Your Kids to Work Day” went in line with our purpose as our theme this year was ‘Bring your Kids for a better future’ hosting more than 3,500 kids across our premises and incorporating activities that enabled the kids to go digital, go green and give back to the community in many fun ways.



#Passion4Action

This is a company-wide initiative that aims to reduce 4 tons of our CO2 emission every year, as a starting point, through recycling and waste reduction.

our very first #Passion4Action Clean Up event was held in September 2019 at Wadi Degla Protectorate in partnership with BariQ Company for Recycling and Environment Without Border Foundation (EWBF Society) that was attended by 70 employee volunteers.

Soon after the event, we started a new initiative to collect all plastic bottles from our premises to be recycled. Dedicated boxes were located across all our premises where our employees can dispose the plastic water bottles.

In November 2019, we hosted Planet Week where we shed light on important environmental issues while raising awareness on how to lead a more sustainable lifestyle. We partnered with various vendors to offer our employees eco-friendly solutions.

International Women's Day

March is the month of Women. Every year, Vodafone celebrates International Women's Day but this time we decided to do it differently. Our theme is #ChangeTheFace focusing on showing that males and females each have a unique set of characteristics and differences. These differences complement each other and form our unique value.

During 2019, we brought our people several initiatives, men and women alike, to get involved in empowering women and celebrate their achievements in the workplace. We held a 'Bring your role model to work' special event for those female role models in our employees' lives giving them the chance to thank them for being a source of inspiration and light.(this included mothers, relatives and friends)



Learning and Development

The Vodafone University

The role of learning and development is vital for a successful Vodafone. We are investing more than ever in our digital learning tools. Our employees benefit from Vodafone's global learning platform: The Vodafone University. The platform includes training courses spanning both functional and interpersonal skills development and is continuously updated with digital-age topics and skillsets to meet accelerating global digitization demands.

Recently, we have been working on the following:

- Updated learning program which is a series of online courses in a specific field.
- Online curriculum which contains a series of online courses related to a specific topic and has to be finalized in sequence.
- Virtual live classroom conducted by an experienced instructor.
- A number of Linked-in learning licenses have been bought for all local markets employees who are interested to take. Every employee with a license has to have at least one course per quarter or the license will be given to the next employee on queue.
- Integration between Vodafone university and other technical providers to provide more advanced and in-depth online courses for the technology department.

Employees Learning Agendas

To ensure that all teams are adequately supported in their digitization journeys, the Learning and Development Team holds meetings all year round to explore and update the learning needs and demands of all functions. Upon this assessment, a learning agenda with each team is set, and according to which, mandatory and optional courses are assigned. Employees' learning journeys are monitored and evaluated via the supervising manager, and an overview is included in the annual performance appraisal.

2018-2019

Training Name	# of trained employees
NEBOSH Diploma for H&S	3
Social Insurance Law	2
Positive Safety	67
HR Labor Law Seminar	27
Master the life you want	134
Total Number of Trained Employees	233

2019-2020

Training Name	# of trained employees
NEBOSH Diploma for H&S (Part 2)	1
Minimum Wages & Insurance across Public & Private Sectors	4
Social Insurance & Pension Law	6
Applying New Social Insurance	2
Labor Law Seminar – Summarized	14
Labor Law full Course	3
Total Number of Trained Employees	30

Learning and Development

Security Awareness Campaigns

We had two successful awareness campaigns that took place. Their objective was to transform the culture of security awareness through digitization and educating employees on their responsibility to protect the company's information by including our security topics and using an engaging fun approach.

The security awareness campaigns that were held in the last two years included different security topics including phishing, social engineering, password security, etc. We had interactive and engaging game plays with our employees. We also used different types of giveaways and Vodafone cash amounts to promote the Vodafone cash service.

Communication channels used:

- Plasma Screens
- Targeted SMSs for the visited premises
- Teaser E-mails
- Announcement E-mails
- Weekly Update Posts
- Workplace engagements and competitions

Measuring the effectiveness of our campaigns was very important and so employees were asked for their feedback through questions in our quarterly competitions. We were able to analyze each phase and concluded that some areas need improvement and more focus.

The 2019 campaign was recognized as a best practice from Vodafone Group. And the 2020 campaign was marked to have the highest number of employees' engagement over the past years which reached 800 employees in only two premises.



Learning and Development

Security Trainings

Our employees attended face to face training sessions that cover all corporate security different areas (fraud, information security, internal investigation) and clarify security messages (password security, data classifications, phishing, social engineering and loose talk) to different groups of employees (Outsourcing, Retail, Customer Care and etc.) including new hired and exists.

The Digital Learning Week:

Learning events are held to inform, encourage, and align employees on new important topics, and the available learning courses or tools. Our most recent event was the Digital Learning Week, held from 15th-19th of April 2018, and involved the following activities:

- “Digital Zone” Booths hosted Digital Apps Display where several attendees won on-site gifts for owning or using Vodafone apps.
- “Digi-talk” Sessions covered various topics like Block-chain, IoT, Digital Transformation, and Robotics.
- Live Broadcasting of Digi-talk Sessions allowed remotely located colleagues to watch the sessions simultaneously with their colleagues via Vodafone Tube.
- “Learning Hour” boosted the online completion of Digital Business Essentials’ Online Modules.
- Daily across-week available chambers to broadcast live Global Webinars.

13470

Trainees

861

Hours of training



Agile

What is Agile

- Agile is about working differently meet the needs of the customer
- It is iterative, cross functional, and collaborative

Where has Agile come from

- Agile working initially started in the software development
- It has spread to the other areas of business

Why is Agile working relevant to Vodafone?

