Built for Tomorrow,
Powering What's Next



Sustainability Report
April 2025 – March 2026

vodafone

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INTRODUCTION



Vodafone Egypt at a Glance

Our Story

Vodafone Egypt's story has always been about more than the evolution of a network. It is the story of how technology can keep people connected, economies moving and essential services within reach.

Since launching as Click GSM in 1998, Vodafone Egypt has grown into a technology-led organization shaping how people live, businesses evolve, and institutions deliver. As part of Vodacom Group Limited, a leading African connectivity and financial services provider serving more than 237 million customers across Africa, Vodafone Egypt benefits from regional scale and digital expertise that complement its strong national presence.

Today, Vodafone Egypt is the country's leading telecommunications operator, serving more than 55.2 million customers through mobile connectivity, enterprise solutions, digital services and financial technology. Its role extends beyond providing services; it strives to continuously strengthen the digital foundations that support daily life, business continuity and national development.

+55.2 M
Vodafone Egypt Customers

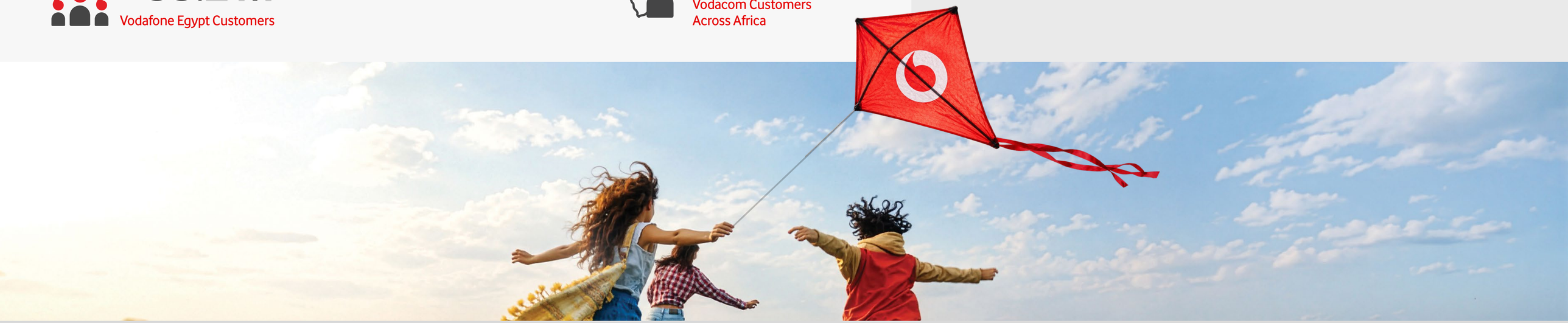
+237 M
Vodacom Customers
Across Africa

Amid regional uncertainty, economic pressure and accelerating technological change, Vodafone Egypt continued to invest. It expanded infrastructure, strengthened service continuity and widened participation in the digital economy through accessible connectivity, financial inclusion, digital health and business enablement.

Behind every technology milestone is a human outcome: a person connected, a business enabled or an essential service strengthened. Supported by its people, strong governance, cybersecurity and responsible business practices, Vodafone Egypt continues to reinforce its position as a reliable lifestyle partner, a trusted technology partner and a national digital enabler.

Guided by our purpose pillars: Empowering People and Protecting the Planet, underpinned by Maintaining Trust, Vodafone Egypt brings technology, purpose and partnership together to create lasting value.

Built for Tomorrow, Powering What's Next captures this progression: responding to what people depend on today while building the resilience, capabilities and infrastructure Egypt will need tomorrow.



A Message from our CEO

“When technology is guided by purpose, it becomes a catalyst for opportunity, resilience and sustainable progress.”

In a time of rapid technological evolution, Vodafone Egypt translates purpose into measurable impact. Aligned with Egypt Vision 2030, we continue to step forward with clarity and conviction to build a more connected, inclusive and sustainable digital ecosystem.

Guided by our purpose pillars, we made significant investments in our network infrastructure, successfully launching **5G with the widest coverage in Egypt** and securing **the largest spectrum acquisition in the market**. These milestones reinforce our role at the core of Egypt’s digital transformation, enabling faster, more reliable connectivity that supports economic growth and innovation.

Driving socioeconomic impact remains central to our purpose. Through our digital health initiatives, and in partnership with the Ministry of Health and Population, the Universal Health Insurance Authority and the University Hospitals, we have supported the transformation of **632 healthcare facilities**, improving access to quality services for over **13.5 million citizens**.

Building on this commitment to advancing access to healthcare, we launched our Ramadan **“Qawafel El Nour”** medical convoys, facilitated through Vodafone Egypt Foundation and in partnership with Ibrahim Badran, reaching communities across 27 governorates and delivering free check-ups and critical surgeries to those who need them most.



Beyond healthcare, we continue to bring our purpose to life through impactful, purpose-led initiatives. Maaki is Vodafone Egypt’s flagship women’s empowerment programme, designed to advance digital and financial inclusion among rural women. Today, Maaki offers sustainable income-generating opportunities that benefit entire families, serving a successful model of robust partnership between the public sector, the private sector and civil society.

As the trusted digital partner to the Egyptian Government, we are proud to contribute to landmark national initiatives, including our partnership with the **Grand Egyptian Museum** as its technology partner, demonstrating how technology can enable a world-class visitor experience while preserving and promoting cultural heritage.

Our commitment to excellence continues to be recognized globally. **Being awarded Best Mobile Network and Best Fixed Broadband Network by Umlaut** reflects the strength, reliability, and sustainability of our network, ensuring uninterrupted connectivity, even in critical moments.

We are also embedding sustainability in the core of our operations by transforming the telecom infrastructure through **solar-layered towers** in rural and off-grid areas. These efforts, among others, support emissions reduction, improve energy efficiency, and enhance long-term operational performance while enabling reliable connectivity in underserved areas.

At the heart of our progress are our people. Their expertise and commitment to our purpose are what transform strategy into action. Demonstrated in our recognition as **a Best Place to Work for Women**, reinforcing our focus on shaping an inclusive and empowering workplace. Each milestone we reach is grounded in a shared belief that technology should uplift lives, expand opportunities, and create lasting value for our customers and society.

LOOKING AHEAD, WE WILL CONTINUE TO HARNESS TECHNOLOGY AS A FORCE FOR GOOD, DEEPENING OUR IMPACT, ADVANCING INCLUSION AND ACCELERATING OUR ENVIRONMENTAL AMBITION TO SHAPE A MORE SUSTAINABLE AND FUTURE-READY DIGITAL ECOSYSTEM FOR EGYPT.

Mohamed Abdallah

Chief Executive Officer of Vodafone Egypt and
the International Markets of Vodacom

Sustainability Milestones

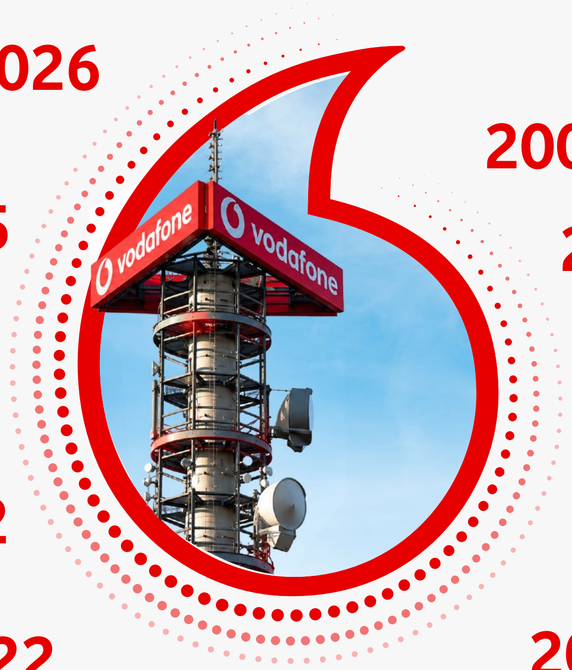
2026 — **Launched the Maaki rural women's programme in Al Minya Governorate,** empowering participants with digital skills and income opportunities

2025 — **Became the technology partner of the Grand Egyptian Museum**, deploying a smart IoT system that manages lighting, ticketing, visitor flow and security, improving efficiency and sustainability at one of Egypt's most significant cultural sites

2025 — **Matched 100% of its electricity with renewable sources**, transforming its network into one of the greenest in the market and accelerating Egypt's transition to clean energy

2022 — **Launched the University Hospitals Project and Universal Health Insurance (UHI) scheme**, two of the healthcare industry's largest digital transformation projects

2022 — **Installed solar panels at Vodafone Egypt's Smart Village headquarters**, driving its shift to renewable energy



2003 — Vodafone Egypt creates **the Vodafone Egypt Foundation**, the first of its kind in Egypt

2005 — **Integrated accessibility features into its Smart Village headquarters**, cascading these designs into the remainder of its buildings over the following years

2013 — **Launched the Vodafone Cash** financial services platform, which has developed into the number one mobile wallet in Egypt

2016 — **Established the Deaf and Hard of Hearing Call Centre** to support customers with disabilities for the first time in Egypt

2021 — **Established a partnership with Hayah Karima** (Decent Life) Presidential Initiative to provide connectivity, infrastructure and educational tools for underserved villages included in the programme

2022 — Became **the principal partner of the UN Climate Change** Conference, COP27

About This Report

Reporting Period and Scope

Accountability begins with clarity. This report provides a transparent account of Vodafone Egypt's sustainability performance during the financial year from **1 April 2025 to 31 March 2026,** connecting business decisions and continued investment with their wider impact on people, the economy and the environment.

Unless otherwise stated, the reporting boundary covers all of Vodafone Egypt's operations and entities. The financial statements include **Vodafone for Data, Sarcom (Sarmady) and Vodafone for Trading**, alongside the non-profit **Vodafone Egypt Foundation**. Information from previous reporting periods has not been restated unless explicitly indicated.

Built for Tomorrow, Powering What's Next

defines the report's progression. It retains people at the centre while widening the focus to the resilience, technology leadership and national enablement behind every outcome. Structured around **Empowering People and Protecting the Planet, underpinned by Maintaining Trust**, the report presents evidence of how Vodafone Egypt continued to invest, maintained continuity and created lasting value through a period of change.

Reporting Frameworks

Maintaining its track record of transparency and accountability, Vodafone Egypt has opted to release an annual Sustainability Report communicating its ESG progress. This FY2025–26 report marks the company's **fifth consecutive year of voluntary reporting.** This report has been prepared in accordance with the latest GRI Universal Standards, the most widely used global standards for sustainability reporting, providing a common language for organizations to convey their impacts on the economy, environment and people. Vodafone Egypt has applied the GRI Reporting Principles for defining report content and quality, such as stakeholder inclusiveness, materiality assessment, sustainability context, completeness, balance, comparability, accuracy, timeliness and reliability.

This report covers the economic, environmental, social and governance aspects of its operations, products and services, in addition to its contribution and alignment with global and local frameworks.

Governance and Oversight

Vodafone Egypt has established a governance structure that guides its sustainability strategy, policies, and performance, as well as its material topics and management approach to these topics. The CEO and Executive Committee lead the company's commitment, taking ultimate responsibility for its sustainable business performance and approving this sustainability report.

Assurance

Ernst & Young Inc conducted limited assurance on selected ESG metrics on behalf of Vodacom Group, which encompassed Vodafone Egypt. The information relating to the scope and conclusions is in the independent limited assurance report published within Vodacom's ESG addendum that is available on the website

Reporting centre | Our purpose | Vodacom Group ↗



Contact Point

For further inquiries regarding the report and its content, please contact the sustainable business team at:
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Vodafone Egypt, C2 Building, Smart Village, Giza, Egypt.

Memberships

Chapter Zero Egypt
The Directors' Climate Forum

ITU

cit

GSMA

BEBA
British Egyptian Business Association

Etisal International

American Chamber of Commerce in Egypt

United Nations Global Compact

Empowering People

In line with the UN SDGs' promise of leaving no one behind, Vodafone Egypt works to close digital divides, ensuring its customers benefit from digitalization, regardless of who they are or where they live.

Closing the Digital Divide
- Enhancing coverage for all.
- Ensuring the affordability of its connectivity services, devices and platforms.
- Connecting and empowering women.

Empowering Customers
- Driving financial inclusion through digital financial services.
- Supporting SMEs to thrive in a new digital world.
- Digitalizing larger organizations and critical sectors.

Supporting Communities
- Promoting diversity and inclusion.
- Improving learning and digital skills.
- Supporting those most in need.

Developing Our Employees
- Fostering workplace equality.
- Developing employee skills.
- Living the Spirit of Vodafone.

Protecting the Planet

Vodafone Egypt strives to reduce its carbon emissions and optimize its value chains, protecting the planet and enabling its customers to do the same.

Delivering Net Zero Operations
- Driving energy efficiencies.
- Switching to renewables.
- Managing diesel use.
- Working with partners to reduce scope 3 GHG emissions.

Promoting Circularity
- Circularity of devices and network waste.
- Managing general waste.
- Using water responsibly.

Enabling a Green Transition
- Managing climate-related risks and opportunities.
- Advocating for change – helping customers reduce their planetary impacts.
- Reducing the environmental footprint of its products and services.

Maintaining Trust

Vodafone Egypt works to deliver its services responsibly and securely, earning its customers' trust in everything it does by:

Protecting People
- Creating a safe work environment.
- Respecting human rights.

Protecting Data
- Managing data privacy.
- Protecting its network and systems through cybersecurity.

Responsible Business Practices
- Complying with policies and controls.
- Responsible purchasing and inclusive procurement.
- Zero tolerance of bribery and corruption.
- Supporting local economic development.

PURPOSE FRAMEWORK

Global and Local Commitments

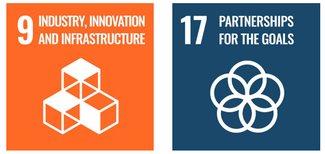
Vodafone Egypt aligns its sustainability efforts with global and national development frameworks. The United Nations Sustainable Development Goals (SDGs) and Egypt Vision 2030 serve as key guides for shaping the company's initiatives and measuring their broader impact.

Each action taken is intentionally mapped to these frameworks, reinforcing the company's commitment to delivering long-term, meaningful value to society. Throughout this report, the relevant SDGs and Egypt Vision goals are referenced to highlight how Vodafone Egypt's work supports progress on shared priorities.

Vodafone Egypt's FY2025–26 investments and initiatives sit within a broader set of national ambitions, from digital infrastructure to financial inclusion and clean energy transition.
The table below maps Vodafone Egypt's current position against the relevant national targets.

Egypt's National STRATEGY	Egypt's National TARGET	Vodafone Egypt's FY2025–26 POSITION
Digital Egypt Strategy / National AI Strategy 2025–2030[1,2]	Raise the ICT sector's contribution to GDP to 7.7% by 2030; build a talent pool of 30,000 AI professionals and 250+ AI startups	4,000+ 5G sites (widest coverage in Egypt); EGP 18.1bn invested in infrastructure in FY2025–26 alone
Egypt's updated Nationally Determined Contribution (NDC) / National Climate Change Strategy 2050[3,4]	42% renewable electricity in the national generation mix by 2030 (brought forward from a 2035 target)	100% of purchased electricity matched with renewable sources (16.7% direct renewables / 83.3% RECs); Scope 1&2 emissions down 3.2% YoY
Financial Inclusion Strategy[5]	Expand digital wallet penetration and banked population nationally	14.7M Active Vodafone Cash Users
Universal Service Obligation (USO) / rural connectivity commitments[6,7]	Extend connectivity to underserved and rural communities nationwide	4,680 rural connectivity sites; 98.79% 4G population coverage

Direct SDG Interlinkages:



Indirect SDG Interlinkages:





2030 رؤية مصر VISION OF EGYPT

[1] Egypt National Artificial Intelligence Strategy
[2] ITIDA, Digital Egypt Strategy for Offshoring Industry 2022–2026
[3] UNFCCC, Egypt's Updated First Nationally Determined Contribution 2030
[4] Egyptian Environmental Affairs Agency, National Climate Change Strategy 2050
[5] Central Bank of Egypt, Financial Inclusion Strategy
[6] State Information Service, ICT projects in "Decent Life" villages
[7] National Telecom Regulatory Authority, Universal Services

Egypt Outlook

GDP Growth

Egypt's economy has entered a period of acceleration. GDP growth reached 5.3% in Q1 of FY2025–26, up from 3.5% the year before,[8] and one of the leading sectors of that growth tells its own story, with the ICT sector expanding by 14.5% year-on-year in Q1 FY2025/26, the joint-fastest pace of any industry in the economy.[8]

5.3%
Q1 FY2025–26, up from 3.5%[8] the year before

The Geopolitical Situation

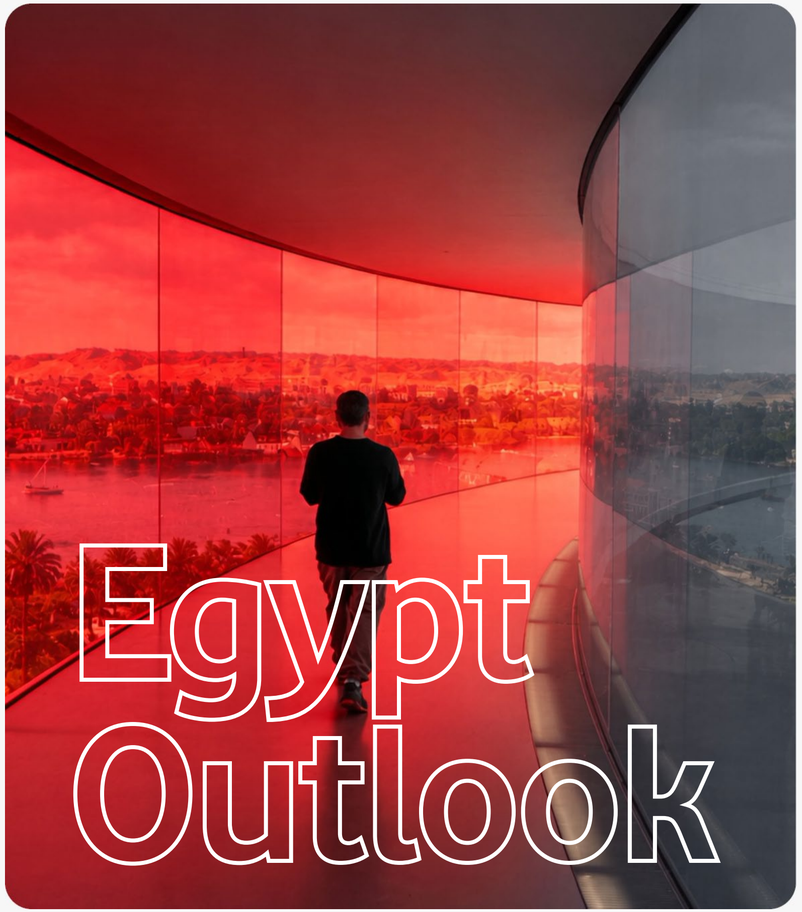
This growth comes against the backdrop of a difficult half-decade. Egypt absorbed four distinct global shocks in succession: the prolonged economic disruption of COVID-19, the food and currency pressure that followed Russia's invasion of Ukraine, a near-halving of Suez Canal traffic as the war in Gaza and attacks in the Red Sea rerouted global shipping away from Egyptian waters,[11] and, most recently, an energy-price spike triggered by the escalation of the Iran war.[12]

Each shock touched on the same set of conditions that any network operator depends on to function: currency stability, energy costs, the spending power of tens of millions of customers – each was absorbed without a break in the country's development trajectory.

