

VODAFONE EGYPT

Executive Summary: Sustainability Report for the year ending March 2023

Environmental, Social, and Governance Overview

A DIGITAL
ENABLER
OF CHANGE

Together we can



About This Report

Organisational Details

In 1998, Vodafone Egypt Telecommunications SAE (Vodafone Egypt) entered the Egyptian telecom market under its former name Click GSM as a joint stock company incorporated under Egyptian national laws. Click GSM was rebranded to Vodafone Egypt in 2002, and it has grown over the years to become the leading and largest mobile operator in Egypt in terms of revenue and customers, with mobile market shares of 43% and 40%, respectively. We provide a range of integrated telecommunication services, including mobile and fixed voice, SMS, data, and mobile money, to more than 44 million consumer and enterprise customers.

In December 2022, Vodacom Group Limited acquired a controlling 55% stake in Vodafone Egypt, and the remaining 45% stake is held by Telecom Egypt. Vodacom is a leading and purpose-led African connectivity, digital, and financial services company. The Group, including Safaricom, serves 186 million customers spanning both the consumer and enterprise segments. From its roots in South Africa, the Group has grown its business to include operations in Tanzania, the DRC, Mozambique, Lesotho, Kenya, Ethiopia, and now Egypt. Its mobile networks cover a total population of over 500 million people (including Kenya, Ethiopia, and Egypt). Vodacom is majority-owned by Vodafone Group (65.1% holding), one of the world's largest communications companies by revenue.

Reporting Period and Scope

Vodafone Egypt has voluntarily committed to sustainability reporting since 2018, sharing our efforts, performance, and impact. This report covers the fiscal year 2023 (FY2023), which begins 1 April 2022 and ends 31 March 2023. The scope and boundary of this report include all our activities and entities in Egypt, unless otherwise stated. Financial

statements contain the following subsidiaries: Sarcom (Sarmady), Starnet Vodafone Tel Trade Data, and Bladna Vodafone Foundation – NGO. We have not restated any information from previous reports, unless otherwise indicated.

The theme of this year's report is **digital enablement**, showcasing how Vodafone Egypt uses its technology and expertise to create positive social and environmental impacts. Moving from section to section, the report focuses on Vodafone Egypt being a **digital changemaker that delivers on our purpose** – by carving out digital solutions that drive a better world for all people, businesses in numerous key sectors, communities in need of development, as well as the economy and the planet. Through the company's innovative, market-leading products, initiatives, collaborations, and programmes, it has been able to bridge the gap in the Egyptian market when it comes to actioning change through digital solutions that drive lasting value for all stakeholders and create positive outcomes for all.

Reporting Frameworks

This report has been prepared in reference to the latest universal GRI Standards, the most widely used global standards for sustainability reporting, providing a common language for organisations to communicate their impacts on the economy, environment, and society. We have applied the GRI Reporting Principles for defining report content and quality, such as stakeholder inclusiveness, materiality, sustainability context, completeness, balance, comparability, accuracy, timeliness, clarity, and reliability.

The report covers the economic, environmental, social, and governance aspects of our operations, products, and services, as well as our contribution to the United Nations Sustainable Development Goals (SDGs), Egypt Vision 2030, Financial Inclusion Strategy (2022–2025), Digital Egypt Strategy, and Egypt's National Climate Change strategy (2050), which we refer to when contextualizing our contribution based on diverse internal and external initiatives.

Forward-Looking Statements

This report contains statements that reflect our current expectations, assumptions, and projections about future events and trends that may affect our business, financial condition, results of operations, and prospects. Some statements and targets are considered forward-looking statements within the meaning of applicable securities laws and regulations. Forward-looking statements are not guarantees of future performance and involve risks and uncertainties that are difficult to predict. Therefore, actual outcomes and results may differ materially from what is expressed or forecasted in such forward-looking statements.

Governance and Approach

We have established a governance structure to oversee our sustainability strategy, policies, and performance, as well as our material topics and management approach to these topics. Our CEO and Executive Committee are ultimately responsible for our sustainable business performance and approve our sustainability report.

Assurance

KPMG Inc conducted limited assurance on selected ESG metrics on behalf of Vodacom, which encompassed information relating to the scope, and conclusions are in the independent limited assurance report in Vodafone's ESG addendum that is available on the website at: www.vodafone.com.

Contact Point

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

Memberships



A Sustainable Future: Connecting for Purpose



Mohamed AbdAllah
Chief Executive Officer

As we reflect upon the year that has passed, I am proud to share with you Vodafone Egypt's annual sustainability report with an Environmental, Social, and Governance (ESG) approach — a testament to our steadfast commitment to sustainability and our mission to make a positive impact on both society and the environment.

In our pursuit of excellence, we believe our commercial success should not come at the expense of our environment and the communities we serve. We are committed to continually improving our practices to minimise our ecological footprint, all while enabling inclusive communities in the regions where we operate.

A pivotal milestone for us during the year was the strategic acquisition of a controlling stake in Vodafone Egypt by Vodacom Group, marking our emergence as a major player in the African market. This move intensified our commitment to ESG initiatives. It streamlined our efforts toward business sustainability and laid the foundation for further integration of sustainable business practices into the company's fabric.