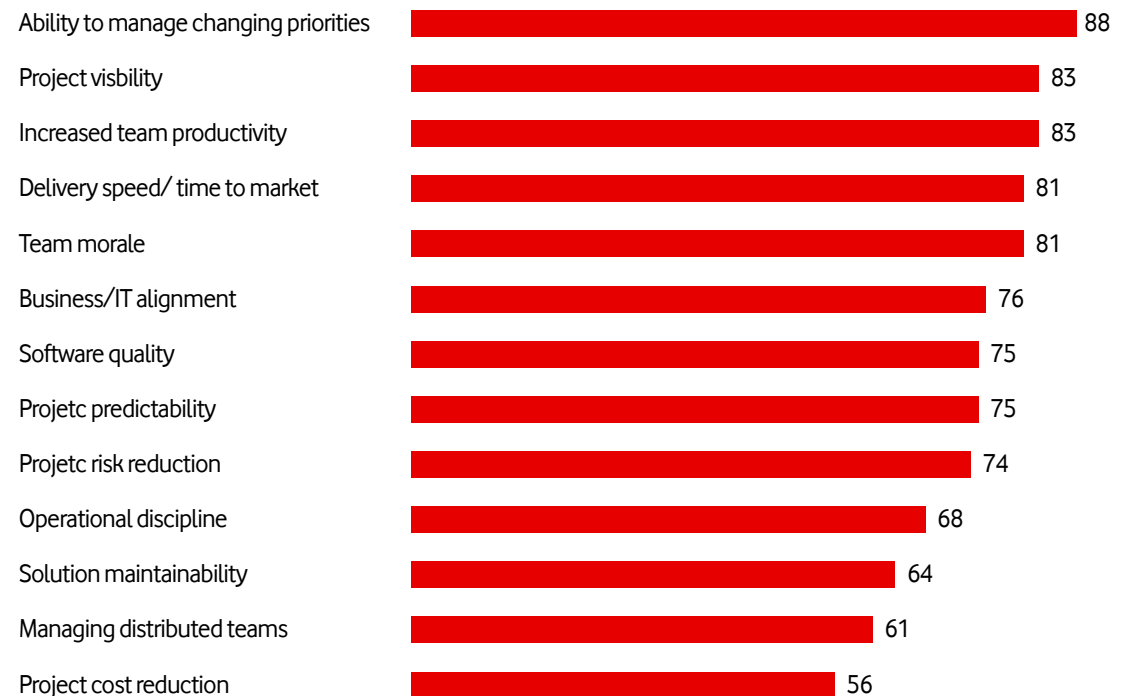
- Demands change at pace to respond to new and ever-changing customer needs
- Agile will be the way of working in Digital Accelerators and beyond as it ensure products are adaptive and evolving

«Being Agile» vs. «Doing Agile»

- Underpinning Agile are a set of values and principles, which can be applied to the entire organization

Therefore, Agile increases productivity and delivery speed resulting in shorter time-to-market. It increases product quality, maintainability and brings products closer to changing customer needs, leading to happier customers. It improves alignment, collaboration, and reduces risk leading to lower cost.

Benefits of Adopting Agile



Agile

Agile Transformation Journey

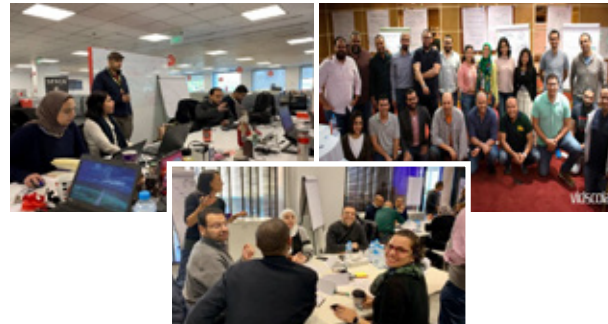
We have currently 40 Agile Squads which are teams that range from 3 to 6 members and present across

all departments (CVM, segments, digital, cash, ADSL, enterprise solutions and technology IT). Since 2018, 37 of those teams are totally new members.

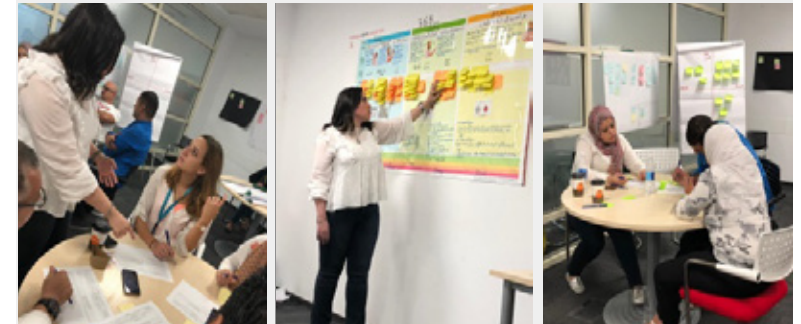
One of the successful projects that through agility had delivered much better results is the revamping of the Vodafone app homepage. We were able to decrease its loading time from 7 seconds to less than 3 seconds.