Egypt's 2026 Voluntary National Review to the United Nations credits this to the resilience of the country's institutions, financing systems and development planning, and a robust labour market. Unemployment has fallen every year for four consecutive years, from 7.4% in 2021 to 6.3% in 2025, even as the shocks kept coming.[13]

6.3% Unemployment in 2025 **from 7.4%** in 2021

[8] Ministry of Planning, Economic Development and International Cooperation, GDP Note Q1 FY2025/26
[11] Suez Canal Authority, Canal Traffic 2025
[12] Al Majalla, US-Iran War and Egypt's Economy
[13] Egypt's 2026 Voluntary National Review



Investing in a Resilient Digital Future

Vodafone Egypt's own resilience was written into that same five-year period, most visibly in the network's response to the disruption caused by the Ramses fire,[14] where years of investment in redundancy and business continuity meant the country stayed connected through an outage that could easily have become a national crisis.[15]

Egypt's trajectory intersects most closely with Vodafone Egypt's goal of advancing digital infrastructure. **The country has invested US$6 billion in internet infrastructure since 2019** and now leads Africa in fixed internet speed at **95.46 Mbps**. Despite this, national internet penetration stands **at 72.2%**, but varies sharply across communities, with **83.6%** in urban areas against **62.6% in rural areas, and 79.3% among men against 65.2% among women.** Egypt's Decent Life (Hayah Karima) programme has been built to close precisely that gap, through rural network expansion and digital literacy training.[13]

Similarly, **98.79% 4G population coverage facilitated by Vodafone Egypt against 72.2%** national internet penetration[13] points to the gap Vodafone Egypt is positioned to close: coverage already exists in places where usage has not yet followed.

Egypt's own **Voluntary National Review** goes further than statistics, naming Vodafone Egypt twice as a working example of how the country intends to get where it's going. The Maaki programme appears in the review's governance and partnerships chapter as a model for how the public sector, private sector and civil society can move together. The Grand Egyptian Museum partnership appears separately, in the review's digital transformation chapter, as an example of advanced technology applied to one of the country's most significant cultural institutions.[13]

Investment in internet infrastructure since 2019
6B USD[13]

Egypt's Africa ranking, fixed internet speed
#1 (95.46 Mbps)[16]

National internet penetration
72.2%[13]

Private Investment

Private capital is starting to accelerate once more, with private investment accounting for 66% of total investments in Egypt in Q1 of FY2025–26, its highest share in comparable periods[8] – and international investors have taken notice. Egypt drew 22.2% of all foreign direct investment flowing into Africa in 2025 and 69% of all FDI in North Africa,[9] roughly double the share of the next-largest recipient, Guinea, at around 11%.[10]

Private investment
66%[8]
of total national investment (Q1 FY2025–26)

[8] Ministry of Planning, Economic Development and International Cooperation, GDP Note Q1 FY2025/26
[9] UNCTAD, World Investment Report 2026
[10] UNCTAD, World Investment Report 2026 – Africa FDI Rankings
[13] Egypt's 2026 Voluntary National Review
[14] EnterpriseAM, Partial Telecom Outage in Ramses Central Building
[15] EnterpriseAM, Ramses Fire Service Restoration
[16] Ookla, Fastest Fixed Network in Africa H1 2026

FY2025–26 HIGHLIGHTS



EMPOWERING PEOPLE

4,600+
rural sites

14.7M
active Vodafone Cash users

4,000+
5G sites, delivering the widest 5G coverage in Egypt

13.5M
citizens supported through digital healthcare solutions across 632 facilities

umlaut Best in Test:
Best Mobile Network and Best Fixed Broadband Network 2025, marking the third consecutive mobile win and second consecutive fixed-broadband win

Two Middle East
Technology Excellence Awards 2025
for digital telecommunications and network and broadband excellence

Gartner Eye on Innovation 2025 Runner-Up
for the AI-powered MRAT Availability Booster

3.2% **reduction** in Scope 1 and 2 emissions, reaching 52,378.62 tCO2e

42,182
tCO2e in customer emissions avoided through IoT solutions

311 **network sites** powered by renewable energy

10.1 **GWh** in total network energy savings

5% **year-on-year reduction in network diesel consumption**

1,113,860
tonnes of network waste recycled

100%
recycled network waste



PROTECTING THE PLANET



MAINTAINING TRUST

First-time
ISO 27001 certification
covering the expanded cybersecurity scope

ISO 27001 and PCI DSS recertification
for the public cloud

PCI DSS recertification
and SOC 2 Type II certification
for Vodafone Cash

Zero
workplace fatalities

3.5 million
safe working hours

SHRM MENA Diamond
Tier Award 2025 for Excellence in Diversity and Inclusion, marking the third consecutive year of recognition

#1 Best Place to Work for Women in Egypt

Athar Sustainability Report Award, recognizing the quality and impact of Vodafone Egypt's sustainability reporting

Commitments & Progress

Knowing what matters is only useful if it is paired with knowing where Vodafone Egypt is headed. Having set out its material topics and its alignment to national and global frameworks, the company now translates that understanding into clear commitments that guide its priorities for the years ahead.



Climate

Net-zero operations

FY2024–25	FY2025–26	
54,125.08 tCO_2e (Scope 1&2)	**52,378.62** tCO_2e (Scope 1&2)	On track

Renewable electricity matching

FY2024–25	FY2025–26	
100% matched	**100%** matched	Achieved

Network diesel use

FY2024–25	FY2025–26	
0.2M liters	**0.9M** liters reduction	Progressing

Digital inclusion

4G population coverage

FY2024–25	FY2025–26	
98.47%	**98.79%**	Near-achieved

Rural connectivity sites

FY2024–25	FY2025–26	
4,245	**4,680**	On track – steady multi-year growth



Value chain

Scope 3 emissions

FY2024–25	FY2025–26	
213,511.2 tCO_2e	**260,335.7** tCO_2e	Needs action

Inclusion

Women in leadership

FY2024–25	FY2025–26	
34.2%	**34.5%** of management & senior leadership	Progressing

Women in workforce

FY2024–25	FY2025–26	
32%	**34.3%** (2245 of 6629 employees)	Progressing

Safety

Workplace safety

FY2024–25	FY2025–26	
3.5m+ safe working hours	**3.5m+** safe working hours	Achieved



Recognition That Fuels Progress

Independent recognition provides an additional view of how Vodafone Egypt's systems, networks and workplace practices perform against external benchmarks. The following awards reflect achievements reported during FY2025–26.

umlaut Best in Test 2026

View recognition



Vodafone Egypt earned umlaut's "Best in Test" certification for mobile and fixed broadband networks for the fourth consecutive year, ranking first across all seven mobile network categories.

2025 Middle East Technology Excellence Awards

View recognition



Two awards recognized Vodafone Egypt in Digital – Telecommunications and Network & Broadband – Telecommunications.

2025 Gartner Eye on Innovation Awards

View recognition



Vodafone Egypt was named Runner-Up for Communication Service Providers for its AI-powered Multi-RAT Availability Booster and its contribution to network resilience.

2025 SHRM MENA Star Award

View recognition



Vodafone Egypt achieved the Diamond Tier for Excellence in Diversity and Inclusion for the third consecutive year of recognition.

2025 #1 Best Place to Work for Women in Egypt

View recognition



The recognition reflected Vodafone Egypt's commitment to an inclusive, equitable and supportive workplace for women.

ATHAR Awards

View recognition



Vodafone Egypt was recognized at the 2026 ATHAR Award, reflecting its commitment to sustainability and measurable social and environmental impact.

02

EMPOWERING PEOPLE



01 Closing the Digital Divide

Powering Connections

Main KPIs

Widest 5G coverage in Egypt
4,000 sites



The largest spectrum investment in Egypt's telecommunications sector, strengthening network capacity, service quality and future readiness while supporting growing data demand and accelerating 5G expansion.



4,680
rural connectivity sites extending reliable connectivity to underserved and remote communities across Egypt.



home COMPOUND

58
Home Compound strategic partnerships across 120 residential compounds

98.79%
4G population coverage



Reliable connectivity is no longer a convenience; it is part of the infrastructure of modern life. For the communities it serves, network disruptions can mean interrupted access to healthcare, education, financial services and economic opportunities. This is why Vodafone Egypt's network investments go beyond coverage statistics. They strengthen the resilient digital infrastructure that keeps people connected, supports inclusion, and enables progress across Egypt.

Alignment with UN SDGs



Alignment with Egypt Vision 2030





Expanding Coverage for a Connected Egypt

Throughout FY2025–26, Vodafone Egypt continued to invest in the infrastructure behind reliable, high-quality connectivity. Its 5G network spans more than 4,000 sites, delivering the widest 5G coverage in Egypt. In 4G, coverage reaches 98.79% of the population, with 4,680 rural connectivity sites extending access to underserved communities. Together, these networks support next-generation services across healthcare, education and business, improve the customer experience, and advance Egypt's digital readiness.

Advancing Resilient and Future-Ready Infrastructure

Vodafone Egypt continued strengthening its network infrastructure through strategic investments and pioneering technology deployments, delivering more resilient, future-ready connectivity while expanding reliable services and preparing the network for Egypt's evolving digital needs.

Two milestones this year show where Vodafone Egypt's network is headed: faster speeds and wider reach. Working with Huawei, and under the supervision of the National Telecommunications Regulatory Authority (NTRA), Vodafone Egypt launched the world's first 50 Gbps microwave link, a high-capacity wireless connection between network sites built to handle growing data demand. At the same time, a new wireless solution is bringing mobile sites online in areas where cables can't yet reach, so connectivity does not have to wait on new infrastructure.

Innovating for the Network of Tomorrow

Vodafone Egypt secured one of the largest spectrum investments in Egypt's telecommunications sector, reinforcing its position as a long-term infrastructure partner to the government. The additional 1800 MHz spectrum increases network capacity, coverage and service quality while creating the headroom to meet data demand projected to grow by 23% over the next five years. It also supports wider access to reliable digital services and accelerates 5G deployment.

50%
of macro sites upgraded with 2600 TDD spectrum deployment

31M
active VoLTE customers

3.5M
active VoWiFi customers

The strength and reliability of Vodafone Egypt's network continued to receive industry recognition throughout the year. The company was awarded umlaut's "Best in Test" for both Mobile Network and Fixed Broadband Benchmarking, while also receiving recognition for having Egypt's most reliable mobile and fixed networks. Further honours included the Middle East Technology Excellence Awards 2025 in Digital and Network & Broadband categories, as well as Gartner's MEA Runner-Up award for the implementation of the Multi-RAT Availability Booster.







Resilience When It Matters Most

Years of investment in network resilience, redundancy, and business continuity enabled Vodafone Egypt to respond effectively to the Ramses disruption while maintaining critical connectivity services nationwide. Backed by EGP 30 billion in strategic infrastructure and fiber-optic agreements signed in 2024 with Telecom Egypt to expand capacity and 5G readiness, Vodafone Egypt rapidly rerouted traffic and restored affected services, mitigating disruption for customers and essential enterprises.

This response demonstrated Vodafone Egypt's resilience-by-design capabilities, safeguarding vital communications and reaffirming its role as a trusted digital infrastructure provider.

Powering Progress

Making Connectivity Services, Devices and Platforms Affordable

197,000+
customers accessed smartphones through flexible financing.

60,000
affordable 5G smartphones introduced through OPPO and Infinix.



21,000+
units of the Galaxy A06 produced by Vodafone Egypt

500,000
locally manufactured Samsung Galaxy A0 model units.

Affordable Digital Access

During FY2025–26, Vodafone Egypt continued to strengthen its affordable device portfolio through strategic partnerships with leading manufacturers, locally produced devices and innovative financing models designed to serve diverse customer needs. By combining flexible payment solutions with tailored device offerings, the company helped lower barriers to smartphone ownership and supported wider participation in the digital economy.

In partnership with **Samsung Electronics**, Vodafone Egypt continued the local production of Samsung Galaxy A Series devices, supporting both digital inclusion and national manufacturing ambitions. Complemented by financing options tailored to banked and unbanked customers, alongside one year of free internet, the initiative helped make smartphone adoption more accessible to a broader range of customers.

Vodafone Egypt also expanded access to next-generation connectivity through exclusive partnerships with **OPPO** and **Infinix**, introducing affordable 5G-enabled smartphones supported by flexible instalment plans and value-added connectivity benefits. These offerings enabled more customers to access advanced mobile technology and benefit from the opportunities created by 5G services.

Alignment with UN SDGs



Alignment with Egypt Vision 2030



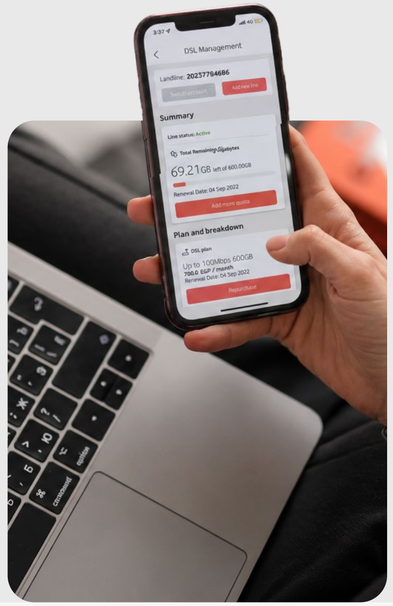
Moneyback Guarantee

Moneyback Guarantee enables customers to easily track, manage, and refund eligible subscriptions through a single platform, providing enhanced visibility over spending and helping customers make more informed decisions about their connectivity services.

Key Highlights

9M
Previous Deductions visits.

39.4M
Upcoming Deductions visits.

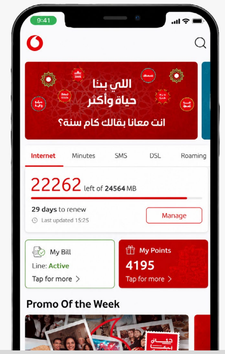


2.1M
subscription refunds processed.

20,000
fewer customer service calls per month

Ana Vodafone

The Ana Vodafone app continues to reflect its growing role as a reliable digital companion for customers. By bringing connectivity management and an expanding range of digital services into one accessible platform, the app enables customers to manage their needs with greater ease, speed and control. This growth showcases the platform's continued relevance in supporting a simpler and more integrated digital experience.



Unlocking Opportunity: Empowering More Women Through Connectivity



Creating Sustainable Livelihoods Through Maaki

Maaki is Vodafone Egypt's flagship women's empowerment programme, designed to bring the company's purpose to life through an integrated approach to digital and financial inclusion among underprivileged rural women. Implemented in partnership with MSMEDA, CARE Egypt Foundation and Samsung Egypt, the programme supports women through entrepreneurship and economic participation, creating long-term income-generating opportunities that benefit entire families.

In less than a year since its launch, more than 1,100 women across Al Minya Governorate have been onboarded as ambassadors and equipped with essential digital literacy skills and tools, delivering tangible socioeconomic impact. Today, these ambassadors earn incentives equivalent to double the average income in their villages, with a goal to reach 1 million rural women.