Additionally, we were honoured to serve as the exclusive Principal Partner for the COP27 UN Climate Change Conference hosted in Sharm-el-Sheikh in November 2022. This landmark event provided us with a unique platform to demonstrate how digital technology can be harnessed to address climate change, enhance energy efficiency, promote a circular economy, and increase food security. We also provided vital connectivity services to 45,000 global attendees. The momentum generated during the global conference had a profound impact on our culture and contributed to a significant increase in our reputation score.

Our commitment to sustainability is at the core of our purpose. It drives us to provide connectivity access for all, foster digital and financial inclusion, enable quality digital education and skills, and support the digital transformation of SMEs and critical sectors. This aligns with our global commitment to the United Nations Sustainable Development Goals (SDGs), as part of our dedication to connecting for a better future leaving no one behind.

This commitment was further strengthened by our extensive utilisation of our digital capabilities to drive social impact initiatives that reached millions of customers and beneficiaries, including initiatives such as Vodafone Cash, V-Hub, digitisation of Egyptian University Hospitals, Universal Health Insurance, Ta3limy, Instant Network Schools, and more — all of which we have meticulously detailed in the pages of this report.

Our vision, as a purpose-led brand, is to create a better, more connected world where connectivity and digital empowerment are the keys to improving lives through an integrated ecosystem that strives for a fairer, greener, and more inclusive digital society. While we are confident that we are on the right track, we understand that a deeper integration of sustainability across all organisational functions and operations is essential for continuous, rapid growth.

In closing, I would like to extend our gratitude to all our stakeholders not just in sentiment, but through our commitment to making a meaningful impact, where we can come together to do well by doing good. I look forward to reporting on further progress in our sustainability journey in the years to come.

Reflections on 25 Years of Sustainability



Ayman Essam
External Affairs and Legal Director

As I reflect on the remarkable journey embarked upon by Vodafone Egypt over the past 25 years, I find it fitting that we revisit the core facets of our organisation under my purview: corporate security, external communications, sustainability, government relations, and public policy, all of which have played an integral role in shaping our identity, impact, and success.

Sustainability has unquestionably served as a principle that has guided our trajectory since inception, predating the global acknowledgment of its importance. Our journey began when we faced a crucial decision about relocating our headquarters in 2000. While most companies would have focused solely on the practical considerations of a move, we looked beyond, emphasising factors like efficient AC systems and the availability of fresh air for our employees' well-being. We set a precedent for considering sustainability in every aspect of our operations and took concrete actions long before it became a buzzword.

We developed systems for a responsible business that prioritised fairness, privacy, data retention, and anonymisation, and we ensure that we are not just transparent taxpayers; we are trustworthy, fair partners, and responsible citizens. We became pioneers in adopting anti-corruption and anti-bribery

policies, demonstrating our dedication to ethical business practices. These principles became the lifeblood of our decision-making processes, not just mere rhetoric or to fulfil reporting requirements.

In 2003, the Vodafone Egypt Foundation was born, with sustainability ingrained in its DNA. And since then, we have gone far beyond philanthropy, teaching NGOs to create sustainable projects and weaving sustainability into every aspect of our work. Our guiding principles — encapsulated in our Purpose Pillars of digital society, planet, and inclusion for all — have since become the cornerstone of our sustainability story. We evolved into a brand with purpose, aligning technology with the values of connectivity and inclusivity, environmental stewardship, and societal rights. This transformation permeated every facet of our organisation, from the enterprise team to marketing, HR to compliance.

Today, our sustainability journey is guided by a steering committee that assesses projects from a sustainability perspective, ensuring we make a positive impact on society and the environment. We scrutinise our network's reach, aiming to bridge divides and provide access to underserved communities, especially women. Sustainability considerations are woven into our fabric, whether through green energy adoption or carbon reduction initiatives. In our pursuit of a digital society, we actively engage with governments to enhance public services, promote data-driven value chains, and develop programs to promote digital inclusion for small businesses and enterprises. At the same time, our work toward boosting nationwide inclusion encompasses a commitment to fostering equity for underserved communities, women, people of all abilities, and more.

With our substantial investment in our sustainability frameworks and despite a challenging local and global operating environment, we have achieved double-digit growth year-on-year, demonstrating that profitability and sustainability are not mutually exclusive and underscoring our long-held belief that to truly thrive, an organisation has a responsibility to focus on more than just the bottom line.

As we look ahead, we are confident that our sustainability journey will continue to shape our identity, impact, and success. We are proud of our achievements, but we are not complacent. We recognise that there is always room for improvement and innovation, and we are committed to staying true to our purpose pillars and to delivering value for our customers, shareholders, employees, and society at large. By doing so, we will not only secure our own growth and resilience but contribute to a better world for generations to come.

OUR APPROACH TO ESG

Vodafone Egypt has embedded sustainable and ethical business practices in the DNA of the organisation since the company broke ground in Egypt as Click GSM – long before codified Environmental, Social, and Governance (ESG) frameworks came into public discourse. Having evolved into the country’s leading technology and digital powerhouse under Vodafone Group, we approach ESG today not as a separate agenda or a set of isolated activities; it is embedded into our purpose-driven strategy, business model, and operations.