Creating Agile Awareness
2017-2018



Agile Capabilities Build
2018-2019



Journey Mapping Sessions
2018-2019

Laying the Foundation

Agile Transformation session covering
100% SLT

Agile game-based sessions covering
64% across Business Lines

On the Job Virtual Coaching by
Ric Sarika, Group Agile Coach

Re-skill & Up-skill Learning Journey

13 ICAgile & Kanban certification tracks

505 Agile & waterfall **up-skilled 91%** certified

3 roles **re-skilled**: Scrum Master, Product Ownership and Agile Coach

Accredited **2** Service Experience Design facilitators

JM Sessions for Agile Squads
Nov 2018

Accredited **34** CX designers across COPs, Tech, CBU & VBU

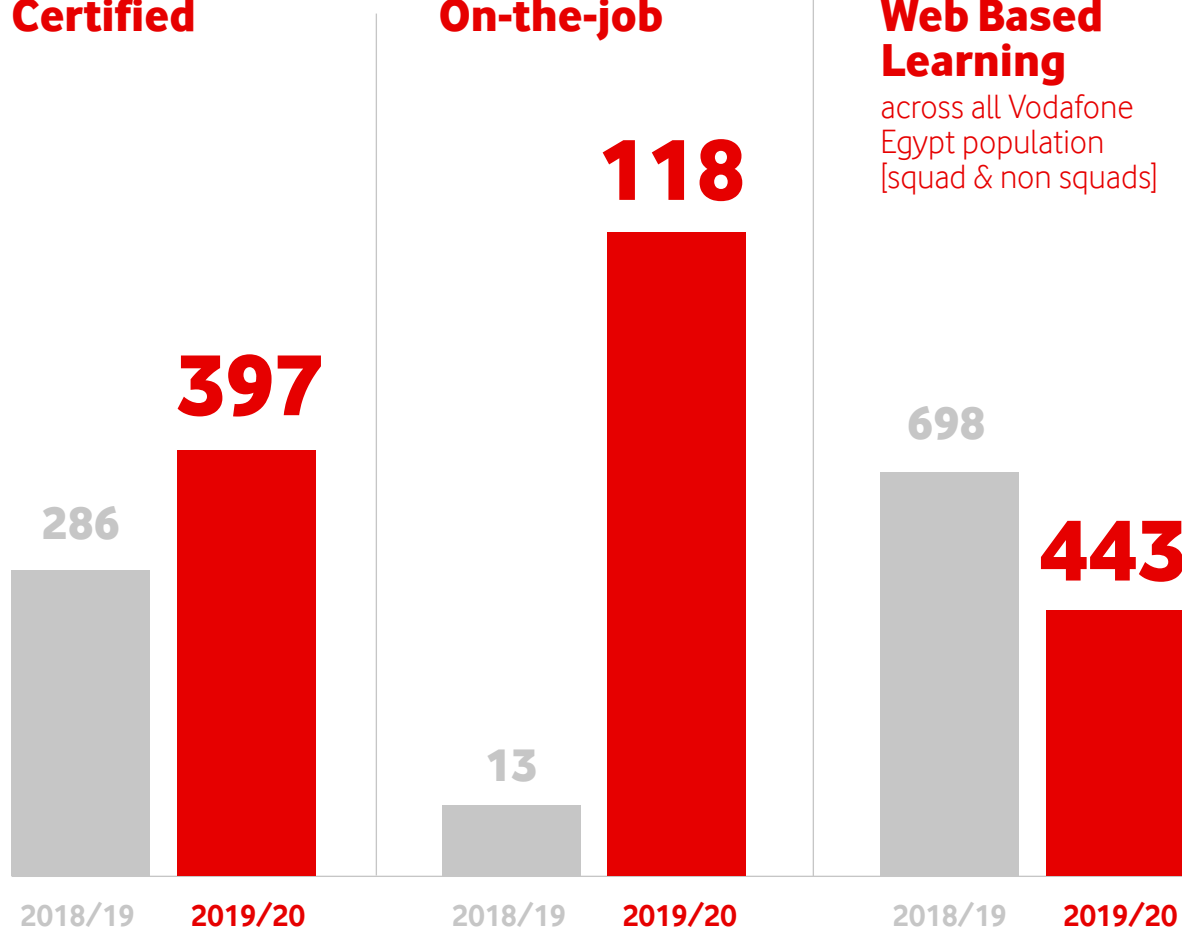
11 JM Sessions across Agile Squads - Sprint Zero