Alignment with UN SDGs



Alignment with Egypt Vision 2030



Testimonial



"CARE Egypt is proud of its partnership with Vodafone Egypt through the Maaki Project, which demonstrates how strategic cross-sector collaboration can generate meaningful and sustainable social impact. By combining Vodafone's digital innovation capabilities with CARE's expertise in women's economic empowerment and community engagement, the partnership has expanded opportunities for marginalized women to gain critical digital, financial and employability skills while accessing income-generating opportunities. Through digital skills training, financial literacy and targeted engagement with men as change agents, the project has strengthened women's self-confidence, supported their participation in the digital economy and fostered communities that champion gender equality and economic inclusion. This collaboration demonstrates how intentional partnerships can empower women as economic actors, strengthen household resilience and build more inclusive communities."

Vivian Thabet
Executive Director, CARE Egypt

Creating Pathways to Financial Inclusion for Women

Empowering women also means expanding access to the financial tools that enable financial independence and economic participation. During FY2025–26, women represented 9.6 million Vodafone Cash wallet holders, reflecting the growing role of inclusive digital financial services.



Women represent

9.6M Vodafone Cash wallet holders

Through the Social Fund for Development, Vodafone Egypt empowered over 2,350 women to access secure mobile payments and participate in the digital economy for the first time.



Inspiring the Next Generation of Women in Technology

Introducing the Voda-Daughter Edition

For the first time, Vodafone Egypt launched the Code Like A Girl Voda-Daughter Edition, welcoming 77 daughters of Vodafone employees through a two-week learning experience. The programme provided participants with an opportunity to explore coding from the ground up, learn about technology careers, and experience Vodafone's culture of learning and innovation.

Code Like A Girl Voda-Daughter Edition

77 girls trained through Voda-Daughter programme

Code Like A Girl FY2025–26

10+ mentors engaged

147 total female participants reached during FY2025–26

Recognizing the growing importance of digital skills, Vodafone Egypt continues to invest in programmes that encourage greater female participation in technology and future digital careers. Code Like A Girl is Vodafone Egypt's digital skills programme designed to inspire more girls and young women to explore coding, technology, and STEM-related pathways. Through interactive learning experiences, mentorship, and exposure to technology careers, the programme helps participants build foundational digital skills. This year alone, the programme onboarded more than 70 girls, supported by over 10 mentors across three weeks, bringing the total number of female participants reached during the fiscal year to 147, with a total of 350 girls trained since 2017.



02 Empowering Customers

Powering Financial Inclusion

KPIs

14.7M
active users

Facilitated donations to
183 NGOs

First nationwide prepaid electricity recharge service via Vodafone Cash



As customers increasingly embrace digital financial services, Vodafone Cash expanded its role as a trusted financial companion through accessible, secure and convenient solutions that simplify daily transactions. During FY2025–26, active users rose from 11.9 million to 14.7 million, reflecting the growing trust customers place in Vodafone Cash as part of their daily financial journeys.

Vodafone Cash broadened its financial services with new use cases, including social insurance and microfinance payments.

Vodafone Cash also widened access to cross-border financial services. Through strategic **partnerships with Al Rajhi Bank and TapTap Send,** customers can now receive remittances from more than 35 countries across the Gulf, Europe and Canada.

Alignment with UN SDGs



Alignment with Egypt Vision 2030



Throughout the year, Vodafone Cash also introduced customer-focused initiatives that increased customer engagement with digital financial services for further financial empowerment. The Millionaire Promo rewarded customers for everyday wallet usage, while the New Year campaign delivered personalized experiences based on customers' transaction preferences. Rather than solely encouraging transaction volumes, these initiatives were designed to create more value for customers by aligning rewards with their everyday financial needs and preferences.

Vodafone Cash enabled customers to contribute to meaningful social causes through its digital donation services. During FY2025–26, the platform facilitated donations to 183 non-governmental organizations (NGOs) across Egypt, **including campaigns supporting humanitarian relief in Gaza,** where the company matched customer contributions and helped raise more than EGP 6 million, as well as **the Baheya Foundation during Breast Cancer Awareness Month, generating almost EGP 1 million to support critical healthcare services.**





By connecting customers with trusted organizations, Vodafone Cash continued demonstrating how digital financial services can mobilize community support and generate positive social impact.

Digitizing Essential Services



Through an exclusive partnership with Sahl, Vodafone Egypt became the first operator in Egypt to enable customers to recharge any prepaid electricity meter directly through Vodafone Cash via the Ana Vodafone app. By combining Vodafone Cash's digital financial ecosystem with Sahl's nationwide electricity infrastructure, the solution enables secure, real-time recharges across all electricity distribution companies without the need to visit a payment outlet. More than introducing a new payment feature, the partnership simplifies access to an essential daily service, accelerating cashless adoption while making everyday life more convenient for millions of customers.

Powering Progress

Leading Egypt's Business Ecosystem Transformation

Transforming Healthcare Through Digital Innovation



13.5 M

citizens served through digital healthcare solutions.

632

healthcare facilities digitized across Vodafone Business healthcare projects in 6 governorates.

55,000

healthcare professionals trained on digital healthcare systems.

Alignment with UN SDGs



Alignment with Egypt Vision 2030



As Egypt advances its national development agenda, Vodafone Business provides the digital infrastructure that enables large-scale transformation. Collaboration with government entities, businesses and strategic partners is improving service delivery, enhancing operational resilience and contributing to a more connected, future-ready Egypt.

Digital transformation is reshaping how healthcare services are delivered, making connected systems essential to improving access, efficiency and patient experiences. In partnership with the Ministry of Health and Population and the Universal Health Insurance Authority (UHIA), Vodafone Business provides the infrastructure that connects facilities, patient journeys and operational systems within a more integrated healthcare ecosystem.

During FY2025–26, Vodafone Business significantly expanded the reach of its healthcare digitization programmes across multiple governorates, supporting the continued rollout of Egypt's Universal Health Insurance programme and helping healthcare providers transition towards more connected and data-driven models of care. Alongside technology deployment, the company continued to build digital capabilities among healthcare professionals, supporting the effective adoption and long-term sustainability of digital health systems.

Building on this progress, Vodafone Business secured new healthcare digitization projects, including the Magdi Yacoub Foundation's hospitals in Aswan and Cairo, extending advanced digital infrastructure to internationally recognized centres delivering specialised paediatric cardiac care. The recognition received by these hospitals for their digital transformation efforts further highlights the potential of technology-enabled healthcare to improve service delivery and patient outcomes.



Empowering Sustainable Enterprise Growth

Building on its role in transforming crucial sectors, Vodafone Business also placed SMEs at the heart of Egypt's business ecosystem, helping them build resilience, embrace innovation and pursue sustainable growth through targeted support and strategic partnerships.

As a key partner in the UNDP Green Growth Accelerator Programme, Vodafone Business participated in two cohorts, supporting more than 50 SMEs through tailored business assessments and one-to-one consultancy sessions. The programme helped businesses identify opportunities for digital transformation, adopt emerging technologies, optimize resources and develop more sustainable business models aligned with the Sustainable Development Goals (SDGs). This combination of expertise and digital capability helped prepare SMEs for sustainable growth.

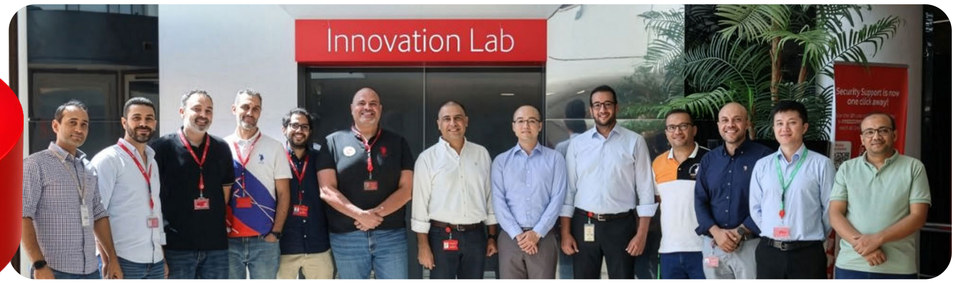
Vodafone Business Digital Store Revamp

To help SMEs better utilize digital business solutions, Vodafone Business revamped its Digital Store, introducing new customer journeys, an enhanced user experience and expanded digital capabilities. By making business applications and digital services more accessible, the platform enables SMEs to streamline operations, improve productivity and scale more efficiently. Beyond enhancing the customer experience, the Digital Store also supports more sustainable ways of working by reducing reliance on paper-based processes and physical distribution, while helping more businesses participate in Egypt's growing digital economy.



Vodafone Business Innovation Lab

The Vodafone Business Innovation Lab brings together customers, industry experts, and technology partners to demonstrate how integrated digital solutions can address sector-specific needs and accelerate transformation journeys. During FY2025–26, the Lab welcomed 367 visits from government entities, private enterprises and SMEs, helping organizations turn digital ambitions into tangible outcomes.





Where Innovation Meets Legacy

Vodafone Egypt partnered with the **Grand Egyptian Museum (GEM)** as its technology partner to deliver an advanced IoT-enabled platform that seamlessly connects and manages lighting, ticketing, visitor flow, parking, security and energy management through a single integrated system. Designed for scalability, the platform enhances operational efficiency, elevates the visitor experience and supports more sustainable operations through optimized energy use and a reduced carbon footprint. By combining intelligent digital infrastructure with one of Egypt's most iconic cultural landmarks, Vodafone Egypt is helping shape a globally recognized model where heritage and innovation progress hand in hand.

Powering Progress

Technology That Powers Progress

An integrated portfolio enables organizations to improve performance, deliver better services and create lasting value. Vodafone Business expanded its capabilities across connectivity, cloud, cybersecurity, IoT, AI and digital collaboration, helping organizations accelerate their digital evolution and respond to changing business needs.

Vodafone Business Solutions:

01 Driving Smarter Mobility

In the transportation sector, Vodafone Business supports critical mobility and infrastructure projects through advanced connectivity, IoT, cloud services and digital platforms, enabling real-time visibility, seamless communication and data-driven decision-making. These capabilities improve performance and safety while helping build smarter, more resilient mobility systems.

Vodafone Egypt's Fleet Management solution helps businesses improve visibility across routes, fuel use and vehicle performance. During FY2025–26, the solution expanded from 9,000 to **21,000** connected vehicles, bringing its cumulative reach to 83,000 vehicles. Participating fleets reported an average **15%** reduction in fuel consumption, linking greater operational efficiency with a lower environmental impact.

02 Delivering Intelligent Solutions

Vodafone Business delivers specialized solutions that improve service delivery and respond to evolving needs. Cold Chain solutions provide real-time temperature and humidity monitoring to protect food, pharmaceuticals and other sensitive goods while reducing waste. Centrally managed digital display solutions enable organizations to update information, promotions and customer guidance across screens in multiple locations, improving communication and customer engagement.

03 Cultivating Smarter Agriculture

In partnership with Rakhaa, a Saudi-Egyptian company, Vodafone Business is applying its IoT experience to automate the farming cycle – irrigation, soil readings and pivot control – with the aim of cutting costs while maximizing land productivity. By automating irrigation, monitoring soil conditions and delivering real-time data analytics, the solution helps farmers use less water and electricity while making more informed decisions. The programme covers five workstreams:

- Reducing water and electricity consumption across targeted zones.
- Deploying smart control units and soil stations for real-time monitoring, data logging and system automation.
- Providing a web and mobile-based dashboard for centralized control, reporting and performance analytics of pivots and associated pumps.
- Training agricultural and maintenance teams to operate, maintain and troubleshoot smart irrigation systems, supporting sustainable, autonomous farm operations.
- Establishing a unified data management system that collects, stores and analyses real-time field data to support predictive irrigation and decision-making.

Alongside the IoT rollout, Vodafone Egypt is also extending and strengthening network coverage across these agricultural zones, reaching not just the sensors and dashboards themselves, but the farmers and surrounding communities who depend on reliable mobile connectivity too.

Testimonial



"As it has always been, Rakhaa's vision has been at the forefront of adopting the latest agricultural technologies and innovative solutions, driven by our belief that the future of agriculture depends on innovation and technology, alongside the efficient and sustainable use of natural resources.

Through our partnership with Vodafone Business, we have taken a significant step toward making our agricultural operations smarter and more sustainable.

The IoT-enabled solution gives us real-time visibility into irrigation and soil conditions, helping us optimize water usage and reduce electricity consumption while maintaining efficient crop production.

This technology is not only improving the productivity of our land, but also supporting our commitment to more sustainable farming practices and the responsible use of natural resources.

It is another important step in Rakhaa's journey toward smarter, more efficient, and more sustainable agriculture, leveraging advanced technology to achieve optimal productivity while preserving our resources for future generations."

Ahmed Nagah

IT Manager at Rakhaa

Inspiring the Next Wave of Innovation

Beyond its solutions portfolio, Vodafone Business convened business leaders, entrepreneurs and technology experts to exchange ideas and shape the future of business in Egypt.

Shark Tank Egypt

Building on this commitment, Vodafone Business partnered with Shark Tank Egypt to help entrepreneurs turn ambitious ideas into scalable businesses. Through access to digital solutions and business expertise, the partnership helps startups grow faster and builds a stronger culture of innovation and entrepreneurship across Egypt.



Egypt's Entrepreneur Awards

Vodafone Business was the official technology partner for the fifth edition of Egypt's Entrepreneur Awards (EEA), the country's first awards platform dedicated to celebrating its entrepreneurs. As part of the partnership, Vodafone Business gave two "Golden Ticket" winners solutions to help scale their businesses,
and Mahmoud El Khateeb, Vodafone Business Unit Executive Director, judged the "Smart Solutions in Logistics" category.

The awards also featured Beyond the Tank, Vodafone Business's interview series with Shark Tank Egypt investors and successful entrepreneurs, who shared their success journeys and practical lessons for SMEs. Together, this recognition, expertise and digital support help Egypt's next generation of enterprises grow.



Vodafone Business NEXT Summit



Vodafone Business NEXT Summit 2026, held under the theme **"The NEXT Enterprise: Re-imagine your Business for 2030,"** brought together approximately 100 business and technology leaders to explore how emerging technologies can enable resilient and future-ready organizations. Through discussions on AI, cloud, cybersecurity, IoT and integrated digital solutions, alongside collaborative workshops with digital transformation experts, the summit provided valuable insights to help organizations navigate evolving market demands and contribute to Egypt Vision 2030.

03 Supporting Communities



Powering Accessibility for All

Purpose means removing barriers so that everyone can benefit from digital transformation. Vodafone Egypt consistently embeds accessibility across products, services, workplaces, retail and community partnerships to create more inclusive experiences for people with disabilities. During FY2025–26, the company combined inclusive technology, tailored offers and accessible customer journeys to advance participation and independence.

Opening Doors to Inclusion

The Vodafone Egypt **Accessibility Strategy 2025–2028** aims to drive purpose by building a future where no one is left behind, where every individual, regardless of their ability, can connect, grow and thrive through Vodafone Egypt's technology. The strategy represents a shift in how Vodafone Egypt approaches disability inclusion: from standalone corporate social responsibility initiatives to embedding accessibility and inclusion across the core business, products and customer experience.

At the heart of the strategy is a simple ambition: to make every customer touchpoint more accessible and inclusive, from the first interaction with Customer Care, through retail stores and commercial offers, to digital channels and on-ground engagement.

Inclusive Customer Care

Vodafone Egypt has continued to strengthen specialized customer service capabilities for customers with disabilities.

The company's Deaf and Hard of Hearing Call Centre, established in 2016, provides dedicated support to customers with disabilities. In FY2025–26 alone, Vodafone Egypt handled 15,500 requests from Deaf and hard-of-hearing customers and supported 51,500 requests from customers with disabilities through video calls and offer activations. Customers can easily reach the service through a dedicated USSD code (*1888*2#) or the ToBi chatbot in the Ana Vodafone app.

The team's expertise in sign language also strengthens accessibility across Vodafone Egypt's retail network and supports wider awareness: 900 retail agents were trained in sign language to serve customers in more than 75 stores across Egypt.

Beyond deaf and hard-of-hearing customers, Vodafone Egypt has also expanded awareness of different accessibility needs within its Customer Care operations. In partnership with the Egyptian Autistic Society, Vodafone Egypt provided specialized training for 15 Customer Care agents on serving autistic customers.

15,500
requests from Deaf and hard-of-hearing customers

supported
51,500
requests from customers with disabilities through video calls and offer activations.

Alignment with UN SDGs

4 QUALITY EDUCATION
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
10 REDUCED INEQUALITIES
17 PARTNERSHIPS FOR THE GOALS

Alignment with Egypt Vision 2030

Social Justice and Equality

Building Accessibility into Vodafone Egypt's Digital Ecosystem

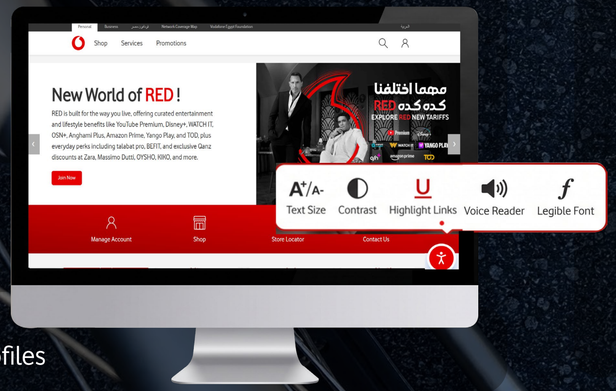
As more customer journeys move to digital channels, accessibility must extend beyond physical spaces.