PURPOSE PILLARS

DIGITAL SOCIETY

Connecting people and things, and digitalising critical sectors

Digitalising Business

Providing products and services that help support enterprises, particularly small and medium-sized enterprises (SMEs)

Digitalising Critical Sectors

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

Gigabit Network

Investing in our network infrastructure to connect individuals and businesses anywhere, anytime

INCLUSION FOR ALL

Ensuring everyone has access to the benefits of a digital society

Access for All

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

Propositions for Equality

Providing relevant products that address societal challenges, such as financial inclusion and gender equality

Workplace Equality

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

PLANET

Reducing our environmental impact and helping society decarbonise

Responding to Climate Change

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

Decreasing Scope 1 & 2 Emissions

Increasing our efficiencies and sourcing renewable energy to reduce our carbon emissions

Driving Circularity

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

SOCIAL CONTRACT

To achieve our purpose, we work to strengthen our reputation by protecting the trust of our stakeholders and ensuring that digital connectivity delivers on its full potential for responsible leadership and innovation. Our Social Contract is a pact to activate and accelerate our purpose initiatives to help strengthen trust across all stakeholder groups and maintain positive relationships.

Our Social Contract is built on three core principles



Trust

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



Fairness

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



Leadership

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

RESPONSIBLE BUSINESS PRACTICES

PROTECTING DATA

Customers trust us with their data, and maintaining this trust is critical

Data Privacy

Respecting our customers’ privacy preferences and using data responsibly

Cybersecurity

Prioritising cyber and information security across the entire organisation

PROTECTING PEOPLE

Ensuring the safety and wellbeing of every life and community we touch

Health and Safety

Creating a safe working environment for everyone working for and on behalf of Vodafone Egypt

Human Rights

Contributing to the protection and promotion of human rights and freedoms for our employees, customers, and communities

Responsible Supply Chain

Managing relationships with our direct suppliers and evaluating their commitments to society and the environment

Masts, Mobile Phones, and Health

Operating our networks within national regulations

BUSINESS INTEGRITY

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

Governance and Controls

Ensuring we operate sustainably and with sufficient controls to safeguard business and stakeholder interests

Economic Impact

Contributing to the economy in which we operate as a major investor, taxpayer, and employer

Anti-Bribery and Corruption

Holding a zero-tolerance policy on bribery and corruption

TRANSPARENCY AND MEASUREMENT

Transparency is essential to our ESG approach. We achieve transparency through comprehensive disclosure and measuring our ESG progress using multiple mechanisms, such as ESG ratings, reputation tracking, and stakeholder feedback.

Global and Local Commitments

We defined specific goals under this approach that align with global ambitions, such as relevant United Nations Sustainable Development Goals (SDGs), to actively contribute to making the world a better place. Locally, our work toward achieving relevant Egypt Vision 2030 goals and targets for our industry allows us to support Egypt's ambition to develop the economy and enhance market competitiveness, as well as improve citizens' quality of life.



GLOBAL COMMITMENTS

CONNECTIVITY:

Ensuring everyone, wherever they are and wherever they live, has access to reliable and affordable internet.

DIGITAL INNOVATIONS:

Building digital innovations, such as IoT solutions, that will contribute to sustainable development across a range of sectors, including agriculture, energy, and health care.



PARTNERSHIPS:

Strengthening the means of implementation and revitalising global partnerships, local ones, international organisations, and the private sector to find new models of cooperation backed by sustainable financing. This also includes partnering with customers across sectors to build and scale digital innovations.

The result of our connectivity, digital innovation, and partnerships is several platforms and local programmes that demonstrated impact linked to the specific targets within the SDGs.



LOCAL COMMITMENTS

Our local initiatives, connectivity efforts, and digital platforms have also directly fed the six overarching goals of Egypt Vision 2030, as well as complementing its enablement through Digital Transformation and Technology and Innovation.



GOAL 1

Improved Quality of Life



GOAL 2

Social Justice and Equality



GOAL 3

Integrated and Sustainable Environmental System



GOAL 4

Competitive and Diversified Knowledge Economy



GOAL 5

Well-Developed Infrastructure



GOAL 6

Governance and Partnerships

YEAR IN REVIEW

DIGITAL SOCIETY

We work towards connecting people and things and digitalising critical sectors through providing products and services that support SMEs and provides digital solutions for critical sectors, such as healthcare and agriculture, along with investing in our network infrastructure to connect individuals and businesses.

130,000

unique users on V-Hub portal



INCLUSION FOR ALL

We work towards ensuring everyone has access to the benefits of a digital society through enabling access for all, providing propositions for equality, and developing a diverse and inclusive workforce.

3,858

rural connectivity 4G sites



PLANET

We work towards reducing our environmental impact and responding to climate change through decreasing scope 1 and 2 emissions, driving circularity, and helping society decarbonise.

