

The background of the entire page is a dense field of green, oval-shaped leaves. A heart shape is formed by a border of red daisies with yellow centers, curving from the top left, around the right side, and down to the bottom left.

Vodafone Egypt  
Sustainability Report

**Leading on ESG  
for an Inclusive  
Digital Egypt**

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# About this Report

## Approach

The report reflects how we do our business and what our stakeholders expect regarding performance on material ESG topics. This report also aims to provide a broader view on our priorities and efforts to make a positive difference in the world which builds upon our Sustainable Business Strategy and our new Social Contract.

The report has been created with a digital-first mindset as we want this report to be accessible to everyone. Our sustainability report website has been designed to facilitate user interaction, ease in finding relevant data and focus on what matters most to our readers. Along with the digital version we also bring you a traditional PDF report optimized through smart navigation. We hope our readers use the format that suits them best, and we look forward to your feedback.

## Scope and Reporting Period

This is our fourth sustainability report. Vodafone Egypt has reported in accordance with the GRI Standards for the period from April 1, 2020, to March 31, 2022. Certain information before and after these dates has been included to highlight the context and events relevant to the reporting period. While previously we published reports covering two-year periods, we expect to proceed with the annual reporting cycle. Starting from this reporting cycle, our digital tool serves the quarterly update of our information.

## References frameworks

<b>GRI</b>	GRI Standards provides a globally recognized framework for reporting on sustainability. They are used by the world's largest organizations in stock exchanges and policy instruments globally. GRI Standards have been used to highlight our impacts on the environment, economy and people, including human rights.
<b>SASB</b>	SASB Standards guide disclosure on the subset of ESG issues most relevant to our financial performance.
<b>TCFD</b>	TCFD recommendations help companies achieve clear, comprehensive, high-quality information on the impacts, risks and opportunities related to climate change and conduct more informed capital allocation.
<b>SDGs &amp; Egypt Vision 2030</b>	The report also aligns with the United Nations Sustainable Development Goals (SDGs) and the Egypt Vision 2030 objectives, which we refer to when mapping our contribution based on diverse internal and external initiatives.

## Materiality

This report presents our refreshed materiality assessment that reflects the evolution of the ESG landscape and the expansion of our value proposition to technological communications. It is based on analysis of our positive and negative impacts on the environment, economy and people, including human rights, and takes into account the interests and needs of our different stakeholders.

## Structure

The structure of this report is guided by the materiality assessment, while specific sections don't necessarily correspond to a single topic due to often broad and overlapping impacts. This report starts with a Letter from our Executive Team and an overview of significant achievements. This is followed by Our Strategy, Stakeholder Engagement and Materiality Assessment. We further proceed with a focus on our Environment which is followed by thematic chapters on People and Society, Governance, Prosperity and Digitalization. We conclude by presenting our Progress Snapshot of April 2020-March 2022, Assurance Letter, Memberships and a comprehensive ESG Appendix with extended data on Vodafone Egypt's ESG key performance indicators and framework content index tables.

## Reporting Principles

This report has been prepared with the application of GRI reporting principles:

- Accuracy
- Balance
- Clarity
- Comparability
- Completeness
- Sustainability Context
- Timeliness
- Verifiability Assurance

## Assurance

Masader Corporate Sustainability Consulting Firm (S.A.E) has provided a limited assurance statement on the content of this report.

## Contact Point

For further inquiries regarding the report and its content, please contact the sustainable business team at [sustainablebusiness@vodafone.com](mailto:sustainablebusiness@vodafone.com)

## Memberships





## A Letter from our Executive Team

### CEO Letter



**When the pandemic hit the world in 2020, it became evident that only companies that had adopted digitization and sound corporate sustainability strategies were able to absorb the shock. Sustainability is increasingly becoming a necessity for corporations due to changing conditions around the world. Unlike the perspective around the corporate world which used to view Sustainability as a strategy that only leads to a negative impact on the net cost of the company, in Vodafone Group and Vodafone Egypt, we believe in the value of Sustainable Development and that it can bring quite a positive impact on the world at large and specifically the world economy, the community, the planet and the company itself.**

In fact, it adds lots of value to the company; value to the brand, the customers, and the cost of operating. Moreover, it helps us attract the right talent and keep our employees motivated and loyal when believing that they work for an employer that genuinely cares for the world.

Being the biggest Tech Company in Egypt, we accepted the responsibility of helping our customers to benefit from our sustainability efforts and also offered them to take part in it through multiple products and services; from our core connectivity that left no one behind in having access to basic communication needs in the most underdeveloped areas in Egypt, to the e-Tadweer application sponsorship being the commonly used application for customers to recycle their electronic waste in return of a set of benefits offered by Vodafone and many of our enterprise partners. We also launched "Begin" which is our leading platform aimed to connect freelancers with SMEs and secure the payments for freelancers and the quality of work for SMEs. On top of that, we adopted the most intense diversity and inclusion standards through leading the Egyptian Gender Alliance to promote gender equality across our community. These are but a few of the many examples that we will be sharing with the readers of this report.

**In this report, we take pride in sharing with the world our sustainable development practices with the hope that we become a catalyst for companies in Egypt to put more focus on the activities that matter to the world.**

**Mohamed AbdAllah**

Vodafone Egypt Chief Executive Officer



## A Letter from our Executive Team



The potential of digital technologies has grown significantly since COVID-19; the pandemic has shed the light on the prominence of staying connected and the countless use of technology in our society.

We achieved further massive advancements and kept expanding on this work to support the sectors at the backbone of the Egyptian economy. This included boosting our digital channels, adding a range of new digital capabilities and payment services in addition to expanding our fixed

and opening up a new spectrum (40 MHZ) for better connectivity and enhancing people's quality of life. Despite such massive expansion in the connectivity and its related energy consumption, our huge energy investments over the past 2 years (800M EGP) allowed us to accommodate such developments and still reduce our consumption.