In December 2025, on the International Day of Persons with Disabilities, Vodafone Egypt launched an accessibility widget on its website, becoming the first Vodacom market to do so. The widget is WCAG 2.1 compliant, with 9 tailored disability profiles alongside 16 adjustable features, and is available bilingually in Arabic and English.

Key Highlights

255,000

clicks on the digital accessibility menu in the first three months



16 adjustable accessibility features

9 tailored disability profiles

Introducing First-of-Its-Kind Offers in the Egyptian Telecom Market

Vodafone Egypt introduced the Egyptian telecommunications sector's first dedicated offering for people with disabilities, expanding access to tailored digital and financial services.

The offering combines lifetime 50% discounts on Home Wireless and DSL services and prepaid Flex and Mobile Internet bundles with continued RED post-paid benefits and fee-free Vodafone Cash transfers.

Key Highlights

20,500+

customers subscribed to dedicated offers for people with disabilities.

RED post-paid offer maintained for the second consecutive year.

Fee-free Vodafone Cash transfers for customers with disabilities for the first time in Egypt.

Nurturing a Culture of Inclusion

Building a more inclusive society requires not only accessible environments but also greater awareness, understanding, and representation. As the Purpose Partner of the Egyptian film Christmas Map, the company supported more inclusive representation of people with Down syndrome while partnering with Etwasel Egypt to encourage positive interactions with people with disabilities.

Complementing these efforts, Vodafone Egypt collaborated with the American University in Cairo to deliver sign language awareness sessions, promoting more inclusive communication and strengthening accessibility awareness among students and faculty.

Together, these efforts demonstrate that accessibility is about more than expanding services; it is about creating pathways that empower people with disabilities to participate fully, contribute confidently, and unlock their full potential.

2,500+ students and parents reached through the Christmas Map and Etwasel Egypt awareness campaign across three schools.

200 students reached through the AUC Sign Language Awareness Campaign.



Accessibility Without Barriers

Recognizing that inclusion extends beyond digital services, Vodafone Egypt signed a three-year cooperation protocol with Ataa Fund and CEOSS to advance accessibility across its retail network. The cooperation establishes a roadmap towards 100% accessibility across Vodafone-owned stores, and progressively among its all stores network, through accessibility audits, infrastructure upgrades aligned with the Egyptian Code for Accessibility, and specialized employee training. By embedding accessibility into retail operations, Vodafone Egypt is helping create more welcoming and inclusive customer experiences while setting a new benchmark for accessibility across the telecommunications sector.

Powering Progress

Testimonial



Ataa Charitable Investment Fund for Persons with Disabilities

"We are pleased to partner with Vodafone, one of Egypt's leading companies, as it takes meaningful steps towards making its branches more accessible to persons with disabilities. This collaboration reflects our shared commitment to promoting inclusion by ensuring that persons with disabilities can access services independently and with dignity. By helping ensure that accessibility measures meet the diverse needs of different disabilities, we look forward to seeing this partnership expand accessibility across Vodafone's branches over the coming three years, fostering a more inclusive experience for everyone."

Amira El Refaei

Executive Director, Ataa Fund

Creating Pathways to Education

Education is fundamental to inclusive and resilient communities.

Through Vodafone Egypt Foundation, learners gain the digital knowledge, skills and opportunities needed in an increasingly connected world. During FY2025–26, the Foundation widened access to digital education across schools and underserved areas through strategic partnerships and purpose-led programmes.

Expanding Digital Learning Opportunities

As its flagship educational technology initiative, the Vodafone Egypt Foundation restructured Ta3limy into three dedicated hubs: Schools, Entrepreneurship, and Skills. Through strategic partnerships with Almentor, Beltone, Microsoft, and Skillsoft, the Foundation broadened the platform's content across digital, language, entrepreneurial, and employability skills, creating a comprehensive learning ecosystem for students, parents, and educators.

Building on this digital foundation, Vodafone Egypt Foundation advanced its commitment to Egypt's national Decent Life (Hayah Karima) initiative by bringing digital learning to 340 schools across 11 governorates, with plans to reach 460 schools in 14 governorates by January 2027. Recognizing that connectivity must be paired with digital awareness, the program equips students with essential digital literacy and responsible citizenship skills through specialized modules on safe searching, information verification, cybersecurity, data privacy, social inclusion, and anti-bullying. Anchoring both online learning and on-the-ground school enablement, Ta3limy continues to drive widespread nationwide engagement, recording approximately 600,000 registered users and 2.6 million online visits.

Alignment with UN SDGs



Alignment with Egypt Vision 2030



Opening Pathways into Technology Careers

The Tech-Start Scholarship brings together Vodafone Egypt Foundation and Sawiris Foundation for Social Development, with Aspire Youth Employability and Empowerment as the implementing partner alongside a network of Egyptian universities. It supports high school graduates pursuing technology fields through full university tuition, a laptop and a MiFi internet device.

Launched in January 2026, the scholarship's inaugural cohort included 25 scholars from 13 governorates. To connect academic learning with practical experience, Vodafone Egypt aims to provide scholars with summer internships, personalized career coaching and guidance from internal mentors, helping prepare them for careers in technology.



Testimonial

تعليمي

"At Nahdet Misr, we are proud to collaborate with Vodafone Foundation through the development of high-quality educational content for Ta3limy platform, an application designed to support students, teachers, and parents across Egypt. We have created a rich variety of engaging K-12 educational resources, covering multiple grade levels and subjects, along with interactive question banks to strengthen learning and skills development. This partnership reflects our shared commitment to empowering learners with accessible and effective educational solutions. Through this collaboration with Vodafone Foundation, we aim to bridge learning gaps, advance digital education, and create greater opportunities for students to thrive in their educational journeys."

Dr. Dalia Ibrahim

CEO, Nahdet Misr

Building Future Innovators

Education has the power to restore opportunity, build resilience, and help young people shape brighter futures. Through the Instant Network Schools (INS) programme, delivered in partnership with the United Nations High Commissioner for Refugees (UNHCR), Vodafone Egypt provides refugee learners with connected classrooms, digital resources and teacher development. During FY2025–26, the programme expanded by adding 22 new digitized schools, a 46% expansion from the 48 schools digitized a year before, bringing the total network to 70 schools and enabling more refugee learners to continue their education in connected, technology-enabled learning environments.

Building on this progress, Vodafone Egypt Foundation, in collaboration with UNHCR and Digital Awareness UK (DAUK), introduced the INS Life Skills Programme for learners aged 12–18. Through 12 interactive modules and facilitated reflection sessions, the programme strengthened skills such as creativity, critical thinking, communication and decision-making, supporting learners' personal development and future employability.

"Since 2021, when UNHCR and Vodafone Foundation first launched Instant Network Schools, Vodafone Egypt Foundation has been a valued partner in the programme's expansion in Egypt. Working alongside UNHCR and Vodafone Foundation, the Foundation has supported efforts to strengthen digital learning opportunities for refugee and host community learners across the country." -Sandrine Flavier, Global Head of Corporate and Shared-Value partnerships, UNHCR.

United Nations High Commissioner for Refugees

INS Centres
70

Teacher beneficiaries
2,795

Public beneficiaries
163,718

New digitized INS schools
22

Inspiring Innovation and Entrepreneurship

Vodafone Egypt continued creating opportunities for young people to develop future-ready skills that drive innovation, creativity, and entrepreneurship.

For the second consecutive year, in partnership with the Grand Egyptian Museum, Vodafone Egypt Foundation delivered a five-day community bootcamp for **250 students from different governorates.** Combining robotics, coding, digital storytelling, cultural heritage and design thinking, the programme enhanced critical thinking, creativity, teamwork and problem-solving through immersive sessions. By connecting modern technology with Egypt's rich cultural heritage, the bootcamp nurtured innovative thinking while enabling participants to apply digital skills in creative and meaningful ways.

The Foundation also partnered with Momken to deliver the three-day **Spark Entrepreneurship** Bootcamp for 40 young entrepreneurs from different governorates. Training in digital marketing, branding and business development helped participants refine their startups with guidance from industry mentors. Mahmoud Elkhateeb, Vodafone Business Unit Executive Director and Executive Leadership Team member, joined the judging panel, which recognized three ventures for their sustainable growth and scalability potential.



Extending Support Where It's Needed Most

Catalyzing Collective Action

Creating positive social impact goes beyond programmes and partnerships by enabling employees to contribute their time, skills, and expertise where they are needed most. During the year, Vodafone Egypt Foundation enhanced Yalla Sharek, its employee volunteering platform, to create a more engaging, accessible and skills-based volunteering experience.

Since its launch, Yalla Sharek has attracted **2,587 registered volunteers** and 2,077 applications. FY2025–26 accounted for 593 new registrations and 568 applications. This year's registrations alone equal almost a quarter of everyone the platform has attracted since launch, a clear sign of accelerating employee engagement.

The Back to School initiative, delivered in partnership with Almanfaz, brought together 76 employee volunteers to prepare 30,000 school supply boxes for students across 10 governorates. The campaign was further aligned with the Decent Life (Hayah Karima) national initiative, directing school supplies to students in the Foundation's newly digitized schools in Menofiya, combining essential learning materials with wider access to digital education.

2,587
Yalla Sharek registered employees

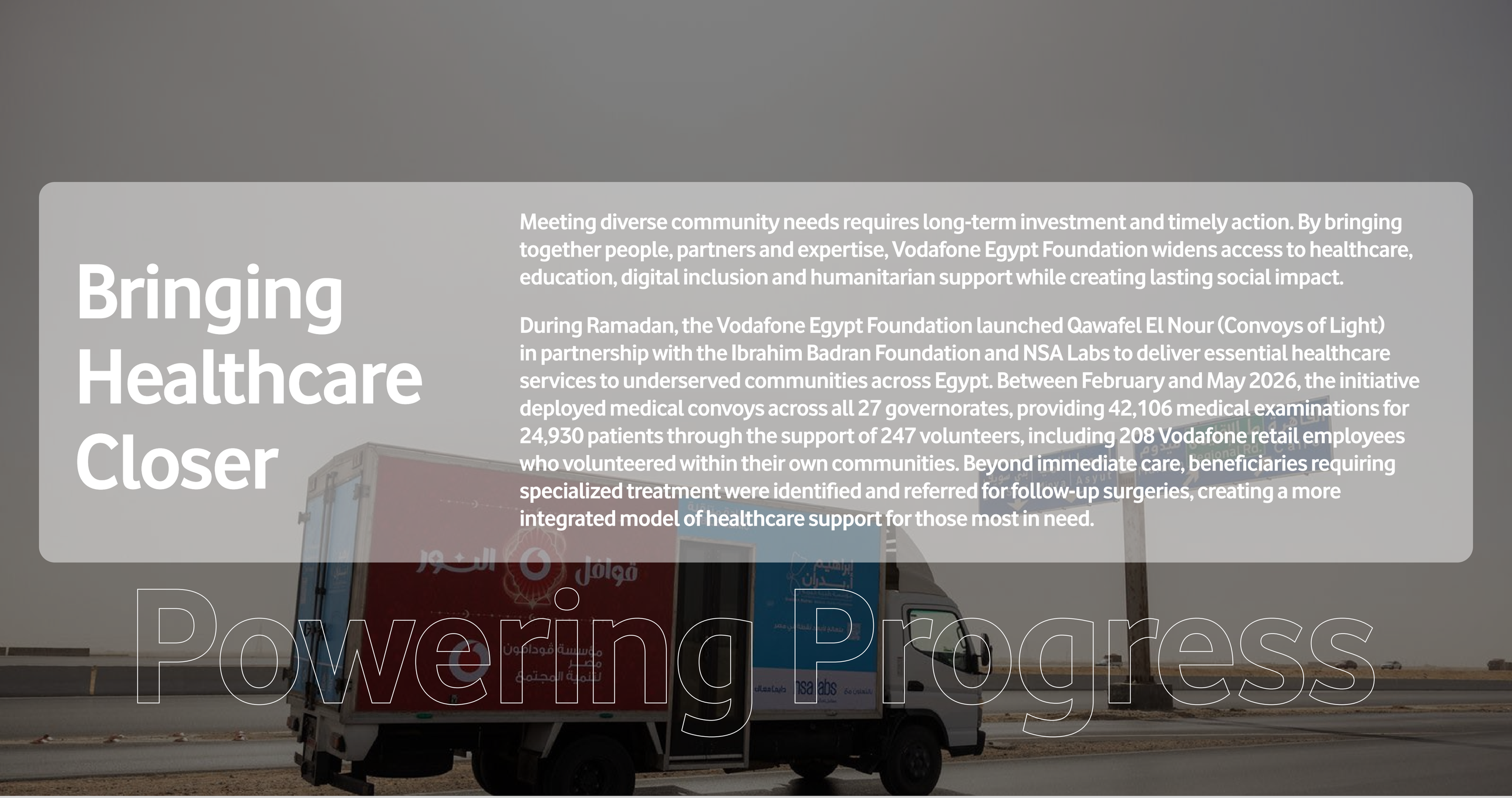
30,000
school supply boxes for students across 10 governorates



Bringing Healthcare Closer

Meeting diverse community needs requires long-term investment and timely action. By bringing together people, partners and expertise, Vodafone Egypt Foundation widens access to healthcare, education, digital inclusion and humanitarian support while creating lasting social impact.

During Ramadan, the Vodafone Egypt Foundation launched Qawafel El Nour (Convoys of Light) in partnership with the Ibrahim Badran Foundation and NSA Labs to deliver essential healthcare services to underserved communities across Egypt. Between February and May 2026, the initiative deployed medical convoys across all 27 governorates, providing 42,106 medical examinations for 24,930 patients through the support of 247 volunteers, including 208 Vodafone retail employees who volunteered within their own communities. Beyond immediate care, beneficiaries requiring specialized treatment were identified and referred for follow-up surgeries, creating a more integrated model of healthcare support for those most in need.



Powering Progress

04 Fueling Our People's Growth

Building a Workplace Where Everyone Thrives

Vodafone Egypt's transition into a technology-led business is powered by its people. Sustaining this transformation requires a workplace where every employee feels valued and empowered to grow. Through inclusive recruitment, development, wellbeing, recognition and leadership opportunities, Vodafone Egypt is equipping its people to realize their potential and contribute to the company's long-term success.

34.3%
women across the workforce (2,188 employees)

36.5%
women in management and senior leadership positions

450,051
total training hours, averaging 72.6 training hours per participating employee during FY2025–26

#1
Best Place to Work for Women in Egypt

15
women participated in the "SheLeads" leadership accelerator

2
top and accelerated female talents joined the Female Leadership Programme

34
employees participated in the "Returnship" reintegration programme

Introduced
1st
personalized employee development journey programme "Skill Boost"

Alignment with UN SDGs



Alignment with Egypt Vision 2030



Advancing Women's Careers

Women represented 34.3% of Vodafone Egypt's 6,369 employees and 36.5% of management and senior leadership positions during the year. Building on this representation, the company continued creating clearer pathways for women to strengthen their capabilities, expand their networks and progress into leadership.

SheLeads, Vodafone Egypt's leadership accelerator for high-potential women, supported 15 women in the Technology function through monthly business acumen sessions, six months of cross-functional mentoring and a three-day design sprint. Participants applied their learning to real business priorities and presented their solutions directly to senior leaders, boosting leadership confidence, commercial understanding and cross-functional collaboration.

The Vodacom Group Female Leadership Programme also connected two high-potential female leaders from Vodafone Egypt with emerging women leaders across Vodacom markets. Through regional learning and collaboration, participants gained exposure to different leadership perspectives and practices. The programme will conclude with a regional graduation in South Africa, where participants will meet their peers from across the Vodacom markets in person, reinforcing the relationships and regional networks established throughout the programme.



Supporting Career Transitions

Vodafone Egypt expanded its Returnship Programme beyond external candidates returning after career breaks to include employees returning from maternity or wellness leave. Eight new external associates joined during the year, bringing total participation to 34 across Consumer Sales, Vodafone Business, Consumer Business, Finance, Technology and External Affairs. The internal pilot supported 34 employees through modules on self-awareness, emotional intelligence, caregiver wellbeing, personal boundaries and personal branding, complemented by group coaching and peer support.

Extending its focus on employee wellbeing, Vodafone Egypt launched VodaDad on Father's Day to celebrate fathers across the organization. The initiative engaged over 500 employees, with 300 colleagues receiving vouchers as part of the celebration, highlighting the important role fathers play both within and beyond the workplace.



Cultivating an Accessible Workplace

Building an accessible workplace is fundamental to creating an environment where every employee can reach their full potential. Guided by its Accessibility Strategy 2025–2028, Vodafone Egypt advanced its workplace accessibility by integrating inclusive practices, removing barriers and cultivating a culture where employees with disabilities can consistently develop and succeed in their careers. These efforts form part of the company's long-term commitment to embed accessibility into its everyday operations rather than treating it as a standalone initiative.

The annual Persons with Disabilities (PWD) Recognition Event celebrated the achievements of employees with disabilities while also recognizing the families whose encouragement and support play an important role in their journey. Through a dedicated Talent Gallery and employee stories, the event highlighted the diverse talents and perspectives that enrich Vodafone Egypt's workplace.

A culture of inclusion is built through shared experiences as much as workplace practices. The Unity Cup brought employees together in an accessible sporting environment that promotes teamwork, belonging and equal participation.