45,000

COP27 visitors connected through Eco-SIM bundles



Shark Tank Egypt
sponsorship



16.4MILLION

are financially included through Vodafone Cash



150

sites running on renewable energy

5MILLION

patients served through digital healthcare system



2MILLION

beneficiaries on Ta3limy



2.36MILLION

litres reduction in fuel consumption



2x

doubling our network spectrum



43,000

customers served through our deaf and hard of hearing call centre



100%

of our network waste recycled



Digital Society

“ This year, we **partnered** with governmental entities as their **digital arm** to deliver **innovative solutions** that can address some of the most pressing challenges in critical sectors.



Mahmoud El Khateeb,
Vodafone Business
Unit Director

DIGITALISING BUSINESS

In an era where technology is reshaping an already dynamic business landscape, the intersection of digital and business has become the driving force behind transformative change. Digital technologies elevate businesses through the creation of efficiencies, cost reduction, service enhancement, and the generation of data that reinforces informed decision-making. Vodafone Business Egypt stands as a catalyst in this digital evolution, propelling enterprises of all sizes towards a future defined by innovation and efficiency.

Supporting SMEs through V-Hub

V-Hub is an online resource portal that is designed to empower and support Egyptian SMEs through a wide range of digital solutions and advisory services.

130,000	unique users on V-Hub portal
1,000	subscribers to the V-Hub platform

Supporting entrepreneurs through Shark Tank Egypt

Vodafone Business Egypt is the exclusive sponsor of the entrepreneurial reality show Shark Tank Egypt, which propels budding entrepreneurs into the spotlight, and allows business owners to present their innovative ideas to a panel of seasoned investors.

Shark Tank Egypt	sponsorship
3	Shark Tank entrepreneurs supported by digital solutions and consultancy from Vodafone Business

Digitalising Enterprises

One of our flagship digital solutions is the fleet-management system, which serves a wide range of customers in the automotive sector, enabling them to track and monitor their assets and analyse route and vehicle-usage data to optimise fuel efficiency and reduce emissions.

10,000	vehicles served by our fleet management system
25%	reduction in fuel consumption reported by our customers

DIGITALISING CRITICAL SECTORS

Certain sectors shoulder the responsibility of shaping our collective wellbeing. We recognise the transformative potential of digitalisation in these foundational areas, from healthcare to agriculture and beyond. By exploring the intersection of technology and vital sectors, we can propel the nation towards its digital transformation goals while driving unparalleled value for economic growth and societal wellbeing.

Healthcare

Vodafone Egypt leads the largest digital transformation project in the Egyptian healthcare sector through digitalising Universal Health Insurance (UHI) across six governorates and Egyptian University Hospitals, spanning 12 universities nationwide.

197	hospitals with live digital healthcare systems
5M	citizens served through UHI
25,000+	healthcare staff digitally trained
TARGET: 15M	citizens to be served annually
TARGET: 439	healthcare facilities to get digitalised

Agriculture

Agriculture is a critical sector that is marked by the pressing need for food security and the urgency to mitigate the environmental impact of farming practices. We established a partnership during the year with Tomatiki, a provider of smart devices, and Cairo University's Faculty of Agriculture to elevate farm productivity while reducing production costs.

9-acre	solar powered site with IoT-enabled farming practices
---------------	---

GIGABIT NETWORK

Telecommunication providers like Vodafone Egypt have a unique responsibility to expand network services including voice, video, and data through increased broadband access. In doing so, we improve the quality of life of millions of people, in addition to reducing inequalities, fostering innovation, and creating new opportunities for economic growth to enhance Egypt's standing regionally and internationally.

Doubling Our Network Capacity

We have expanded, upgraded, and invested EGP 24 billion in our network infrastructure, using the latest technologies and innovations to deliver fast, reliable, and secure connectivity.

2x	doubling our network spectrum
40%+	increase in customer experience of our network sites
25%+	VoLTE ramp up of total voice traffic
BEST	Network Coverage by Crowd Sourcing – OpenSignal





Inclusion for All

Technology is the **backbone** upon which we build out all digital services that we provide for customers and beneficiaries of our initiatives to **drive connectivity**. As such, we are **committed** to using our digital technology as a driving force to improve the **quality of life** for millions of people, reduce inequalities, and foster innovation.



Catalin Buliga,
Technology Director



ACCESS FOR ALL

Vodafone Egypt firmly believes digital accessibility — regardless of location, ability, or background — is a fundamental right that empowers individuals and communities. As one of the leading players in the telecommunication sector, it is our responsibility to enable more Egyptians to enjoy the benefits of 4G connectivity, including faster speeds, better quality, and access to a wide range of digital services and applications.

Connecting Rural Areas and Bridging the Digital Divide

In emerging markets where much of the population exists in rural areas, we are committed to increasing coverage and penetration to underserved areas.

3,858	4G connectivity sites in rural areas
714	villages connected in Hayah Karima through 980 sites
100	public schools connected in Hayah Karima with an integrated digital education system
TARGET: 123	planned sites for rural coverage in 2024

Affordable Devices

At Vodafone Egypt, we have applied subsidies, discounts, and offers tailored to low-income communities, in addition to financing options for customers looking to upgrade from 2G/3G to 4G handsets.