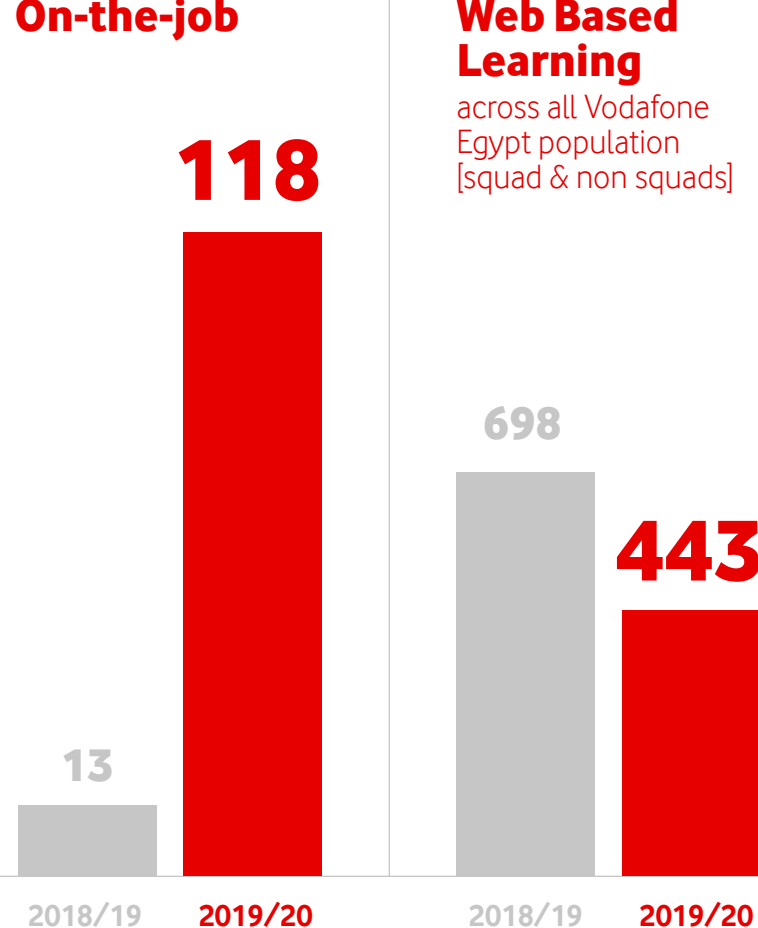
Agile

Agile Learning in Figures

Certified

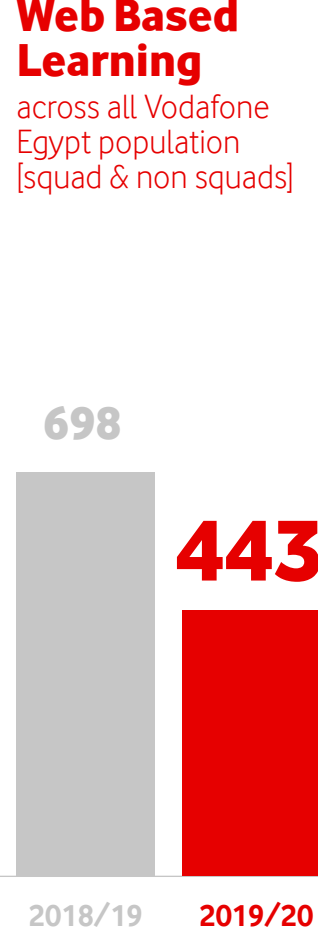


On-the-job

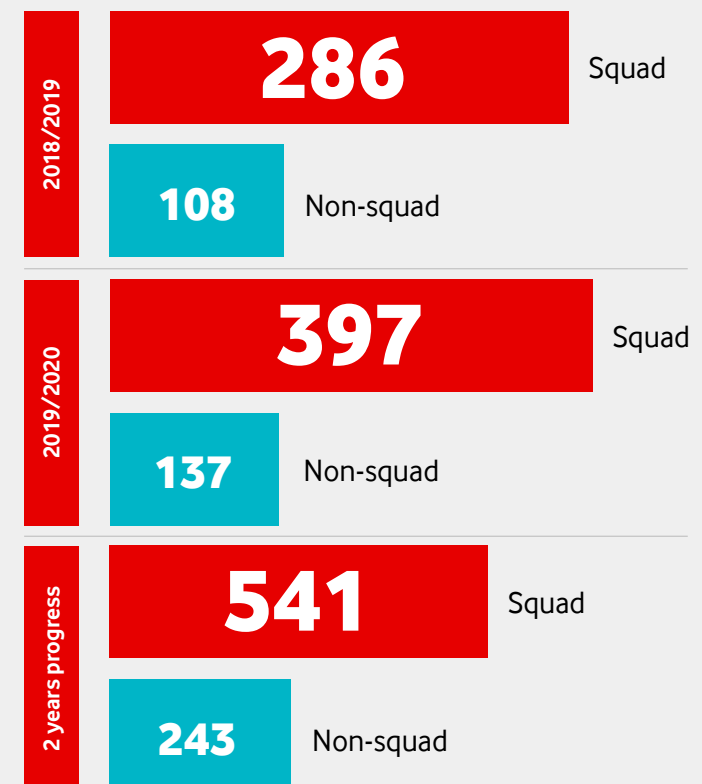


Web Based Learning

across all Vodafone Egypt population [squad & non squads]



Overall Agile Learners certification tracks and web based





Our Community

Vodafone Egypt Staff's Community Giveback

Vodafone Sustainable Business and CSR department organized this run to support Banati Foundation as part of our societal activities and Vodafone Egypt's Volunteering Program Yalla Sharek.



Vodafone Egypt Staff's Community Giveback



Run for Banati Foundation

Vodafone Sustainable Business and CSR department organized this run to support Banati Foundation as part of our societal activities and Vodafone Egypt's Volunteering Program Yalla Sharek.

Banati Abnaa Elghad Foundation was established in 2010 to protect and support children at risk, including children in street situations and those deprived of parental care. Such children are vulnerable to dangerous lives exposing them to different forms of exploitation as well as mental, physical, and sexual abuse.

Partners of Success: CIB, Nestle, Mars, PEPSICO, and Juhayna.

Activity Objectives:

- Community Engagement
- Awareness Raising
- Fundraising, we collected 80K in donations for Banati Foundation.

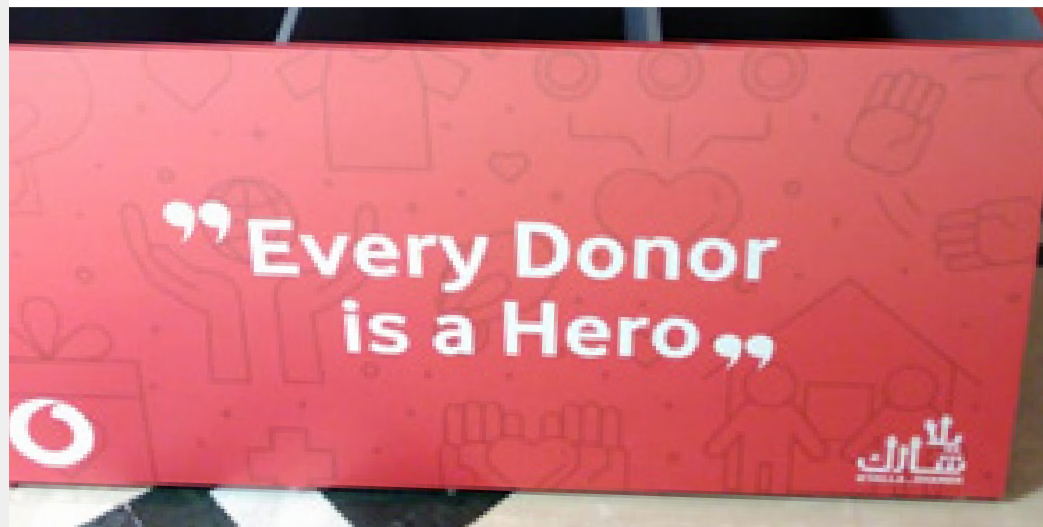
Yalla Sharek Donation Boxes

Our Volunteers are key to the success of all our Sustainability and Community Development Projects. Without efficient manpower and the support and dedication of our employees, we would not have been able to achieve as much as we have now.

All developmental and charitable activities made by Vodafone, since its inception in 2002, were accomplished through our volunteers whether in

planning, exerting physical effort, or contributing to their personal or professional skills.

As part of Yalla Sharek program, there are donation boxes distributed across all Vodafone premises so our employees can donate with money, clothes, toys and medicine and all of these donations are being sent to our NGOs partners and the in-need villages.



Vodafone Egypt Foundation



Al Maktoum Award



On the 25th of February 2020, Mohammed Bin Rashid Al Maktoum Knowledge Foundation (MBRF) honored Vodafone Egypt Foundation as the best foundation in the Arab World to work in the field of education for its “Knowledge is Power Schools” Project.

Education

Vodafone Egypt Foundation was established in 2003 as a separate entity from Vodafone Egypt with a vision to Leverage on Vodafone’s brand as a telecommunication leader to further improve livelihoods and quality of life in Egypt.

Our mission is to empower Egypt with the support of Vodafone resources (technologies, employees, and customers) to bring about social change.

Throughout the past five years, the foundation has focused on two areas: Education and Disabilities Inclusion.

Knowledge is Power Schools Project

The third and last phase of the project focused on sustainability activities and ensuring that schools are enabled to continue after the closure of the project. It was implemented in partnership with 6 partner organizations across different fields Well Spring Egypt, Al Hefny Foundation, Rotary Egypt, Lewaa El Islam, Women and Child Improvement Association, Ana El Hekaya,

This project targeted 100 primary schools in Al-Fayoum, Sohag, and Luxor Governorates and has improved the lives of 57,000 students, 2500 teachers, more than 10,000 parents making the indirect lives improved of this project more than 350,000 beneficiaries.

Ta3limy

To align with Vodafone’s core strategy of digitalization, the foundation has developed its digital strategy to serve its mandate of improving education in Egypt.

Vodafone Egypt Foundation developed its first Egyptian Learning Management System and the first mobile digital education platform that aims to support teachers, students and parents in their educational journey. Ta3limy’s vision is to be recognized as the leading digital learning platform in Egypt that connects and inspires teachers, students, and parents. Our mission is to digitize the learning experience of every Egyptian family by providing free educational content created by experts to build the skills relevant for the 21st century.