Innovation also played an important role in advancing accessibility. Vodafone Egypt's INTOUCH solution, recognized with the Global Hackathon Award 2025, enables Deaf individuals to independently access everyday services and educational opportunities, demonstrating how technology can remove barriers and expand access. By translating innovation into practical solutions, Vodafone Egypt continues to ensure that digital progress is accessible to more people.

Celebrating People and Performance

Recognizing employee contributions remains an important part of Vodafone Egypt's culture, acknowledging the individuals and teams whose efforts contribute to the company's success. The CEO Awards recognized outstanding individual, team and volunteering achievements through a transparent nomination and Executive Committee-led selection process. During the year, 97 employees were recognized across two individual awards, two team awards and one volunteer team award. Winners represented the Consumer Business Unit, Customer Care, Technology and the Vodafone Egypt Foundation, reflecting contributions across innovation, customer experience, operational excellence and social impact.

Growing Talent for Tomorrow

Throughout the year, Vodafone Egypt invested in learning, leadership and early-career programmes that equip employees and young talent with the knowledge, digital expertise and hands-on experience needed to succeed in a rapidly evolving business landscape.

This investment translated into 450,051 total training hours, averaging 72.6 training hours per participating employee during FY2025–26. This learning foundation was supported by personalized development journeys, industry partnerships and leadership programmes designed to meet employees' evolving needs.

450,051 total training hours

72.6 training hours per participating employee during FY2025–26

Personalizing Development through Skill Boost

Skill Boost introduced Vodafone Egypt's first personalized development journey focused on four core capabilities: communication, stakeholder management, storytelling and business acumen. A diagnostic survey enabled each employee to identify the capability most relevant to their development, creating a targeted journey shaped around individual needs and the practical integration of skills in their roles.

The programme is delivered through three connected phases:

- **Explore**
- **Develop**
- **Demonstrate**

Redefining Creative Learning with SYNC

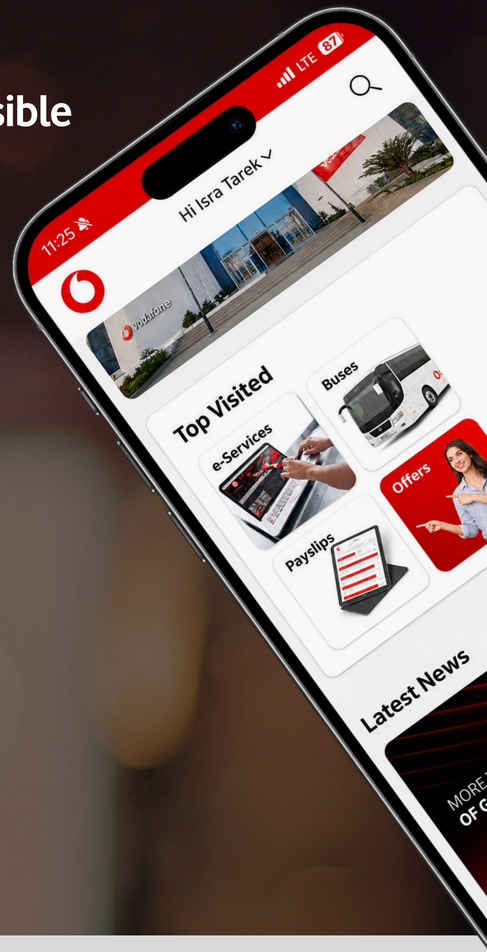
Vodafone Egypt's Learning & Development team partnered with SYNC for the first time to introduce industry-led learning experiences for employees in marketing and creative roles. Workshops led by copywriters, directors, filmmakers and event managers brought employees closer to real industry practices across media, filmmaking, marketing, advertising and design.

Short, focused micro-learning sessions provided an alternative to traditional full-day training, making learning more accessible and directly relevant to employees' work.

Making Learning Progress Visible

Vodafone Egypt enhanced the **Vodafoners app** by enabling employees to view their completed learning hours and progress towards individual KPI targets in one place. Learning Hour Badges recognize milestones and encourage employees to continue developing their skills.

Building on the previous integration of training platforms into the app, this update created a more personalized and accessible learning destination that supports development anytime and makes progress easier to track.



Developing Leaders at Every Level

Strong leadership is key to navigating an evolving business landscape. Throughout the year, Vodafone Egypt invested in tailored development programmes that equip leaders at every level with the skills and perspectives to lead with confidence and drive long-term success.

Key Highlights

13,000
internship applications received from 10 universities

180
students joined the Summer Internship Programme

55%
of applicants were women

123
students participated in the Work Experience Programme

Early Careers and Youth Development

Preparing the next generation of talent is an important part of Vodafone Egypt's long-term approach to workforce development. Through graduate programmes, internships and youth employability initiatives, the company equips students and graduates with practical experience, digital capabilities and professional development opportunities that help bridge the transition from education to employment.



Discover Programme

Vodafone Egypt continued strengthening its graduate development programmes by creating more structured and inclusive pathways that prepare young professionals for long-term careers. During the year, the Discover Programme expanded its intake from 12 to 21 associates. It was also integrated with LEAP, Vodafone Egypt's graduate programme for young professionals with disabilities, creating a unified development pathway that offers a more inclusive and consistent learning experience for all graduates.



Youth Committee

Vodafone Egypt invested in emerging talent through the Youth Committee (YCO), where seven high-potential graduates worked closely with the Executive Committee by shadowing senior leaders, researching emerging digital trends and collaborating on strategic initiatives. By creating opportunities for knowledge exchange between senior leaders and early-career employees, the programme broadened leadership perspectives while accelerating participants' professional development. Together, the cohort developed a strategic project that was approved for implementation in FY2027.

Summer Internship and Work Experience

Developing future talent requires opportunities that bridge academic learning with professional experience. Through its Summer Internship and Work Experience Programmes, Vodafone Egypt provided students with workplace exposure across different business functions, enabling them to apply their knowledge, strengthen key skills and better understand the capabilities needed in an evolving job market. Applications climbed from 10,000 to 13,000 this year, with the share of female applicants rising from 40% to 55%, a sign of both growing interest and a broadening reach.

Living the Spirit of Vodafone

A strong culture is shaped by shared values and opportunities to connect, learn and contribute beyond day-to-day roles. Throughout the year, Vodafone Egypt brought the Spirit of Vodafone to life through experiences that strengthened engagement and reinforced a shared sense of purpose.

Crafting Digital Literacy through Tech-it Easy

As part of Vodafone's Future of Growth agenda, Vodafone Egypt launched Tech-it Easy to strengthen digital literacy across the organization. A gamified on-ground activation guided employees through interactive stations featuring practical videos and games designed to increase awareness and utilization of Vodafone's digital tools and platforms.

Employees from across the organization were prepared to promote digital adoption, share knowledge and deliver structured training sessions on Microsoft 365 tools and other digital solutions. By enabling employees to become digital trailblazers within the organization, the campaign embedded knowledge rather than leaving it as a one-off launch event.

Shaping the Future of HR Together

The Next HR Impact Conference 2026 brought together HR leaders, industry experts and professionals from different sectors to exchange knowledge on transforming employee experience, the future of AI in HR and managing wellbeing.

Core HR Talks featured experts from PepsiCo, Abou Ghaly Motors, SASG, Talabat, Deloitte and Money Fellows, connecting emerging ideas with real-world insights. By extending learning beyond Vodafone Egypt, the conference strengthened knowledge-sharing across the HR community and underpinned HR's role in employee engagement, wellbeing and digital transformation.

400
employees participated across Vodafone Egypt's headquarters

20
employees completed advanced Microsoft 365 skills training

Enhanced proficiency in Microsoft 365 applications

Promoted peer-to-peer knowledge sharing and digital adoption across the organization

03 PROTECTING THE PLANET



Protecting the Planet

As demand for connectivity and digital services grows, so does the responsibility to manage the environmental impact of the infrastructure that enables them. Vodafone Egypt is actively mitigating the environmental impacts of its network operations by optimizing energy use, managing resources responsibly and enhancing resilience to climate-related risks while supporting continued digital growth.

Through lower-carbon operations, circularity and solutions that enable the green transition, Vodafone Egypt is working to reduce its own footprint while helping customers and partners do the same. This approach supports a more resilient business and ensures that the infrastructure built for tomorrow can power what comes next responsibly.

SDG Interlinkages:



01 Powering Resilient, Lower-Carbon Operations



Decarbonizing a network that must remain available around the clock requires more than changing the source of energy. It means reducing demand at site level, improving how infrastructure is cooled and powered, limiting reliance on diesel and extending climate action across the value chain. During FY2025–26, Vodafone Egypt combined greater operational efficiency with innovative low-carbon technologies to reduce emissions while preserving the reliable connectivity that customers, businesses and institutions depend on.

3.2%
year-on-year decrease in Scope 1 and 2 market-based emissions

100%
of purchased electricity matched with renewables

10+GWh
network energy savings



5%
year-on-year reduction in network diesel use

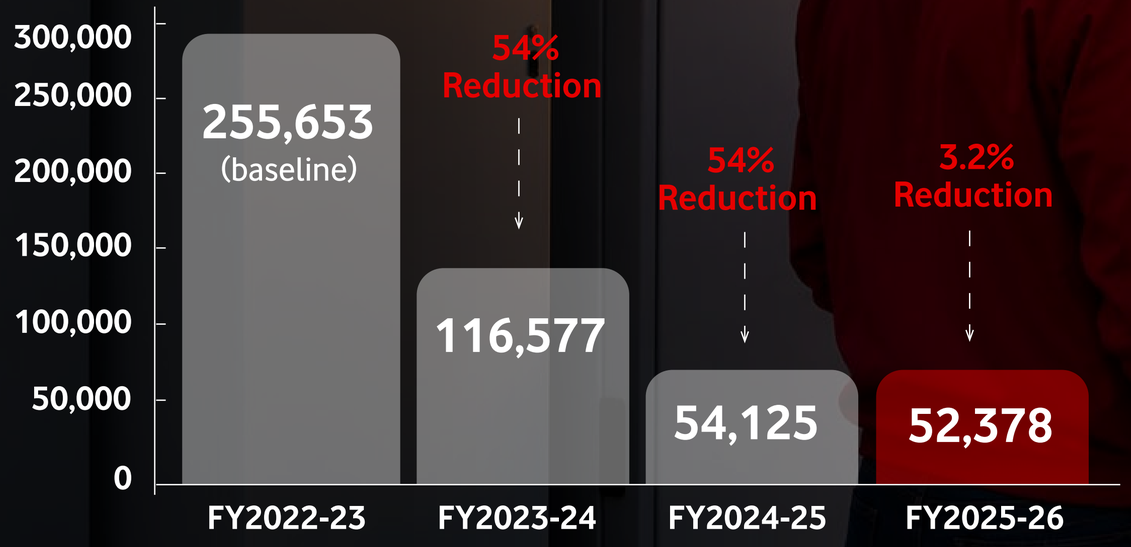
311
sites running on renewable energy



Turning Operational Efficiency into Emissions Reduction

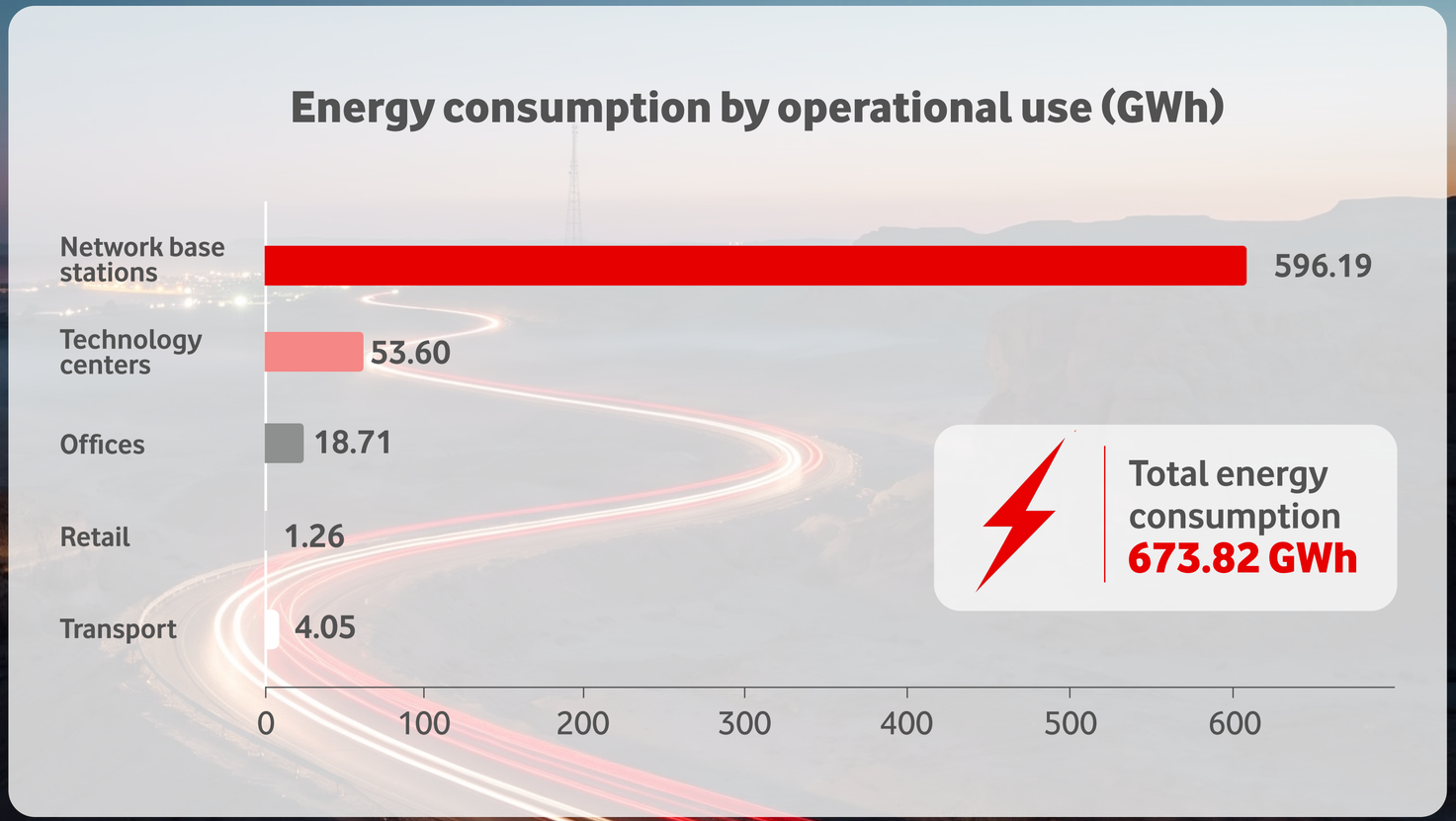
The value of environmental action lies in its ability to translate operational changes into measurable outcomes. Across the network, improvements in energy sourcing, equipment performance, and fuel management collectively contributed to a smaller operational carbon footprint. During FY2025–26, Scope 1 and 2 market-based emissions decreased from 54,125.08 tCO2e to 52,378.62 tCO2e, representing a 3.2% year-on-year reduction. While this reduction is more modest than the significant declines achieved in previous years, it follows a period of transformative action during which Vodafone Egypt reduced its Scope 1 and 2 emissions by nearly 80% from its FY2022–23 baseline. The substantial gains delivered through renewable electricity procurement, network modernization and diesel reduction initiatives have already addressed many of the most material emission sources, making further reductions increasingly challenging and incremental in nature. This progress reflects Vodafone Egypt's efforts to minimize the environmental footprint of its network through enhanced energy efficiency, renewable electricity procurement and reduced diesel dependency.

Scope 1 and 2 market-based GHG emissions (tCO2e)



Smarter Energy, Stronger Networks

Running a nationwide network requires a significant and continuous supply of energy. Understanding where that energy is used enables Vodafone Egypt to focus investment on the parts of the operation where efficiency can deliver the largest impact. During FY2025–26, total energy consumption reached 673.82 GWh, highlighting the scale of infrastructure required to provide country-wide connectivity. Network base station sites accounted for 596.19 GWh, representing approximately 88.5% of total energy consumption, positioning them as the primary focus of Vodafone Egypt's efficiency efforts.