14,000	affordable devices sold in the reporting period
150,000	affordable 4G devices sold since 2020
TARGET: in 2024	Expanding our portfolio of affordable devices by locally producing an entry 4G smartphone

Affordable Bundles

The PLUS Students bundle provides students with free SIM cards and 1GB to use on Ministry of Education websites and applications for only 5 EGP per month, renewable monthly.

66,415	affordable PLUS student bundles sold since 2021
---------------	---

PROPOSITIONS FOR EQUALITY

We are aware of the growing societal challenges that affect millions of people in Egypt and beyond. These include the lack of access to quality education, gender gaps, limited financial inclusion, and poverty. We believe digital technology can be a powerful force for good, enabling us to create innovative solutions towards an equal and inclusive society.

Financial Inclusion through Vodafone Cash

Vodafone Cash e-wallet and financial services platform has emerged as one of the conduits, connecting every corner of the nation and ensuring that everyone, banked or unbanked, could readily access essential financial services and donations.

16.4M	financially included customers through Vodafone Cash
5.4M	active monthly users
EGP649B	worth of transactions a year
80NGOs	being supported through donations

Digital Education through Ta3limy

Ta3limy digital education platform was launched by Vodafone Egypt Foundation with the goal of preparing students, parents, and teachers for the demands of the digital age. The comprehensive digital learning platform is designed to provide free of charge and high-quality educational content.

2M+	beneficiaries
341,818	registrations

Connected learning through Instant Network Schools

INS was launched to provide young refugees, as well as their host communities and teachers, with the opportunity to access digital learning content and the internet to improve the quality of education in some of the most marginalised communities in Africa.

18	INS hubs in Egypt
1,100+	teachers
35,000+	Egyptian students
6,000+	refugee students
TARGET: 48	INS hubs, serving 100,000 beneficiaries monthly by the end of 2023

Code Like a Girl Program

Our “Code Like a Girl” programme aims at creating a level playing field for young girls, ensuring that they have equal access to opportunities in Science, Technology, Engineering, and Mathematics (STEM) fields.

52	girls joined the programme in 2022 and 2023
-----------	---

Egyptian Gender Alliance

Vodafone Egypt was catalytic in the creation of the Egyptian Gender Alliance (EGA), the first national coalition in Egypt that brings together public and private sectors to advance female inclusion and empowerment in the in the workplace and society at large.

7	public-private partners
TARGET: 1M	women to be impacted by 2025

Customers with Disabilities

In 2016, our customer care department took a significant leap forward by establishing a dedicated call centre designed exclusively for deaf and hard-of-hearing customers.

43,000	customers served through the deaf and hard-of-hearing call centre
---------------	---

WORKPLACE EQUALITY

We firmly believe our success is intrinsically tied to our ability to develop a workforce that mirrors the diverse communities and societies we serve. Our purpose is not merely to provide connectivity; it is to make the world more connected, inclusive, and sustainable, where every individual can feel a sense of belonging and have his/her needs addressed.

Returnship Program

For the first time, Vodafone Egypt launched a six-month, paid internship programme for Egyptian women who have been out of the job market for two to five years. The programme reintegrates women into the workplace through a strong development plan that is tailor-made for the participants.

7 women regained their careers through Returnship Programme

AI Hackathon for People with Disabilities

The first event of its kind in the private sector in Egypt, the AI Assistive Tools Hackathon aimed to build technological tools that empower people with disabilities in the workplace.

5 teams made up of 5 members, at least 2 of whom had a disability

3 winning teams in the 1st Hackathon edition

Discover Graduate Programme

Vodafone's Discover Graduate Programme has long been a foundational part of the company's fabric. It aims to maintain the best possible calibres of fresh graduates every year and consists of a well-rounded experience that covers the various segments of the company, exposing them to our different functions.

24 Discover Graduate Programme associates

63% of which are women

Youth Committee

At Vodafone Egypt, our commitment to nurturing the potential of Egyptian youth is further demonstrated through the inception of the Youth Committee, who represent the potential of the upcoming generation and get to work directly with the Executive Committee for a year.