The platform offers a free-for-all online content delivering the best learning tools with curated content and certification designed with and for the target audience. It also offers complementary educational resources to those provided by the Ministry of Education, especially on the Egyptian Knowledge Bank (EKB), which is one of the most important and largest electronic educational platforms in the world.

During the first and second phases of the platform, the foundation launched the parents’ and students’ features which reached 39,000 users. The platform’s content was developed with five partners and they are Al Adwaa, Well Spring Egypt, Nahdet Misr, ADVANCE and Little Thinking Minds.

For more information, see www.ta3limy.com

Vodafone Egypt Foundation

Disabilities Inclusion

Training for Employment Project

The second phase of the project, in partnership with the Egyptian Federation for Intellectual Disabilities, supports the integration of people with intellectual disabilities through skills and on job training and matching them with jobs that suit their abilities and thus support their independence, quality of life, and empower them as employees and citizens in the community.

The project also provided awareness sessions for the families, community engagement sessions, HR employees awareness sessions, on-the-job training, and life skills sessions. It was implemented in 8 governorates across Egypt where 925 Individuals were direct beneficiaries and 4625 indirect beneficiaries.

Majidah.org Project

This project, in partnership with Ebtessama foundation, aims to develop the first digital marketplace supporting people with disabilities. The project connects young persons with disabilities who need to employ with employers as well as provide an opportunity for training through training centers and institutions.

During its first phase, the project was implemented in 8 governorates from which we succeeded in engaging 15367 persons with disabilities, 153 employers, and 81 training centers. Vodafone Egypt foundation is committed to expanding this project and increasing the number of Persons with Disabilities impacted by it.

8
governorates
across Egypt

925
individuals
direct beneficiaries

4625
individuals
indirect beneficiaries

15367
persons
with disabilities

153
employees

81
training centers



Governance

Compliance

At Vodafone we ensure that compliance is managed across our company in a way that enables people to do what is right whilst executing at speed and delivering on our strategy.

The objectives of our compliance team are:

- Developing and supporting Vodafone's ethical and compliance culture which includes governance and awareness for high risk policies.
- Advising and supporting first line business management.
- Protecting shareholders interest and share market price and secure the business against financial and legal damages.
- Sustaining customers and suppliers trust in reputation and brand preference .

Our Risk and Compliance Committee is held every quarter and is chaired by Vodafone Egypt's CFO and Legal and External Affairs Director. The purpose of the committee is to set the strategic direction for Vodafone Egypt's Risk, Policy, Control, and Compliance.

The Risk and Compliance Team launched an updated Vodafone Egypt Local Policy Governance Process.

In 2019, our **Doing What's Right E-learning** module for high risk policies completion rate reached **94%** across all Vodafone Egypt's staff.

Vodafone Egypt was awarded **the most improved compliance framework** across all markets by Vodafone Group General Counsel.

Policy Compliance Review PCR for the fiscal year 2020 had an **effectiveness of 78%** which means a **12%** increase from **66%** of the year 2019.



Our Key High Risk Policies are:

Anti-Bribery Policy: The objective of this Policy is to provide clear and consistent rules to prevent both active and passive bribery, as part of Vodafone's global anti-bribery program. The requirements of this Policy demonstrate Vodafone's zero tolerance approach to bribery.

Anti-Money Laundering: The objective of this Policy is to implement risk-based controls that deter abuse of Vodafone financial services by money launderers and those involved in financing terrorism. In addition to ensuring that Vodafone complies with international and domestic anti-money laundering (AML) and counter terrorist funding (CTF) laws, regulations, and standards in all jurisdictions in which it operates financial services. The Policy protects Vodafone, its employees, and third-party agents from inadvertently committing money laundering and terrorist financing offenses.

Competition Law Policy: The objective of this policy is to ensure our customer's trust through free and fair competition. Any competition law breach would create a breach of this trust and in addition could result in brand damage, large fines, damages actions for loss suffered, void contracts, director disqualification, and imprisonment. The Policy ensures that we have a clear and robust set of controls in place to eliminate the risk of Vodafone breaching competition law.

Health and Safety: The objective of this policy is to provide direction on the organization, arrangements and implementation of HSW in Vodafone operating companies. The Framework ensures a consistent approach to HSW leadership, risk management (identifying, evaluating, and controlling risks to health and safety) governance and assurance.

Vodafone Code of Conduct: The Code of Conduct is our central policy document, outlining the requirements that every single person working for and with Vodafone must comply with, regardless of location. The Code of Conduct outlines key business principles which have to be adhered to by everyone who is working with or for Vodafone. Those business principles of the Code of Conduct as well as Vodafone's Policies apply to our suppliers. This is applied as part of the suppliers' on-boarding process where Vodafone ensures abiding clauses relating to the Code of Conduct and high risk policies are added to their contracts.

Privacy Policy: Vodafone is committed to processing personal data honestly, ethically, with integrity, and always consistent with applicable laws and our values. Failure to proactively identify, assess, manage, and mitigate privacy risks will lead to a high likelihood of people's privacy rights and expectations being breached, and/or failure to comply with applicable privacy law. This is likely to result in large fines and/or reputational damage, including a severe impact on Vodafone customer satisfaction and employer reputation.

Information Security: The objective of this policy is to protect our customers and business from the cyber risks facing the confidentiality, integrity, and availability of their information. These risks can lead to customer or employee data breaches, reputational impact, financial loss, operational impact, and legal or regulatory censure. This Policy should be read in conjunction

with the Privacy Risk Management Global Policy, Business Resilience Global Policy and the Vodafone Risk Framework.

Business Continuity: The objective of this policy is to address the risk that Vodafone is unable to return to normal following disruptions to critical business operations. It sets out the requirements to protect against the impact of emergencies and disruptions to critical business operations through effective and timely response to an emergency or crisis.

Technology Resilience: The objective of this policy is to address the risk of network and IT unavailability caused by critical technology site failure, serving mobile and fixed customers or delivering our IT, Video, and Mobile Payment services; and potentially impacting our customers, revenues, and reputation. In addition to ensuring that these technology services are resilient enough to protect our business and brand.

Regulatory: Vodafone breaches regulatory requirements due to either not identifying new requirements or inadequately assessing current compliance necessities and risks. This exposes Vodafone to significant financial and reputational damage. The purpose of this policy is to ensure regulatory compliance by safeguarding that adequate processes are in place to assess, manage, and mitigate regulatory compliance risks.