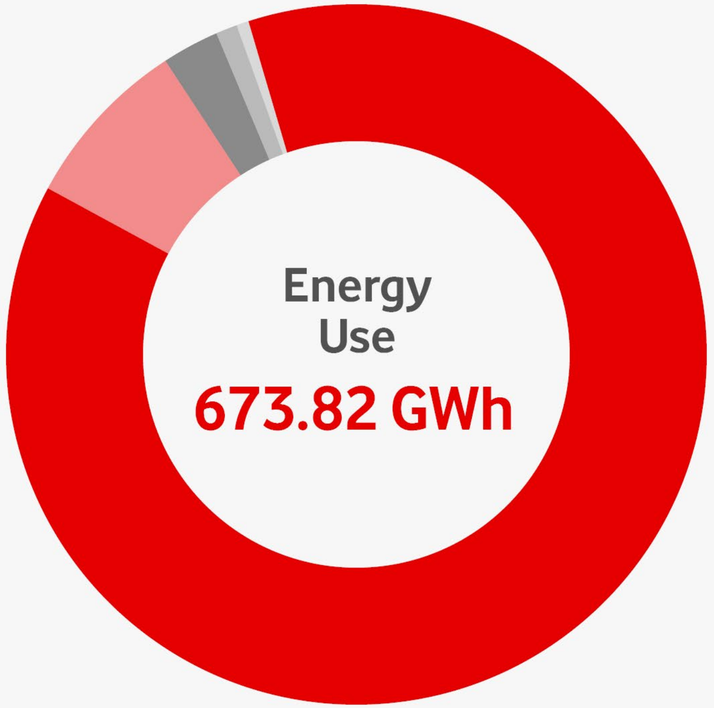


Alignment with UN SDGs

Alignment with Egypt Vision 2030

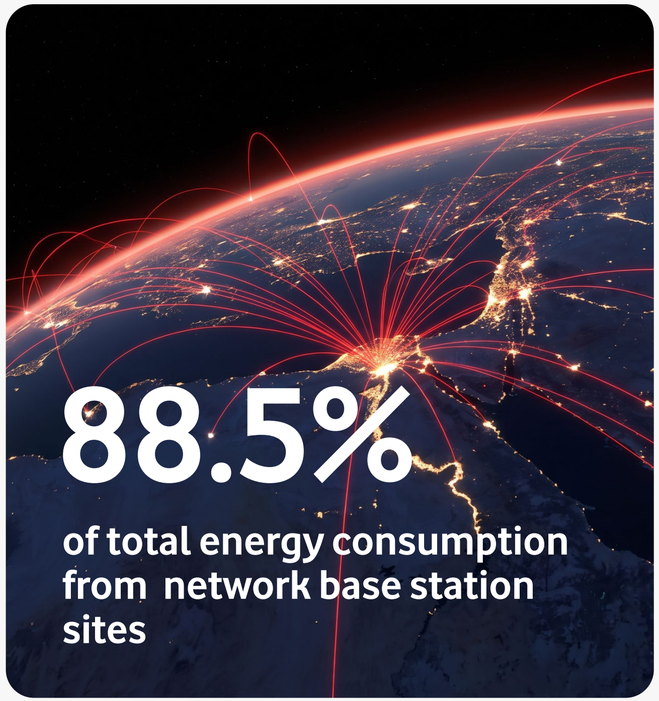
Energy consumption by operational use (GWh)

Reducing unnecessary energy demand is central to improving network efficiency. During FY2025–26, Vodafone Egypt implemented a portfolio of measures across its network operations, including radio feature optimization, the removal of offloaded ICT equipment and cooling enhancements across technical sites and data centre rooms. Together, these initiatives delivered 10.1 GWh in total network energy savings, contributing to lower environmental impact and more efficient infrastructure performance.



Energy Saved in Our Network Operations

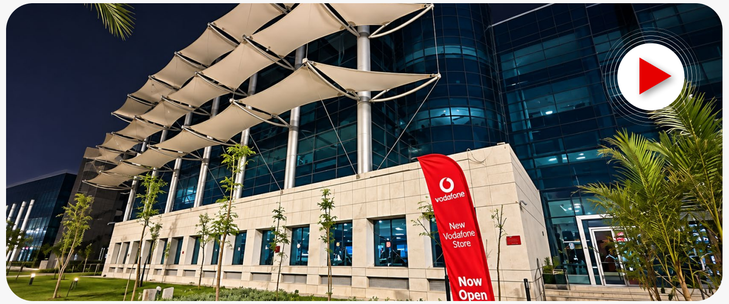
Access Radio features	8.1GWh
Access Diesel sites stream	1.3GWh
Transport saving	0.04GWh
Core sites cooling enhancement	0.34GWh
Core and DC rooms enhancement	0.32GWh



Operational Initiatives for Energy Efficiency

Initiative	Operational contribution	Measured result
Cold aisle containment	Improved thermal control in Mobile Telephone Exchange (MTX) technical rooms through a lower-capital-cost alternative to immersion cooling	4–5°C lower inlet temperature; approximately 40.7% lower fan power; 4.1 MWh saved monthly; estimated payback period for the cold aisle containment investment: 1.5–2.5 years.
Radio and network optimization	Reduced energy demand across network operations	8.1 GWh in access radio energy savings
Offloaded ICT nodes	Removed inefficient equipment and improved airflow	64.2 MWh saved and 20 rack spaces released
Air remediation	Reduced power demand in a targeted energy stream	Consumption reduced from 13 kW to 10 kW; 2.1 MWh saved in one month
Immersion cooling pilot	Tested efficient cooling for high-density ICT workloads	Measured power usage effectiveness (PUE) of 1.1

As digital services expand and technology equipment becomes more powerful, managing the heat generated by this infrastructure requires more energy. Vodafone Egypt is therefore pursuing advanced cooling technologies that support greater digital capacity while limiting the corresponding increase in energy consumption. Its immersion-cooling pilot achieved a power usage effectiveness of 1.1, demonstrating the potential of liquid cooling to manage demanding ICT workloads more efficiently. Building on these results, Vodafone Egypt is assessing a dry run environment for its cloud disaster recovery platform, with future deployment guided by equipment capacity and cooling requirements.



Earth Day in Action

On Earth Day, Vodafone Egypt took a simple but meaningful step to reduce energy consumption by switching off non-essential lights for one hour across its buildings and more than 620 stores nationwide. The initiative brought employees and retail teams together around a shared environmental action while reinforcing how everyday operational choices can contribute to a more sustainable future.

1 hour
lights switched off

620+
nationwide participation

Advancing Data Centre Resilience

Vodafone Egypt believes that technology investment in Egypt extends beyond the provision of digital services to the development of the foundational infrastructure that will power future economic growth. Through strategic partnerships and collaborative investment models, the company aims to support the expansion of large-scale data centres and other critical digital infrastructure, enabling a more connected, resilient and digitally inclusive economy.

Cooling Smarter, Powering More Efficiently

As network capacity grows, keeping technical equipment at optimal temperatures becomes increasingly important to both energy performance and service reliability. Vodafone Egypt introduced a locally adapted cold aisle containment solution in selected Mobile Telephone Exchange technical rooms, enclosing server racks with doors and flexible roof tiles to prevent cooled air from escaping.

The solution delivered measurable improvements. Rack inlet temperatures fell by 4–5°C, while fan power declined from 14 kW to 8.3 kW, representing an approximately 40.7% reduction. One deployment also generated monthly energy savings of around 4,104 kWh. By improving cooling efficiency with a flexible and cost-effective design, the initiative reduces energy demand while preserving the thermal stability required for reliable network operations.

Powering Progress

Scaling Renewable Electricity Across the Network

Efficiency reduces the amount of energy required, but decarbonizing a growing network also depends on how that energy is generated. Vodafone Egypt continued shifting its electricity portfolio towards renewable sources while maintaining the stable power supply required for uninterrupted connectivity. During FY2025–26, the company matched 100% of purchased electricity with renewable energy through renewable energy certificates (RECs). This portfolio covered 385 GWh of renewable electricity demand. Renewable sources represented 16.7% of the portfolio, while RECs accounted for the remaining 83.3%.



FY2025–26, the company matched

100%

of purchased electricity with renewable energy through renewable energy certificates (RECs).

This portfolio covered

385 GWh

of renewable electricity demand.

RECs accounted for the remaining

83.3%

Renewable sources represented

16.7%

of the portfolio



The company continues strengthening the resilience of its data centre infrastructure alongside improvements in energy efficiency. The 6th of October Data Centre Colocation achieved the Uptime Institute Tier III Certification of Design Documents, confirming that its design meets international standards for reliable and resilient operations. This milestone represents an important step towards achieving the facility's final Tier III certification.

Renewable energy purchases were complemented by on-site solutions for locations with limited access to conventional power infrastructure. This approach supports lower environmental impact while strengthening network reliability, particularly at remote and high-capacity sites. During FY2025/26, the number of sites operating on renewable energy increased from 279 in FY2024/25 to 311, signifying a steady climb in sustainable operating infrastructure over the years – up from 207 renewable-powered sites in FY2023/24. Vodafone Egypt also continued testing solutions for
remote and off-grid locations, deploying six solar systems integrated directly into network towers. In parallel, an automated solar-panel cleaning pilot increased average recorded energy
generation from 0.2 kWh to 11 kWh.



Extending Renewable Power Beyond the Grid

48
solar panels

5 kW
renewable capacity

Greater site resilience

At the high-capacity Al-Tariq Al-Seyahi site on Giza Tourist Road, Vodafone Egypt deployed a Solar solution using 48 photovoltaic panels with 5 kW of renewable generation capacity. The project reduces dependence on grid electricity, reinforces site power resilience and supports more sustainable connectivity for customers served by the site.

Powering Progress

Transcending Diesel Reliance

Reliable connectivity cannot depend on ideal grid conditions. Where electricity supply is constrained, diesel remains essential to service continuity, making it important to reduce unnecessary use while preparing viable alternatives. Through tighter generator controls and network optimization, diesel consumption declined by 5% year on year, while network initiatives reduced fuel use by 0.9 million litres. Removing 20–30 minutes of unnecessary generator idle time also produced fuel reductions of 4–8% across hybrid sites.



Diesel Reduction Journey: From Transformation to Continuous Improvement

FY2022–23	FY2023–24	FY2024–25	FY2025–26
2.36 million litres reduced	1.8 million litres reduced	0.5 million litres reduced	0.9 million litres reduced

5.56 Million Litres of Diesel Avoided Through Sustained Operational Efficiency

Moving beyond incremental fuel savings requires technologies that can operate reliably under real network conditions. Vodafone Egypt is using controlled trials to understand which alternatives can reduce emissions without weakening site resilience. A hybrid-biofuel proof of concept across five network sites demonstrated an average 20% reduction in carbon footprint per site. Supercapacitor and sodium-ion technologies were also tested to reduce generator dependency and strengthen power resilience. These trials help identify solutions that can perform reliably under different network and grid conditions before wider deployment.



Most significantly for Vodafone Egypt's 2035 net-zero ambition, a flagship initiative under the National Low-Carbon Hydrogen Strategy is progressing through a proof-of-concept phase at the Asyut Data Centre. Scheduled for deployment in FY2026-27, the 250 kW hydrogen fuel-cell generator will demonstrate the viability of powering critical data centre operations with clean, renewable hydrogen. The project has the potential to reduce operational emissions, enhance energy efficiency and strengthen business resilience by providing a reliable low-carbon backup power source during grid interruptions.

Vodafone Egypt also strengthened its telecom infrastructure as a "Climate Shield" by deploying solar-powered towers in rural off-grid areas and introducing more sustainable energy-storage technologies, including sodium-ion and graphene-based systems. These solutions reduce reliance on diesel while supporting reliable connectivity where conventional grid infrastructure is constrained.

Mobility in Transition

Reducing Vodafone Egypt's operational footprint also extends to how its people move. The company continued expanding its electric mobility infrastructure, with 21 EV charging stations across its premises supporting 54 electric vehicles used by employees.

21 EV charging stations

54 electric vehicles used by employees

This transition helps reduce reliance on petrol-powered vehicles while gradually lowering the environmental impact associated with operational mobility. Both have grown steadily over the past two years from FY2023-24 – charging stations are up from 11 to 21, and the electric fleet up from 36 to 54 achieved in FY2024-25, where it has held steady this year while the supporting infrastructure keeps expanding.

02 Mapping Emissions Across Our Value Chain

Reaching net zero also requires action beyond Vodafone Egypt's direct operational boundary. The company's approach includes working with suppliers and partners to improve the quality of value-chain emissions data, identify reduction opportunities and integrate lower-carbon considerations across purchased goods, services, logistics and network delivery. This creates a stronger basis for responsible sourcing and helps align operational partners with Vodafone Egypt's wider decarbonization ambition.

Scope 3 emissions capture the indirect emissions associated with Vodafone Egypt's wider value chain, including purchased goods, capital equipment, energy-related activities, employee commuting and the use of sold products.

During FY2025–26, Scope 3 emissions reached 260,335.7 tCO2e, compared with 213,511.2 tCO2e in FY2024–25. Purchased goods and services, capital goods and fuel- and energy-related activities accounted for approximately 68% of the total Scope 3 emissions, identifying the most significant contributors to Vodafone Egypt's value-chain footprint.



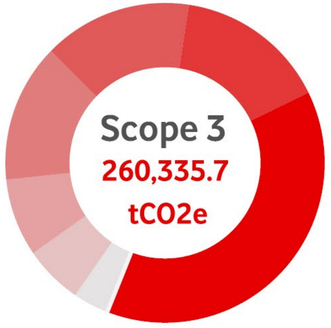
During FY2025–26, Scope 3 emissions reached

260,335.7 tCO2e

Purchased goods and services, capital goods and fuel- and energy-related activities accounted for approximately

68% **of the total Scope 3 emissions**

FY2025-26 Scope 3 GHG emissions by category



- Fuel & energy-related activities 98,318.2
- Purchased goods & services 39,927.3
- Capital goods 39,557.9
- Use of sold products 36,198.8
- Franchises 20,614.0
- Employee commuting 15,838.6
- Upstream leased assets 8,665.5
- Other 1,215.4

Technology Enabling Carbon Reduction

42,182
tCO2e avoided emissions

Vodafone Business Unit continues to extend the impact of its technology beyond connectivity, enabling businesses to operate more efficiently while supporting their decarbonization efforts.
During FY2025–26, Mixed Fleet Management, Smart Metering, E-Mobility and Cold Chain solutions enabled an estimated 42,182 tCO2e in avoided emissions across customer operations.

Mixed Fleet Management delivered the largest contribution to carbon reduction, accounting for 98% (41,443 tCO2e).
The solution also recorded the strongest connectivity growth, adding more than 4,000 SIMs in FY2025–26. This contributed to higher carbon enablement results compared with FY2024–25, despite the introduction of a more stringent calculation methodology.

Together, these results demonstrate the potential of connectivity and digital technologies to deliver measurable environmental benefits alongside business efficiency.

FY2025–26 carbon-enablement results

Solution	Avoided emissions (tCO2e)
Mixed Fleet Management	41,443
Smart Metering	653
E-Mobility	82
Cold Chain	4
Total	42,182



03 Integrating Circularity Across Our Operations

Extending Lifecycles, Preserving Value, Minimizing Waste

A growing digital network depends on a wide range of equipment and materials. Vodafone Egypt is applying circular principles across its operations by recovering network assets responsibly, finding new uses for discarded materials and reducing the need for physical resources through digital alternatives.

Unlocking Value Across Our Waste Streams

Responsible management of decommissioned network equipment forms an important part of Vodafone Egypt's approach to circularity. Equipment taken out of service is assessed for reuse or refurbishment where possible, while materials classified as waste are directed to certified recycling partners. During FY2025–26, Vodafone Egypt recycled 1,113,870 tonnes of network waste, comprising 601,950 tonnes of non-hazardous network waste and 511,920 tonnes of hazardous network waste. All network waste was directed to recycling, supporting material recovery, value retention, and reduced waste disposal.

100%

of network waste directed to recycling

1,113,870

tonnes total network waste recycled

Waste category	FY2025–26 (tonnes)
Total network waste (excluding hazardous waste)	601,950
Hazardous network waste	511,920
Total network waste	1,113,870

Alignment with UN SDGs

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

Alignment with Egypt Vision 2030

Integrated and Sustainable Environmental System

Testimonial



"Vodafone's hands-on involvement and proactive ownership significantly improved workflow efficiency across collection and logistics. The team's commitment to precision, cleanliness and timely execution established a strong model for meaningful, high-impact environmental collaboration."

Moataz Mohamed

CEO Office Manager, NISR Company

Accelerating Low-Impact Connectivity

As connectivity becomes increasingly digital, Vodafone Egypt is reducing the materials associated with how customers connect while extending the value of materials already in circulation.

Throughout this financial year, Vodafone Egypt collected more than 50,000 discarded SIM cards for upcycling into new products and gifts. At the same time, the continued shift towards eSIM technology reduced the need for physical cards and associated plastic. Vodafone Egypt issued 437,373 eSIMs in 2026, comprising 334,700 physical-to-eSIM swaps and 102,673 new eSIM activations. Together, this shift avoided an estimated 1,837 kg of plastic. This is a dramatic scale-up from FY2024–25, when only 6 eSIMs were issued during an early pilot, which shows how quickly the shift away from physical SIM cards is now accelerating.

RECOVERING MATERIALS

50,000+

physical SIM cards from Vodafone Egypt's waste collected for upcycling

AVOIDING MATERIALS

437,373

eSIMs issued during the year

1,837 kg

of plastic avoided through increased eSIM adoption



Protecting Biodiversity as the Network Expands

Expanding network infrastructure requires consideration of the surrounding environment alongside connectivity needs. Vodafone Egypt integrates environmental considerations into the planning and deployment of new network sites, helping minimize potential impacts on surrounding ecosystems and biodiversity.

New sites undergo environmental screening, with particular attention given to protected areas and sensitive habitats. Where deployment near environmentally sensitive areas is required, Vodafone Egypt coordinates with relevant authorities, secures the necessary permits and conducts environmental impact assessments to guide responsible site development.

This approach supports the continued expansion of Vodafone Egypt's network while strengthening environmental considerations across infrastructure development.



04

MAINTAINING TRUST



Trust That Keeps Progress Moving

Key Highlights

First-time ISO 27001 certification covering the expanded cybersecurity scope



Zero workplace fatalities and 3.5 million safe working hours



PCI DSS recertification and SOC 2 Type II certification for Vodafone Cash

SHRM MENA Diamond Tier Award 2025 for Excellence in Diversity and Inclusion, marking the third consecutive year of recognition

ISO 27001 and PCI DSS recertification for the public cloud



#1 Best Place to Work for Women in Egypt



ATHAR Sustainability Report Award, recognizing the quality and impact of Vodafone Egypt's sustainability reporting

Integrity in Every Decision

Responsible growth begins with decisions people can trust. Vodafone Egypt reinforces ethical conduct through clear policies, practical guidance and controls that help employees and partners recognize risk and act with accountability.