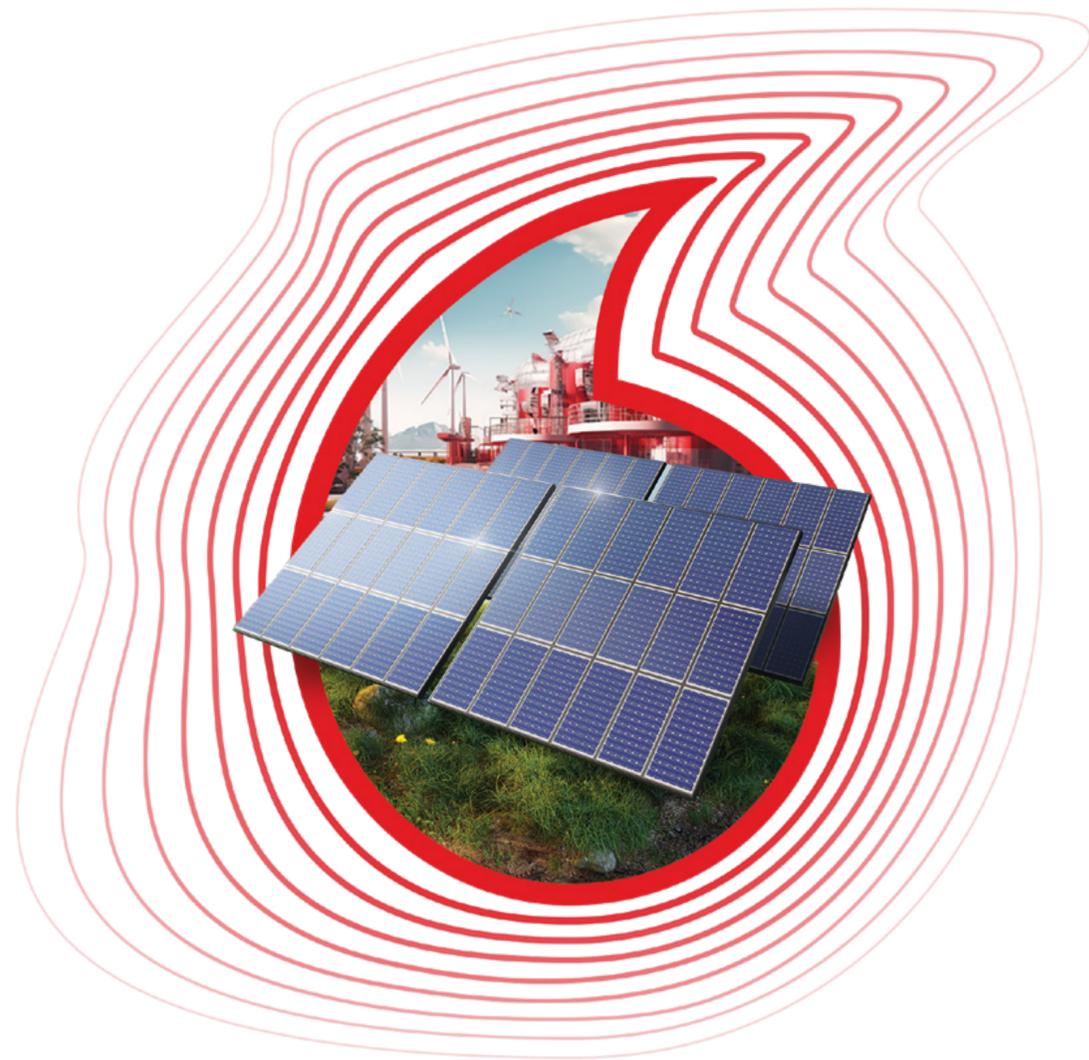
8 young employees recruited across functions

Annual youth committee members under the age of **30**

Big Data Academy

We launched the Big Data Academy to develop in-demand digital skills in Egypt and provide hands-on data science experience for fresh graduates.

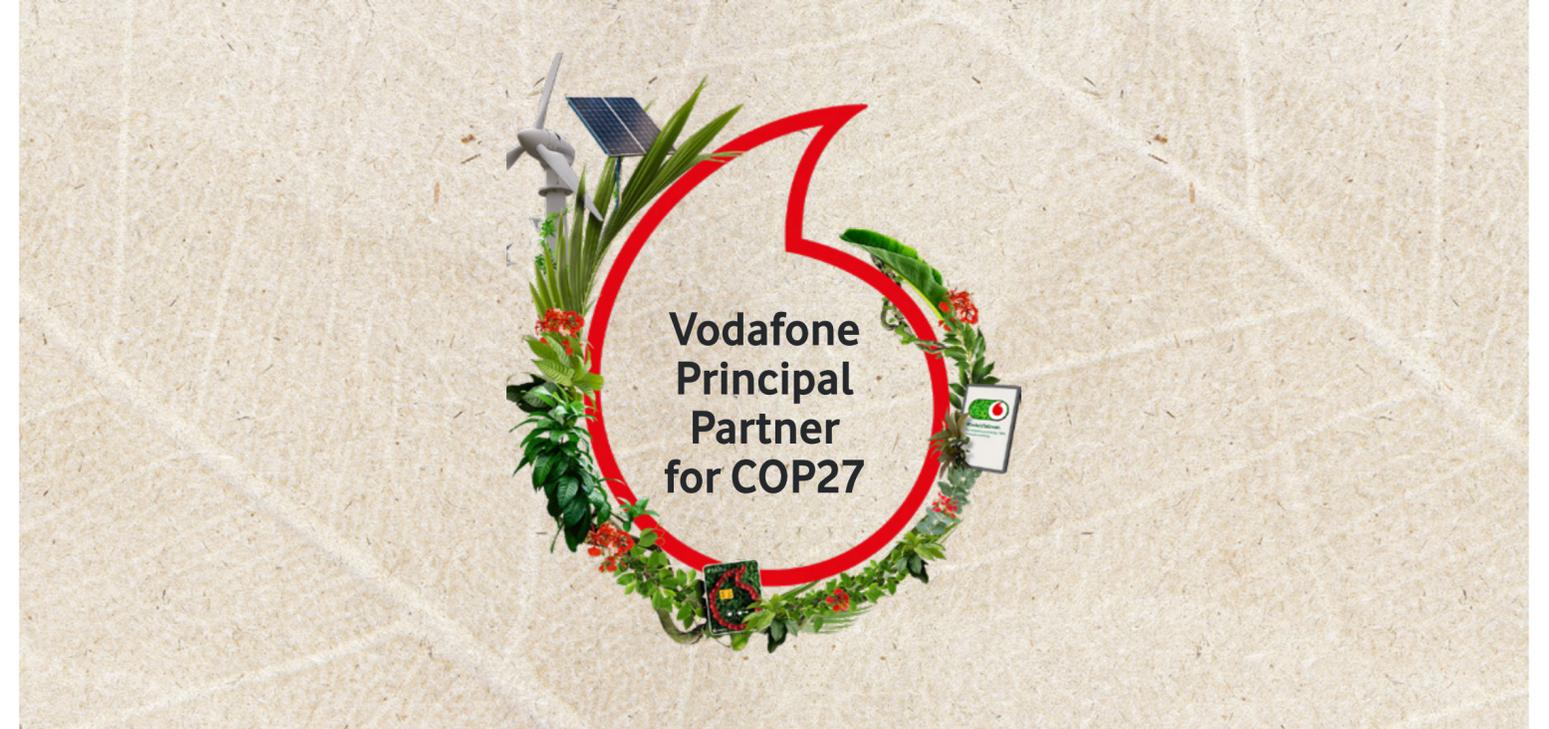
6 candidates selected to join the academy on its first cohort