Economic Sanctions: the objective of this policy is to have a clear and robust set of controls in place to minimize the risk of Vodafone breaching sanctions legislation.

Code of Conduct

“Trust is fundamental to everything we do.”

Organizational values and business ethics are all crucial to Vodafone's long term and sustainable success. Doing what's right means we must always act with integrity to ensure we are trusted by our customers, colleagues, business partners, and the communities in which we operate.

Our Code of Conduct sets out what we expect from every single person working for and with Vodafone. It also underlines our responsibilities to our people, partners, and shareholders. Our Code of Conduct helps us make informed decisions and tells us where to go for more information.

The Code of Conduct is our central policy document outlining the requirements that every single person working for or with Vodafone, regardless of location, must comply with. There are additional policies to adhere to that are specific to one's role or their local market.

Our Code of Conduct is for everyone working for and with Vodafone: employees, directors, contractors, subsidiaries, joint ventures and suppliers. We expect our suppliers and business partners to uphold the same standards and to abide by our Code of Ethical Purchasing.

There are very serious consequences for not complying with our Code of Conduct. We take disciplinary action and even dismiss people when necessary.

Compliance with our code of conduct and our policies is crucial to sustain our customers' and suppliers' trust, protect shareholders' interest, and secure the business against Financial and Legal damages.

To ensure sustainable compliance, all new employees receive an introductory face to face session briefing about the code of conduct. We dedicate time for each topic where we promote the topic via different engagement activities: we hold competitions, use interactive gaming, and giveaway prizes to the winners.

We constantly communicate on our code of conduct and policies, utilizing our weekly update and internal communication channels, to ensure our employees are always doing the right thing. We also ensure proper ownership and accountabilities.

We extend our principles to our external environment through tailored communications to our suppliers and business partners. Moreover, we mandate acting in line with the Vodafone values and principles through embedding our requirements in all our contractual obligations to ensure maximum commitment and liability.

Human Rights

Our business is about connecting people and helping them manage every aspect of their digital lives. Through connectivity, our business promotes positive outcomes for a range of human rights-holders, including women and children, as well as supporting access to internationally recognized rights, including education and healthcare. Vodafone's Code of Conduct is very clear about our expectations and responsibilities regarding human rights.



Speak Up

Speak Up' is an internal tool through which employees can report any activity that is not in line with the Vodafone Code of Conduct. All reported cases are fully confidential, so that employees can address comfortably any wrong in good faith. Speak Up is available to all Vodafone employees, contractors and suppliers.

Speak Up empowers everyone to take action if they see anything wrong at work. It gives our people voices to raise their concerns and report any malpractice through a clear and simple process. It is an important tool as it allows the company to investigate and act ensuring the company's dedication to combating any incompliance with our Code of Conduct or ethics in general. As an admired and an ethical company, we need to ensure that we always do what's right, and we protect our people, assets, and reputation at all times.

An employee can raise any concern through different channels including his or her direct manager, EXPO Link (which is accessible for

all externals), Email to Human Resource Department HRD, other channels CEO, and security and Audit. The process is governed and owned by the HR Director. All cases are reported to Vodafone Group including outcome.