Values That Guide How Vodafone Egypt Works

Vodafone Egypt's core values connect culture with the way the business delivers its purpose. They guide how employees respond to customer needs, approach innovation, learn from change and work across teams and partnerships. In a technology-led business, these shared behaviours help ensure that progress is not only ambitious, but also responsible, collaborative and grounded in the trust of the people it serves.

Earn Customer Loyalty by placing customers at the centre of decisions and delivering reliable experiences that strengthen confidence over time.

Experiment and Learn Fast by testing ideas, responding to evidence and applying lessons quickly while managing risk responsibly.

Get It Done Together by combining the capabilities of employees, teams and strategic partners to turn shared priorities into meaningful outcomes.

Create the Future by using technology and innovation to anticipate changing needs and contribute to Egypt's evolving digital economy.

Together, these values reinforce an accountable culture in which employees are empowered to act, learn and collaborate while remaining aligned with Vodafone Egypt's standards of integrity and responsible conduct.



Effective Governance and Controls

Vodafone Egypt's governance model establishes clear accountability from strategic direction to operational execution. It supports informed decision-making, regulatory compliance and effective oversight of the risks and opportunities shaping the business.

Board Leadership and Oversight

The Board of Directors sets Vodafone Egypt's strategic direction and monitors financial and operational performance, regulatory compliance and matters with a material impact on the company. It holds a minimum of four scheduled meetings annually, with additional meetings convened when required. Key matters reviewed by the Board include budgets, strategic priorities, company performance and significant business decisions.

Shareholders participate in Vodafone Egypt's governance through the annual Ordinary General Meeting. The meeting provides a formal mechanism for voting on matters including the annual report, dividend distribution, Board appointments and remuneration and the appointment of external auditors.

Board of Directors

NAME	POSITION	REPRESENTING
Hani Mahmoud	Chairman	Vodacom
Mohamed Kamal Abdallah	Managing Director	Vodacom
Shereen Ahmed Awad	Director	Telecom Egypt
Mohamed Shameel Aziz-Joosub	Director	Vodacom
Mahmoud Abdu Badawy	Director	Telecom Egypt
Mariam Cassim	Director	Vodacom
Wael Hanafy Mahmoud	Director	Telecom Egypt
Raisibe Kgomaraga Morathi	Director	Vodacom
Maged Osman	Director	Telecom Egypt

Executive Leadership

The Executive Committee translates strategic priorities into coordinated action across the business. Drawing on expertise from technology, finance, commercial operations, customer service, human resources, legal and compliance and external affairs, the team oversees daily performance and implements the strategies and policies approved by the Board.



Mohamed Kamal Abdallah
CEO of Vodafone Egypt and the International Markets of Vodacom



Rasha El-Azhary
Finance Director



Catalin Buliga
Technology Director



Kareem Eid
Chief Commercial Officer



Mahmoud El-Khateeb
Vodafone Business Executive Director



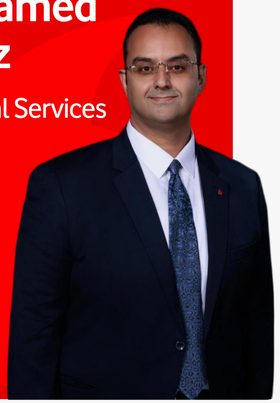
Nagla Kinawy
Human Resources Director



Ayman ElSaadany
External Affairs Director



Rasha Mahmoud
Legal & Compliance Director



Mohamed Moaz
Financial Services Director



Ahmad ElAyat
Strategy and Innovation Director



Ahmed Mandour
Wholesale, Transformation & Data Management Director

01 Embedding Ethics Across Our Operations

Ethical expectations are most effective when they reflect the situations people encounter at work. The company brings these expectations to life through regular training on ethical business conduct, supported by Vodafone Group's "Doing What's Right" programme and Code of Conduct. Together with robust compliance frameworks, internal audits and reviews, these measures help embed integrity and responsible decision-making across the business.

During FY2025–26, Vodafone Egypt introduced its first anti-bribery awareness campaign for internal retail employees, partner personnel and others working on behalf of the company. Developed with the Training and Communications teams, the initiative combined regular guidance with tailored video messages based on real-life scenarios. This made core requirements easier to understand and apply across a diverse frontline network.

From Policy to Consistent Practice

Policies establish expectations, while controls translate them into consistent practice. Vodafone Egypt maintains a structured compliance environment supported by governance, monitoring, training and escalation channels. High-risk areas receive focused oversight so responsibilities remain clear and potential concerns can be identified early.

Speak Up: Reporting and Addressing Concerns

A trusted culture gives people a safe way to raise concerns. Vodafone Egypt's Speak Up process is available to employees and others who need to report conduct that may be unethical, unlawful, unsafe or inconsistent with company policy. Concerns may include bribery, fraud, data breaches, conflicts of interest, harassment or risks to health and safety.

- Concerns can be raised through dedicated phone, online and email channels, as well as through line managers and Human Resources.
- Retaliation against anyone who raises a genuine concern is not tolerated.
- Customer concerns can be routed through Customer Care for review by the relevant team.





A testament to the effectiveness of our training and awareness programmes, we recorded no cases of non-compliance on environment, human rights, health and safety impacts of products and services, information, labelling and marketing, laws, and regulations during FY2025–26.

CONTROL ENVIRONMENT High-risk policies are supported by defined ownership, employee awareness, business guidance, monitoring and escalation through the appropriate governance forums.

Building Responsible Digital Ambassadors

As Egypt's digital ecosystem grows, trust depends on more than access to technology. It also requires the knowledge to use it responsibly. Through the second round of the National Telecommunications Regulatory Authority (NTRA) Telecom Ambassadors Programme for Youth Entities, Vodafone Egypt contributed specialized compliance sessions for young participants. Delivered with the NTRA and the Egyptian Federation of Youth Entities, the sessions explored ethical conduct, anti-bribery, privacy and data protection, security, competition law and responsible digital behaviour.

Cybersecurity, artificial intelligence, online gaming risks and cyber extortion were also addressed through interactive activities. The programme helped participants build practical awareness of the ethical and regulatory responsibilities that accompany participation in a fast-changing digital economy.

IMPACT The programme connected regulatory knowledge with real digital risks, strengthening youth awareness and supporting more responsible participation in Egypt's digital future.

Powering Progress

02 Protecting Privacy and Data

1. Security Built into Every Connection

As more services and everyday interactions move online, trust increasingly depends on how information is protected. Vodafone Egypt combines governance, secure technology and employee awareness to strengthen privacy and cybersecurity across its digital environment.

Strengthening Cybersecurity Awareness

Vodafone Egypt continued strengthening its cybersecurity culture through an employee awareness campaign focused on protecting digital assets and embedding secure practices across daily operations. The campaign aimed to:

1. Increase awareness of evolving cybersecurity threats.
2. Promote secure behaviours among employees.
3. Strengthen compliance with information security policies.
4. Reinforce individual accountability and the consequences of cybersecurity negligence.

The campaign strengthened employee awareness and supported a more security-conscious culture across the organization.



Strengthening Payment Data Security

As digital transactions become increasingly embedded in everyday life, protecting payment information is fundamental to maintaining customer trust and supporting the secure growth of digital services. **Vodafone Egypt achieved PCI DSS v4.0 certification,** the global gold standard for payment card security, demonstrating that its payment card data environment operates in line with stringent security requirements.

The certification reflects robust controls across system security, access management, vulnerability management, continuous monitoring and cardholder data protection. It reinforces Vodafone Egypt's commitment to building a secure and resilient digital ecosystem in which customers can transact with confidence.

2. Advancing Privacy-First Culture

As digitization expands access to online platforms, robust privacy controls are essential to protecting personal data and maintaining trust. Vodafone Egypt reinforces these safeguards through Data Loss Prevention controls and targeted information security awareness. Emerging risks are assessed against established criteria to ensure appropriate review and response. During the year, the Data Privacy Awareness team was recognized by the Group Compliance Director for advancing a privacy-first culture through engaging educational activities.

Safe Digital Participation for Children

Vodafone Egypt remains committed to fostering safer digital experiences, ensuring that children can safely navigate the online space. Through strategic collaborations with key national entities, the company actively contributes to awareness initiatives that promote responsible online behaviour among children, students and parents.

In line with Egypt's national strategic direction, Vodafone Egypt actively supports the National Telecommunications Regulatory Authority's (NTRA) child online protection framework, which encourages telecommunications operators to provide age-appropriate, controlled-access digital services for minors. Following the NTRA's launch of the "Netamen" initiative in June 2026, Vodafone Egypt continues to offer customers two tailored, subscription-based protection options:

Basic Protection: Blocks illegal and restricted websites.

Social Protection: Includes all Basic restrictions alongside advanced social media blocking capabilities.

Building upon this, Vodafone Egypt has officially signed a strategic partnership with SAFE Egypt, marking a significant step towards building a safer and more secure digital ecosystem for children and families.

The collaboration brings together Vodafone Egypt's capabilities and expertise in the connected world with SAFE Egypt's specialized expertise in child protection, psychological support, family education and preventive methodologies.

Working in collaboration with the National Committee for Safe Internet Usage for Children, the partnership aims to strengthen family support systems, promote responsible digital practices and establish a more informed approach to children's online experiences.

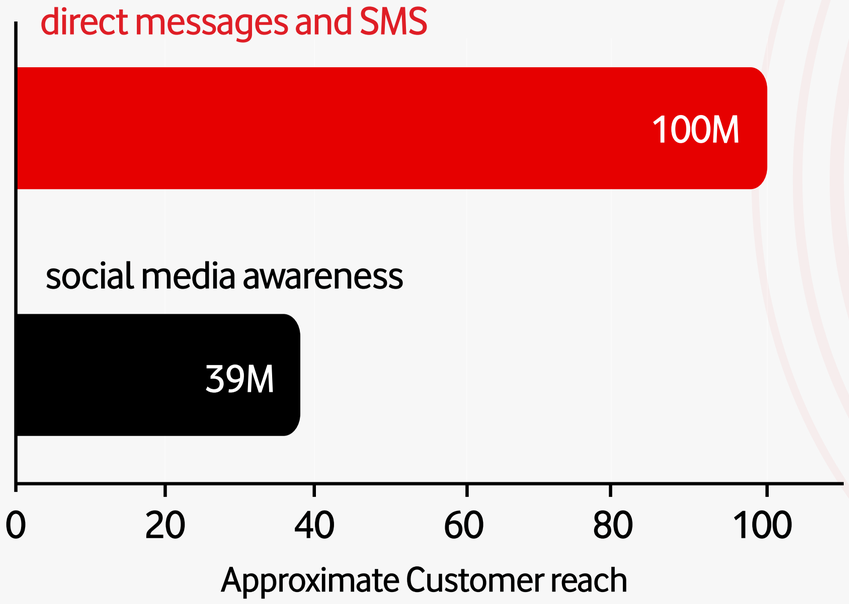
The initiative brings together parents, children, caregivers and educators, recognizing that fostering a positive digital experience for children requires a collective effort. Rather than shielding young people from technology, it focuses on building their capacity, alongside the adults who guide them, through greater awareness, practical knowledge and essential skills to make informed and responsible choices online. Ultimately, it seeks to nurture a digital environment where curiosity and exploration are supported by guidance, mutual trust and open communication.



Helping Customers Recognize Fraud

As fraud tactics become more sophisticated, customer awareness remains a critical line of defence. Vodafone Egypt's fraud awareness campaigns addressed common scam scenarios, including Vodafone Cash fraud, suspicious links, false social media offers and requests for personal or financial information. Guidance was shared through social media, direct communications and SMS, helping customers recognize warning signs and respond before harm occurs.

FY2025–26 fraud-awareness reach by communication channel



Practical Protection Campaign

Messages reminded customers to verify unfamiliar numbers, protect wallet codes and payment-card details, request proof of recharge or balance transfers and avoid sharing information with unverified callers.



03 Safeguarding Employees and Their Wellbeing

Vodafone Egypt embeds health, safety and wellbeing across its operations through a structured system of risk prevention, employee training, leadership oversight and accessible support.

This approach protects employees while promoting consistent safety standards throughout the company and its supplier network.

22K+
health audits and inspections

99%
ISO 45003 compliance



8th year
ISO 45001 certified

33
Senior Leadership Team safety tours

50K+
emergency-training hours

300+
suppliers trained on safety measures

Helping you thrive

Wellbeing at Vodafone

Investing in Everyday Wellbeing

Supporting employee wellbeing is fundamental to creating a workplace where people can perform at their best while balancing the growing demands of both their professional and personal lives. Vodafone Egypt introduced FlexWell, a flexible reimbursement programme that enables employees to personalize their benefits according to their needs and priorities. By giving employees better control over how they use their wellbeing allowance, the programme reflects the company's commitment to creating a people-centered workplace.

Eligible expenses include:

- **Physical wellbeing:** Gym memberships, fitness classes and ergonomic home office equipment.
- **Mental wellbeing:** Therapy, psychiatry and life coaching.
- **Education support:** School and university tuition fees.
- **Family support:** Newborn essentials for new parents.
- **Travel support:** Travel tickets and accommodation expenses.

Since its launch in August 2025, FlexWell has completed 10 reimbursement rounds, receiving 451 reimbursement requests from 257 employees, representing an 80% utilization rate among eligible employees. Education support recorded the highest uptake across all benefit categories, highlighting the importance employees place on investing in their own and their families' futures.

Caring for Employees Beyond the Workplace

Support remained available through iAssist, with 851 employees participating and 1,255 support hours recorded during the year. Backed by a dedicated network of 19 wellness ambassadors and 9 health and safety specialists, this holistic approach recognizes that physical safety, psychological health and institutional support are deeply interconnected.

By actively investing in these pillars, Vodafone Egypt is building a resilient, high-trust workplace where mental and physical wellbeing are recognized as central to long-term sustainable performance.

851	1,255	19
employees participating through iAssist	support hours recorded during the year	wellness ambassadors

Outcome

Vodafone Egypt completed the year with zero fatalities and zero major injuries.

Extending Safety across the Supplier Network

Health and safety expectations extend to the partners whose work supports Vodafone Egypt's operations. Technical meetings with higher-risk suppliers created space to review performance, share practical guidance and agree corrective actions where needed.



Shared learning supports more

Egypt hosted the Africa Supplier Safety Forum over two days in Cairo, bringing together more than 300 safety professionals from Vodacom operating companies and key suppliers across the continent. The forum created a shared platform to exchange experience, strengthen common expectations and bring proven safety practices closer to the work taking place across markets.

WHY IT MATTERS: Shared learning supports more consistent safety standards across complex supplier networks and reinforces accountability beyond Vodafone Egypt's direct operations.

Powering Progress

04 Fair Pay Principles

Fair pay is one of the clearest ways a company shows its people that they are valued.

At Vodafone Egypt, six principles guide how we set, review, and explain pay, so that every employee can trust the way they are rewarded.

Gender Pay Gap:
1.1% (FY 2024-25: 1.5%)

Pay Gap for People with Disabilities:
0% (FY 2024-25: 0%)

We narrowed the gender pay gap from 1.5% to 1.1%, a sign of continued progress towards pay equality.



Open and Transparent

People should never have to guess how they are paid. We explain our approach through clear guides, dedicated webpages, the Vodafoners App, and an annual Reward Statement, so every employee can see and understand their pay

Sharing Our Successes

When the company does well, our people should feel it. Bonuses, shares, and sales incentives link reward to performance and give employees a stake in the results they help deliver.



Ensuring a Good Standard of Living

A fair salary should also support a good life. We work with the Fair Wage Network, an independent organization, to assess our pay against living wage standards across our markets. The aim is simple: every employee, and their family, should be able to live with dignity on what they earn.

Providing Benefits for All

Pay is only part of what we offer. Our benefits are designed to give people security, balance, and care:

- Life Insurance
- Health Insurance
- Disability and Invalidity Coverage
- Parental Leave
- Retirement Provision
- Stock Ownership
- Other Benefits

Free from Discrimination and Bias

Fair pay has to be equal pay. Every year we test our pay for gaps linked to gender, age, disability, ethnicity, and other characteristics, comparing like with like by benchmark, grade, and function. Where we find a difference, we act on it.

Rewarding Talent Fairly

Pay at Vodafone Egypt follows the work people do and what that work is worth in the market. Each person is paid in line with their skills, role, and function, and we review every employee's pay each year to keep it competitive.