Planet

Aligning with Egypt's NCCS 2050

To address climate change challenges, Egypt developed a comprehensive and long-term National Climate Change Strategy 2050 (NCCS 2050), launched in 2022. Vodafone Egypt's efforts support the achievement of three out of five goals as per the NCCS 2050 strategy, which are achieving sustainable economic growth and low emission development in various sectors, enhancing adaptive capacity and resilience to climate change by alleviating the associated negative impacts, and enhancing climate change action governance.



RESPONDING TO CLIMATE CHANGE

The current global environmental landscape has only intensified our determination to champion the reduction of environmental impact of our own activities. Our strides towards climate action resonate harmoniously with Egypt's National Climate Change Strategy 2050, which holistically addresses climate challenges and mirrors our commitment towards integrating climate change mitigation across all dimensions of our operations.

Connecting COP27, Driving Climate Action

The world came together at COP27 in Egypt to take bold and urgent steps to address the global climate crisis. Egypt, as well as Vodafone as a Principal Partner for Communications, played a crucial role in showcasing leadership on climate action.

Vodafone's unwavering dedication to climate leadership was illustrated through our pivotal role as the headline partner, with our prominent presence at the conference symbolising our resolute commitment to driving business participation in the green digital transition.

COP27	Exclusive Principal Partnership
45,000	global visitors connected through Eco-SIM bundles, made of 100% of recycled plastic
82%	positive sentiment from Social Media awareness campaign
DEDICATED	call centre and chatbot to support COP27 visitors

REDUCING CARBON EMISSIONS: OUR JOURNEY TO NET ZERO

Our multifaceted approach to emissions reduction, particularly in the realms of Scope 1 and 2 emissions, stems from a comprehensive strategy that encompasses enhanced energy efficiency practices, a transition away from fossil fuels, and an embrace of renewable energy sources.

Energy Efficiency Initiatives

We remain committed to driving energy efficiency across both our mobile and fixed-line networks, while simultaneously phasing out the utilisation of fossil fuels and amplifying the integration of renewable energy solutions. Through these initiatives, we have successfully reduced our Scope 1 emissions by 11% y-o-y.

Renewable Energy Transition

Our journey towards renewable power sourcing from the national electricity grid is underway. By FY2024, we aspire to attain a 60% renewable energy-powered status as we work to hit an ambitious target of 100% by FY2025.

TARGET: NET ZERO carbon emissions by 2030 across Vodafone

TARGET: 100% of our operations to be powered by renewable energy by 2025

2.36M litres reduction in fuel consumption from FY2022

64.5% y-o-y reduction in refrigerants and fire suppressants emissions in FY2023

Energy Certification **ISO 50001** maintained

1ST to sign an agreement with the New and Renewable Energy Authority (NREA) to operate on 100% renewable energy by 2025

150+ access sites running on renewables across our network and over buildings

DRIVING CIRCULARITY

Our commitment to circularity not only underscores our response to pressing environmental challenges but also drives us to maximise the utility of resources, all while championing responsible material recovery and reuse, aiming to eradicate waste, and minimise our ecological footprint.

Network Waste Management

To minimise our environmental footprint, we have embarked on resource efficiency and waste management programmes. This comprehensive approach tackles network waste and IT equipment waste head-on.

100% of our network waste is recycled through green certified recyclers under the governance of the Ministry of Environment

LEED v4.1 building operations and maintenance certification

E-Waste Management through E-Tadweer

In a strategic collaboration with the Egyptian Ministry of Environment, the UNDP, and the Federation of Egyptian Industries, we launched e-TADWEEER, a mobile application that allows users to recycle their electronic waste and receive redeemable vouchers.