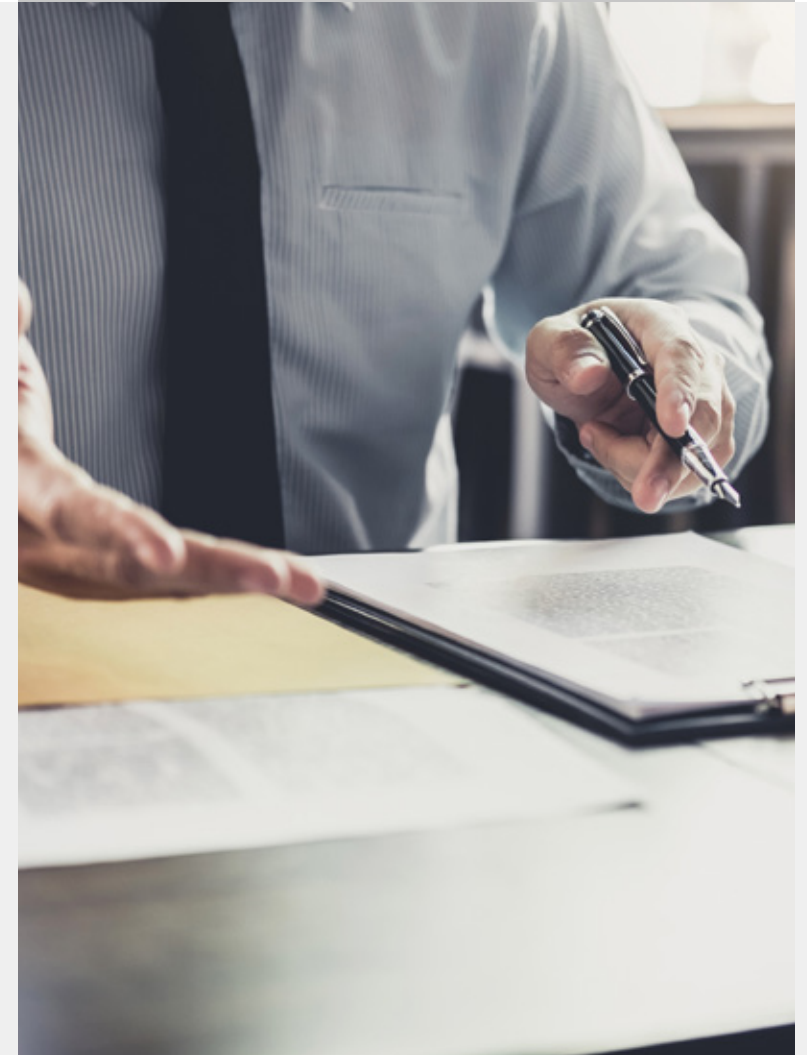
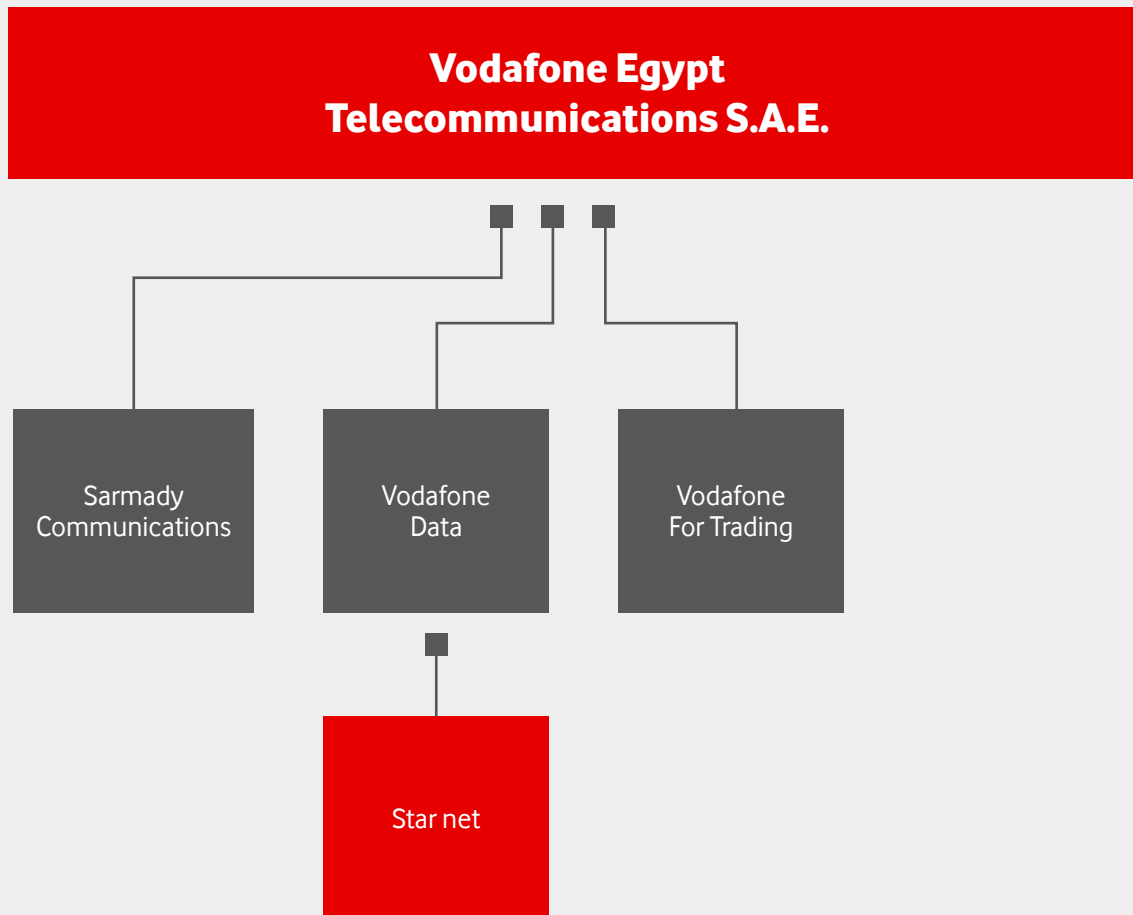
It is recognized that some employees may not wish to use Speak Up for fear of reprisal or the response of colleagues. This policy outlines there will be no adverse consequences for anyone who reports a whistleblowing concern in good faith. Protecting employees from victimization, harassment or disciplinary action as a result of any disclosure is important to ensure individuals can voice concerns in a safe and protected manner.

Vodafone does not tolerate any retaliation against an employee who raises a genuine concern, regardless of whether the concern is substantiated or not. It is the responsibility of the HRD or line managers involved in a Speak Up case to ensure that employees that are reporting genuine concerns are not the victims of any retaliatory actions.





Legal Structure



Board of Directors



Alexandre Froment-Curtil

Chief Executive Officer



Ayman Essam

External Affairs &
Legal Director



Rasha El-Azhary

Chief Financial Officer



Osama Said

Technology Director



Board of Directors



Kareem Eid

Consumer Marketing &
Digital Director



Mohamed AbdAllah

Consumer Business
Unit Director



Nagla A. Kinawi

HR Director



Karim Shehata

Enterprise Business
Unit Director



Shahinaz Ghazy

Customer Care
Director

Appendix | Gri Content Index

Vodafone Egypt - SUSTAINABILITY REPORT - 2018 - 2020 / GRI Content Index

GRI 102: General Disclosures (Comprehensive Option) 2016

Disclosure /KPIs	Category of information	Read On	Reference
Organizational Profile			
G102-1	Name of the organization	Vodafone Egypt	P.2
G102-2	Activities, brands, products, and services	Company Website (Link to website)	
G102-3	Location of headquarters	Smart Village Technology Park, on the Cairo-Alexandria Desert Road, 6th of October City, Egypt.	
G102-4	Location of operations	Egypt	
G102-5	Ownership and legal form	Vodafone Egypt is a subsidiary of Vodafone Group, a leading global telecommunications conglomerate, established in 1998, under its former name Click GSM, as a joint stock company incorporated under Egyptian national laws. In January 2002, Click GSM was rebranded to Vodafone Egypt that is now owned by Telecom Egypt (45%), Vodafone Europe (35%), and Vodafone International Holdings (20%).	P.5 - P.93
G102-6	Markets served	Egypt	
G102-7	Scale of the organization	Vodafone Egypt at a Glance	P.6 - P.65
G102-8	Information on employees and other workers	Our People	P.65 to P.83
G102-9	Supply chain	Supply Chain	P.55 - P.56
G102-10	Significant changes to operations, its location or supply chain	In 2019, Vodafone Group announced its plans to expand its outsourcing services in the market by acquiring VOIS in the light of the economic stability and promising investment atmosphere that the Egyptian market witnessed. This makes VOIS now an independent entity separate from Vodafone Egypt, fully owned by Vodafone Group.	P.5
G102-11	Precautionary Principle or approach	Code of Conduct	P.91