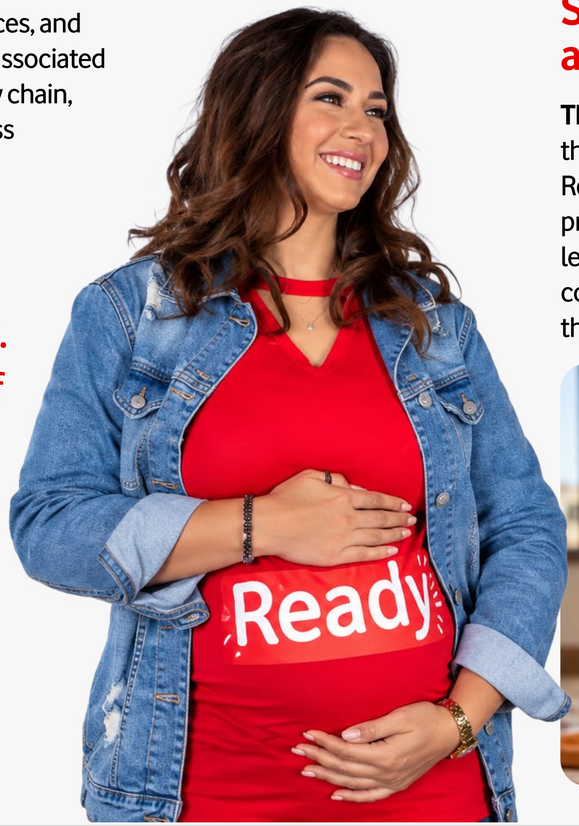
Respecting Human Rights

In FY2025-26, Vodafone Egypt continued to strengthen its commitment to respecting and advancing human rights through the implementation of robust due diligence processes, stakeholder engagement, and awareness-building initiatives. As part of its human rights governance framework, Vodafone Egypt completed a series of internal human rights due diligence activities to identify, assess, and manage actual and potential impacts across its operations, products, services, and business relationships. The process focused on salient human rights risks associated with technology, digital services, the workplace, customers, and the supply chain, ensuring alignment with international human rights standards and business sustainability commitments.

Vodafone Egypt's responsibility to protect people is grounded in respect for human rights. These expectations are reflected in the Code of Conduct, employment practices and supplier requirements. Employees and partners are expected to act lawfully, respect human dignity and raise concerns when conduct may breach policy or place people at risk.

Prevention is reinforced by clear routes to remedy. Speak Up channels enable concerns to be reported, while supplier assessments and contractual requirements extend human rights expectations across the value chain.
Recognizing the importance of inclusive stakeholder engagement, Vodafone Egypt conducted an external stakeholder mapping exercise to better understand emerging human rights challenges and opportunities linked to technology and digital transformation. The exercise engaged stakeholders from government, academia, civil society, the private sector, and development organisations to identify priority issues and strengthen collaboration around responsible technology use and digital inclusion.

Attention was given to advancing the rights of vulnerable and underrepresented groups, including children, older persons, and persons with disabilities. Vodafone Egypt assessed opportunities to enhance online safety, accessibility, digital inclusion, and equitable access to technology, while embedding these considerations into relevant business processes and decision-making.



Supporting Maternal Health and Family Wellbeing

The C.A.R.E Maternal Health Support Policy supports Vodafone Egypt employees and their families across maternity, paternity, miscarriage, stillbirth and wider family-care needs. Recognizing that these experiences require physical, mental and emotional support, the policy provides four weeks of paid paternity leave, phased maternity return, family compassionate leave, miscarriage support and stillbirth support. Through these provisions, Vodafone Egypt continues to strengthen an inclusive workplace where employees receive meaningful support throughout important and often sensitive stages of family life.



01 Value Built through Responsible Partnerships

A resilient supply chain depends on more than cost and continuity. Vodafone Egypt integrates ethical conduct, information security, health and safety, human rights and environmental expectations into supplier selection and management. This supports responsible delivery while creating more opportunity for local economic participation.

60 higher-risk suppliers audited

54 supplier payments expedited

€1.85M combined sourcing savings

Standards that Travel through the Value Chain

Supplier conduct directly influences the integrity, resilience and impact of Vodafone Egypt's operations. Vodafone Egypt applies clear requirements throughout the supplier lifecycle to promote ethical conduct, safeguard people and information, manage operational risks and support responsible local economic participation.

Suppliers are expected to comply with applicable laws and Vodafone requirements covering ethical purchasing, anti-bribery, health and safety, information security, business continuity, quality assurance, payment-card compliance, sanctions and export controls. Potential higher-risk suppliers undergo additional assessment before and during the business relationship.

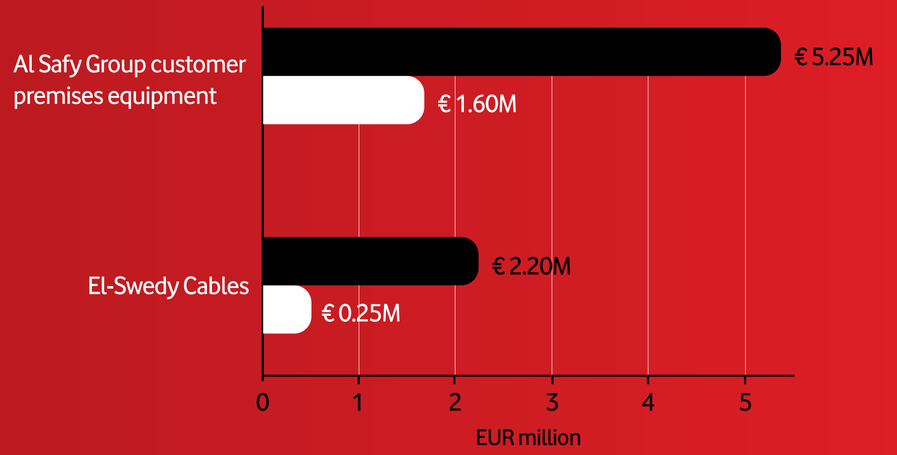
Vendor prequalification establishes the minimum requirements suppliers must meet before joining Vodafone Egypt's approved supplier base.

- **Performance** reviews identify improvement needs and require corrective action where standards are not met.
- **Monitoring and supplier engagement** support stronger controls while preserving the continuity of critical services.

Local Sourcing with Measurable Value

Strategic local partnerships are advancing a more resilient, cost-efficient and locally anchored supply chain. Through collaborations with Al Safy Group and Elsewedy, Vodafone Egypt expanded the local sourcing of selected telecommunications inputs while supporting domestic industrial capabilities. Customer premises equipment sourced through Al Safy generated EUR 1.6 million in savings against EUR 5.25 million in spend, while locally sourced cables from Elsewedy delivered a further EUR 0.25 million in savings against EUR 2.2 million in spend.

FY2025–26 local sourcing spend and savings



Business Continuity

During a period of inflationary pressure and currency devaluation, payments were expedited for 54 suppliers as a targeted, one-off measure to support continuity across critical relationships

Sustaining Growth, Investing in What's Next

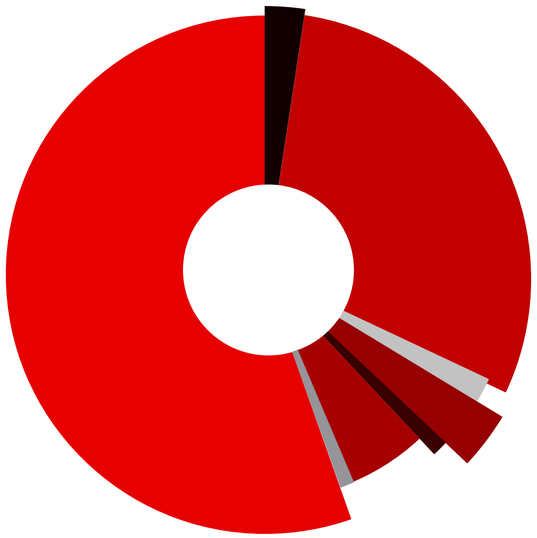


Guided by a clear strategy combining technology leadership, responsible growth and long-term investment, Vodafone Egypt closed FY2025–26 with EGP 116.6 billion in revenue, 55.2 million customers and EGP 18.1 billion invested in infrastructure. This performance reflects a continued focus on strengthening the network, advancing innovation and creating lasting value through accountable business practices. It reinforces Vodafone Egypt's position as a trusted technology partner, a reliable lifestyle partner and a national digital enabler, connecting people, supporting businesses and institutions and accelerating Egypt's digital transformation. With strong foundations and the capabilities to deliver at scale, Vodafone Egypt is ready to power what comes next.

Tax Contribution

TAX PAYMENT | Tax Payments for FY2025-26 (EGP)

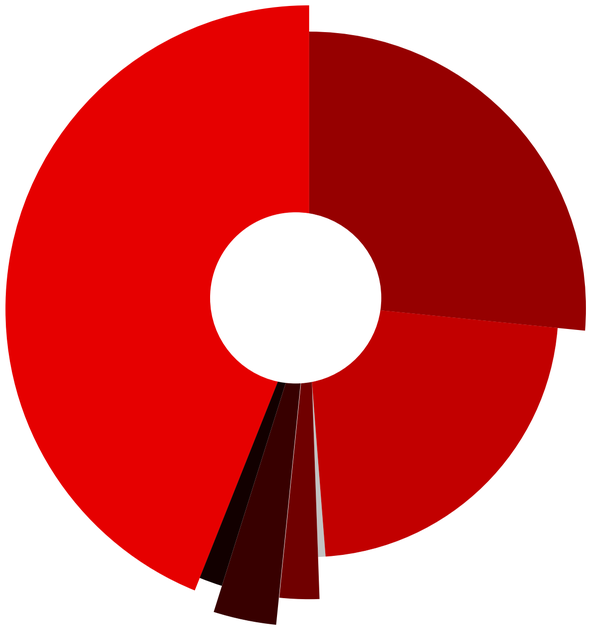
Total Tax Contributions: 22,276,510,174.74 — **VFE**



Tax Breakdown

Real Estate	27,224,065.14
WHT-Local	135,165,935.80
Stamp Tax	351,685,524.01
Salary	481,607,718.59
State Dev lev	797,103,780.12
Royalties	1,428,140,544.74
Corporate	6,689,530,279.38
Sales/VAT	12,366,052,326.96

Total Tax Contributions: 1,467,083,431.75 — **VFE Subsidiaries**



Tax Breakdown

Real Estate	-
WHT-Local	48,368,514.82
Stamp Tax	1,912,671.70
Salary	388,041,778.32
State Dev lev	28,572,866.44
Royalties	13,915,512.92
Corporate	338,121,694.68
Sales/VAT	648,150,392.87

05 ANNEX



Stakeholder Engagement



COMMUNITIES AND NGOS

CHANNELS OF ENGAGEMENT

- Social Initiatives
- Partnerships
- Social Media
- Word of Mouth
- Volunteering
- Public Participation
- Events

MEASURES UNDERTAKEN

- Local Engagement
- New Projects and Partnership Development
- Adjustment of Ongoing Initiatives
- On-Ground Implementation
- Monitoring & Evaluation by Vodafone Egypt Foundation
- Regular Audits by the Ministry of Social Solidarity

GOVERNMENT AND REGULATORY BODIES

CHANNELS OF ENGAGEMENT

- Public Forums
- Industry Consultations
- Audits
- Bilateral Meetings
- Financial Disclosures
- Participation in Public Policies

MEASURES UNDERTAKEN

- Ensuring Ongoing Compliance
- Timely Disclosures
- Elimination of Non-Conformities
- Collaborative Initiatives
- Contributing to Egypt Vision 2030
- Digitalization of All Relevant Touchpoints
- Active Contribution to Digital Egypt Strategy
- Active Recruitment and Training of Industry Professionals
- Positive Public Policy Lobbying

SHAREHOLDERS AND INVESTORS

CHANNELS OF ENGAGEMENT

- Financial Disclosures
- Quarterly Updates
- Website
- Annual Reports
- General Assembly Meetings
- Governance Committees

MEASURES UNDERTAKEN

- Alignment Across Strategy and Brand Positioning Projects
- Maintaining a Strong Brand, Loyal Customers, Diversified Products, and Driving Innovation
- Robust Business Model, Efficient Cost Structure, Effective Pricing
- Comprehensive Risk Management Framework, Policy, Process, and Reporting
- Well-Defined Governance Structure, Roles, Responsibilities, Oversight, and Communication
- Code of Conduct, Policies, Procedures, Principles, Trainings, and Compliance Monitoring



EMPLOYEES

CHANNELS OF ENGAGEMENT

- Daily Interactions
- Surveys
- Newsletters
- Digital Workspaces
- Events
- Viva Engage

MEASURES UNDERTAKEN

- Volunteering and Social Activities
- Comprehensive Policy, System, and Training on Health and Safety
- Competitive, Fair, Reviewed, and Benchmarked Remuneration and Benefits
- Supporting Professional Development, Growth, Framework, and Merit-Based Recognition of Staff
- Open-Door, Confidential Channels (e.g. Speak Up)
- Flexible, Trust-Based, and Accountable Working Arrangements
- Online and Offline Training Opportunities
- Digital Literacy and Advanced Skill Training

CUSTOMERS

CHANNELS OF ENGAGEMENT

- Digital Channels
- Surveys
- Social Media
- Retail Stores
- Ads
- Call Centres
- Website
- Marketing and Sales Channels
- Ana Vodafone App

MEASURES UNDERTAKEN

- Comprehensive Data Security Policies
- Customer Experience Optimization
- Customized Services
- Streamlined Resolution of Complaints
- New Apps and Functions
- Extended IoT Business Solutions

SUPPLIERS AND PARTNERS

CHANNELS OF ENGAGEMENT

- Directly
- Training and Campaigns
- Surveys
- Events
- Evaluations

MEASURES UNDERTAKEN

- Transparent Policies and Criteria
- Direct Feedback and Negotiations
- Supplier Engagement Events
- Considering Environmental and Ethical Conditions



Materiality Assessment

ENVIRONMENTAL (E)

MATERIAL TOPICS	SCOPE	MATERIAL TO BUSINESS SCORE
Climate impact & energy	Vodafone Egypt is working towards net-zero operations by 2035 by improving energy efficiency across its network and technology centres, expanding renewable energy solutions and reducing reliance on diesel. Its digital and IoT solutions also help customers improve efficiency and avoid emissions, contributing to a more climate-resilient society.	**Most Material +**
Circular economy, resources & waste	Vodafone Egypt promotes circular resource use by assessing decommissioned network equipment for reuse or refurbishment and directing materials classified as waste to certified recycling partners. Its approach also reduces physical materials through SIM recycling and digital alternatives, supporting material recovery, value retention and reduced disposal.	**Material**

SOCIAL (S)

MATERIAL TOPICS	SCOPE	MATERIAL TO BUSINESS SCORE
Diversity & inclusion	Vodafone Egypt advances diversity, equity and inclusion across its workforce and communities through initiatives supporting women, people with disabilities and marginalized groups. Its approach combines inclusive policies and leadership development with accessible physical and digital touchpoints that enable wider participation.	**Most Material +**
Network resilience	Vodafone Egypt invests in resilient digital infrastructure to maintain reliable and inclusive connectivity as demand and operating conditions evolve. Continued investment in 5G, spectrum, rural coverage, advanced microwave connectivity and AI-supported network optimization strengthens service continuity and network readiness.	**Most Material +**
Community engagement & impact	Vodafone Egypt works with strategic partners to create relevant and inclusive community impact. Its programmes support education, digital health, women's empowerment, online safety, refugees and underserved communities while strengthening human rights and socioeconomic inclusion.	**Most Material**

MATERIAL TOPICS	SCOPE	MATERIAL TO BUSINESS SCORE
Financial & digital inclusion	Vodafone Egypt expands access to digital connectivity and financial services so more people can participate in the modern economy. This includes the continued growth of Vodafone Cash and international remittances alongside accessible services, affordable smart devices and financing options.	**Most Material**
Enabling education & digital skills	Vodafone Egypt supports access to education, digital literacy and skills relevant to a changing economy. Programmes such as Ta3limy, technology education pathways and employee digital learning strengthen knowledge, employability and participation in an increasingly digital society.	**Most Material**
Employee retention, training, & satisfaction	Vodafone Egypt supports employee engagement and retention through learning programmes, leadership development, recognition, returnship pathways and flexible working practices. These initiatives strengthen professional growth, wellbeing and continuity across different career stages.	**Most Material +**
Employee health and safety	Vodafone Egypt promotes a safe and healthy working environment through employee and contractor training, ergonomics, road safety awareness and wellbeing support. Ongoing monitoring of safe working hours and recognition of proactive safety behaviours reinforce accountability and prevention.	**Material**
Digitalization	Vodafone Egypt uses digital solutions to improve customer journeys, internal efficiency and the performance of critical sectors. During the year, digitalization supported nationwide healthcare services, smart operations at the Grand Egyptian Museum, enterprise IoT applications and technology-enabled growth for SMEs and other organizations.	**Material**

GOVERNANCE (G)

MATERIAL TOPICS	SCOPE	MATERIAL TO BUSINESS SCORE
Business ethics & transparency	Vodafone Egypt embeds ethical conduct, transparency and accountability across its operations and value chain. Its Human Rights Policy, Code of Conduct, Speak Up channels, responsible sourcing expectations, ESG disclosures and defined governance responsibilities reinforce ethical decision-making and responsible business practices.	**Most Material +**
Cybersecurity & data privacy	Vodafone Egypt continually strengthens cybersecurity, data privacy and digital service assurance as technology and associated risks evolve. ISO 27001 certification, PCI DSS recertification and SOC 2 Type II certification for Vodafone Cash support robust protection across cloud services, customer data and digital financial services.	**Most Material +**
ESG risk management and business continuity	Vodafone Egypt integrates ESG considerations into enterprise risk management, internal controls and business continuity planning. The refreshed double materiality process, Three Lines of Defence assessment and ESG reporting controls strengthen oversight, accountability and preparedness across the business.	**Most Material**

GRI Index & ESG Addendum

GRI INDEX

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ESG ADDENDUM

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