200,000 app downloads

70.8 tonnes of e-waste recycled

74.8 tonnes of CO₂ emissions savings contribution

Water Conservation

In collaboration with FIDO Tech, a global technology provider, we managed to pilot the first IoT and AI-driven water leakage detection solution with the government in Sharm El Sheikh, processed through a sample, which we aim to further scale in the year ahead.

30% reduction in water wastage

4KM water network sample



Our People

“ We will continue to **invest** in our people, nurture their talents, and **empower** them to **drive positive change** in our industry. ”



Nagla Kinawi,
Human Resources
Director

LIVING THE SPIRIT OF VODAFONE

Vodafone is more than just a leading telecommunications company that connects people and businesses across the world; we strive to make a positive impact on society by connecting for a better future. To achieve this, we rely on our most valuable asset: people. The people who work at Vodafone share a common culture of values that define how they think, act, and collaborate. This is what we call the Spirit of Vodafone.

14%	turnover rate, below market average
85%	inflow adoption rate for Vodafone's app for employees
2,200	employee hours devoted to philanthropy

DIVERSIFYING TALENT AND DEVELOPING DIGITAL SKILLS

We are dedicated to cultivating a diverse and skilled workforce equipped to thrive in an evolving telecommunications landscape. We diversify talent and nurture skills within our organisation, while also promoting innovation and leadership among our employees.

EGP 12.3M	investment in digital skills development
45,295	total training hours
203	upskilling/reskilling programmes completed in FY2023

FAIR PAY PRINCIPLES

Our **Fair Pay Principles** govern our approach to reward across our business. We apply these principles to every employee regardless of level, location, or role:

- ▶ Market Competitive
- ▶ Free from Discrimination
- ▶ Provide a Good Standard of Living
- ▶ Share in Our Success
- ▶ Provide Benefits for All
- ▶ Open and Transparent



Responsible Business

“ We work to foster a **culture of business integrity**, intertwining it with every decision, action, and interaction. This includes safeguarding data, ensuring the **health and safety** of our people, **respecting human rights**, and fostering an inclusive, responsible supply chain. ”



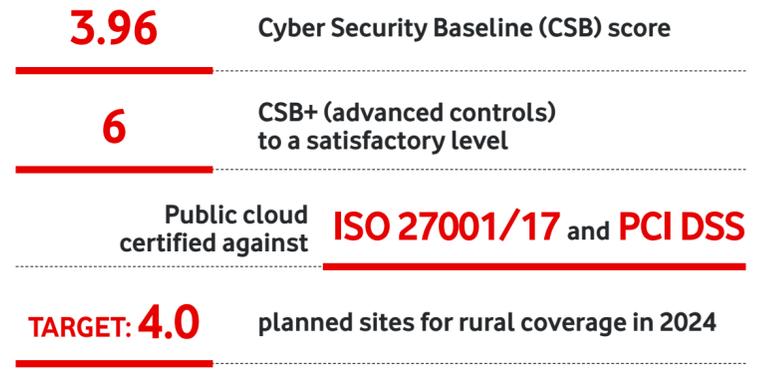
Rasha El Azhary,
Finance Director

Governance and Controls

Good governance enables us to manage our risks, opportunities, and impacts effectively, and to create long-term value for our stakeholders. Vodafone Egypt’s corporate governance is based on the principles of long-term business resilience and value creation for our stakeholders. We uphold the highest standards of business ethics, integrity, legal and regulatory compliance, and sustainability and governance in our public policy and core foundation. We also leverage effective ESG integration and oversight to align our sustainable business strategy with our brand and reputation.

PROTECTING DATA

Vodafone Egypt is entrusted with the data of millions of customers who rely on our services every day. We are therefore keenly aware of our responsibility to respect the privacy and security of our customers, and we are committed to protecting their data from unauthorised access, misuse, or disclosure. To do this, we follow the highest standards of data protection, comply with all applicable laws and regulations, and have enacted a robust governance and risk management system to this effect.



PROTECTING PEOPLE

At Vodafone Egypt, ensuring the health and safety of our employees, contractors, and suppliers is a core value. We have a unique opportunity to advance the fundamental rights of our customers, employees, and communities. As such, we focus on creating a safe working environment for everyone working for and on behalf of Vodafone Egypt in our local market.



RESPONSIBLE AND INCLUSIVE PROCUREMENT

Our role as a digital enabler comes with a responsibility to ensure integrity in our supply chain processes by sourcing from suppliers who share our vision and values and strive to meet our mandatory ethical, labour, and environmental standards. At the same time, we are aware of our responsibility toward our local economy and seek to source services or hardware from our local market whenever there is an opportunity, as we work to drive positive economic outcomes for our home market.



NAVIGATING THE REPORT



www.vodafone.com.eg

A DIGITAL
ENABLER
OF CHANGE



SCAN TO VIEW
THE FULL REPORT
ON YOUR DEVICE

Viewing experience of the report

While efforts have been made to maintain compatibility with various PDF viewers, the document may contain interactive elements that are best supported by Adobe Acrobat or similar applications designed for rich media content.



A DIGITAL
ENABLER
OF CHANGE