G102-12	External initiatives	Memberships	P.6
G102-13	Membership of associations	Memberships	P.6
Strategy			
G102-14	Statement from senior decision-maker	CEO Letter	P.4
G102-15	Key impacts, risks, and opportunities	Across the Report	
Ethics and integrity			
G102-16	Values, principles, standards, and norms of behavior	Governance	P.88 to P. 92
G102-17	Mechanisms for advice and concerns about ethics	Speak Up	P.92
Governance			
G102-18	Governance structure	Governance	P.94 to P. 95
G102-21	Consulting stakeholders on economic, environmental, and social topics	Stakeholder Engagement	P.18 - P.19
G102-22	Composition of the highest governance body and its committees	Governance	P.88 - P.94 - P.95
G102-23	Chair of the highest governance body	Board of Directors	P.94 to P. 95
G102-30	Effectiveness of risk management processes	Our Key High Risk Policies	P.90
Stakeholder engagement			
G102-40	List of stakeholder groups	Stakeholder Engagement	P.18 - P.19
G102-42	Identifying and selecting stakeholders	Stakeholder Engagement	P.18 - P.19
G102-43	Approach to stakeholder engagement	Stakeholder Engagement	P.18 - P.19
G102-44	Key topics and concerns raised	Stakeholder Engagement	P.18 - P.19
Reporting practice			
G102-46	Defining report content and topic Boundaries	Materiality Assessment & Material Topics	P.20 - P.21
G102-47	List of material topics	Materiality Assessment & Material Topics	P.20 - P.21
G102-48	Restatements of information	None	
G102-49	Changes in reporting	None	
G102-50	Reporting period	1st of April 2018 to 31st of March 2020	
G102-51	Date of most recent report	2018	

GRI 102: General Disclosures (Comprehensive Option) 2016

Disclosure /KPIs	Category of information	Read On	Reference
Organizational Profile			
Reporting practice			
G102-52	Reporting cycle	Biannual	
G102-53	Contact point for questions regarding the report	About This Report	P.2
G102-54	Claims of reporting in accordance with the GRI Standards	About This Report	P.2
G102-55	GRI content index	GRI content index	
G102-56	External assurance	External assurance	

GRI 103: MANAGEMENT APPROACH 2016

Disclosures on the management approach has been reported on all material topics through the relevant section covering the material topic

Material Topics : Key Performance Indicators

Economic KPIs			
G201-1	Direct economic value	Vodafone Egypt at a Glance	P.6
G203-1	Infrastructure investments	Our Community	P.86
G203-2	indirect economic impacts	Our Community	P.85 - P.86 - P.87
G204-1	spending on local suppliers	Supply Chain	P.55
G206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Governance / Key High Risk Policies	P.90
Environmental KPIs			
302-1	Energy consumption in Distribution	Resources Consumption	P.44
302-4	Reduction of Energy Consumption	Resources Consumption	P.44
303-5	Water consumption	Resources Consumption	P.44
305-1	Direct (Scope 1) GHG emissions	Link to the Carbon Footprint Report	
305-2	Energy indirect (Scope 2) GHG emissions	Link to the Carbon Footprint Report	

305-3	Other indirect (Scope 3) GHG emissions	Link to the Carbon Footprint Report	
305-5	Reduction of GHG emissions	Resources Consumption	P.44
306-2	Waste by type and disposal method	Resources Consumption	P.51
307-1	Non-compliance with environmental laws and regulations	No incidents of non-compliance	
Social KPIs			
G401-1	New employee hires and employee turnover	Our People	P.65
G401-2	Benefits provided to full-time employees	Our People	P.72
G401-3	Parental leave	Our People	P.72
G403-1	Occupational health and safety management system	Health and Safety / Our People	p.66 to P.71
G403-3	Occupational health services	Health and Safety / Our People	P.66
G403-4	Worker participation, consultation, and communication on occupational health and safety	Health and Safety / Our People	P.67
G403-5	Worker training on occupational health and safety	Health and Safety / Our People	P.66 - P.69
G404-1	Average hours of training per year per employee	Learning and Development / Our People	P.80
G404-2	Programs for upgrading employee skills and transition assistance programs		
G404-3	Percentage of employees receiving regular performance and career development reviews	100% Employees receive annual performance appraisals.	
G405-1	Diversity of governance bodies and employees		
G412-1	Operations that have been subject to human rights reviews or impact assessments	All operations are assessed for HR risks according to our code of conduct. Explained in p.91	P.91
G 413-1	Operations with local community engagement, impact assessments, and development programs	Our Community	P. 85 - P. 86
G 416-1	Assessment of the health and safety impacts of product and service categories	All products and services are screened for HSE risks before release.	
G 416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	No incidents of non compliance.	
G 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	confidentiality constraints	

Appendix | External Assurance Letter



Independent Assurance Statement

To the Board of Directors
Vodafone Egypt

Introduction

Dcarbon is a local sustainability and environmental consultancy firm registered under the Egyptian law no. 159 for the year 1981 and its executive regulation. Dcarbon is a certified training partner to the Global Reporting Initiative (GRI), and a GRI Gold Community member. Our main focus is to assist organizations, public and private, in understanding and addressing their economic, environmental, and social impact.

Scope, Boundary and Limitations

DCarbon was engaged by **Vodafone Egypt (the company)** to perform an independent assurance on its Sustainability Reporting Process ('The Report').

The scope of assurance has included data and information for the period 01 January 2019 to 31 December 2019 for operations in Egypt, based on Global Reporting Initiative's (GRI) Standards in accordance with Core option.

The boundary of the report comprises of data and information that were captured across its operational business lines. The boundary equally includes the company's Head Office support functions, Corporate Governance and stakeholders' engagements as part of this assurance and as indicated in the report.

DCarbon ©

Villa 78, road 282,
Investment Village,
Cairo, Egypt.

www.dcarboney.com

ehab@dcarboney.com

Assurance scope excludes:


- Data and information in the Report outside this reporting period indicating looking-forward statements by the **Vodafone**.
- Verification statements indicating testimonials, opinions, success stories, and / or aspirations.
- Verification of claims (limited to data and information presented)

Assurance procedures

Our verifiers abide to our values of integrity, confidentiality, professional competence, objectivity, and due attention. Back-end reviews and data assessments were conducted **by DCarbon's Senior Sustainability Researcher, Ms. Alia Azzam**. The company was responsible for identification of material sustainability issues, establishing and maintaining appropriate internal performance management and the relevant internal control systems for the reported data. We advise stakeholders to review the annual report for assurance on financial performance and other standards of practice.

Conclusion

Upon review of **Vodafone Egypt's** Sustainability Report of, and considering the risk of material error, we received necessary explanations from the company to support sufficient evidence to our **Limited Assurance conclusion**. In our opinion, **Vodafone Egypt** has complied, in all material respects, with the GRI Standards (Core Option) for sustainability reporting criteria.

DR. 
Ehab Shalaby, Ph.D.
Chairman & CEO