I believe this might be just at the beginning. Looking into the future, there seem to be infinite possibilities of how digital solutions can help restore the planet, build a more equal society, and create more versatile, agile, and aware professionals ready to embrace the complexities of the modern world.

Over the past few years, Vodafone Egypt continued making digital opportunities more visible, accessible, and easy to use, and seeing them serve human needs across customer segments makes it our greatest reward.

Our digital transformation has been running full speed over the past few years, aiming to successfully create the best technologies for our society and be the next-gen network.

**Osama Said**

Technology Director



## A Letter from our Executive Team



Vodafone Egypt invests in building strong relationships and rich dialogue with its stakeholders. We proactively start conversations, openly discuss our values and priorities, exchange ideas, and collaborate in areas where we can deliver impact at scale.

Our corporate governance in Vodafone Egypt focuses on long-term business resilience and success that generates values for our stakeholders while ensuring the highest standards of business ethics and

integrity, legal and regulatory compliance along with sustainability and governance in public policy and our core foundation. It enables effective integration of our sustainable business strategy and strengthens Vodafone's brand and reputation. Beyond connecting people, we strive to connect with our external stakeholders on all levels. Vodafone Egypt Foundation is a great example of how to connect with the society as it contributes to helping other foundations grow and provides the Egyptian Society with much-needed services such as "Ta3limy" which aims to digitize the learning experience while building the skills relevant for the 21st-century citizens.

This is besides other immense amounts of implemented initiatives by Vodafone Egypt contributing to achieving the UNSDGs and the Egypt 2030 vision, and which reflect how manifested and strongly rooted it is in our purpose to create a better future with the use of technology, enabling an inclusive and sustainable Digital Egypt.

We draw inspiration from our commitment to a social contract to start innovative public-private partnerships, common projects with NGOs, and other initiatives such, as Hayah Kareema, involving multiple stakeholders. Providing a network in unprivileged and rural areas has been at the forefront of our infrastructure and core connectivity advancements.

**Ayman Essam**

External Affairs and Legal Director

## A Letter from our Executive Team



People have always been at the core of Vodafone Egypt's success. Their bright minds, lively spirit, and exceptional skills turn ideas into solutions that make us stand out in the competitive and vibrant market. Today, our employees keep perfecting and optimizing digital capabilities developed over the past few years, making Vodafone Egypt a better place to work for its people, and a better company for its customers and partners.

We believe that everything is possible with great and passionate employees combining technology with a human spirit, experimenting and learning fast, and striving to do all it takes to create a better future for everyone. We have strategically built a workforce that lives the essence of getting it done together to help our customers and societies, putting our customers at the forefront of our thinking to ensure earning our customers' loyalty.

Our focus and support are fully driven by our youth careers and developmental programs which go on all year long creating new opportunities through summer and winter internships, hackathons, STEM, discover programs, and many more. Vodafone Egypt purposes all its powers to expand its impact on talented youth, aiming to aspire, discover, shape, educate, and build fresh talents among the new generations who proved that they are more than eager to grow and empower our society through all conditions.

This has been recognised through multiple industries-leading awards including the Universum World's Most Attractive Employers | 2020, Top Employer Award Egypt 2020, Top Employer Award Africa 2020, Best Places to Work Award 2020, Great Place to Work Award from 2021 to 2022. During the past year, we have proven to be a great place for women through receiving the Egyptian Gender Equity Seal certification and earning the Award for best place for women.

Our diverse teams are embedding the Spirit of Vodafone into our everyday ways of working so that we regularly talk about how we do things, as well as what we do. Our behaviours are guided by our shared values, what we believe is important, and what we stand for.

**Nagla Kinawi**

HR Director



# Our Strategy





In 2019, Vodafone established a clear purpose and brought it to life since then despite the pandemic. Now, there is a need to properly evolve and reflect Vodafone's actions towards ESG advancements.

We build upon **Vodafone Group Strategy** to drive positive change for the planet and humanity through three purpose pillars while ensuring we act responsibly and ethically wherever we operate. At the core of our purpose is our commitment to sustainability, and we are tirelessly searching for ways to expand our positive impact. Being a purpose-led company, and in line with the path of Vodafone Group, Vodafone Egypt harnesses its expertise and capacities to enable digitalization and inclusion which don't come at a cost to the environment. Our integrated **Economic, Environmental, Social and Governance (EESG) approach** contributes to surfacing hidden sustainability thematic areas where we believe we would have the biggest impact in and what we want to be known for over the next years as the nation's largest telecommunication company.

### Purpose

Vodafone Egypt 'connects for a better future' by enabling inclusive and sustainable digital societies.

### Vision

We empower human potential and protect the planet through building an interconnected and inclusive digital future.

### Mission

We accelerate the development of Egypt by connecting people and communities and empowering their full potential through innovative, customised and inclusive digital solutions.

## We connect for a better future by enabling inclusive and sustainable digital societies.

We aspire to play a critical role in delivering the next-generation connectivity that creates a resilient, transformative digital future that works for everyone. With the customer at the heart of this change, we aim to celebrate the human spirit and develop meaningful technologies to serve diverse and unique human needs. The expansion of focus has influenced our capacities to provide benefits and necessary services to our customers from all backgrounds, allowing us to step up ambitious actions in areas such as inclusion, access to modern services and technological literacy.

**Our formula:** We believe by harnessing technology and innovation—we can support millions of people and their communities to stay connected.



# Purpose Pillars

In Vodafone Egypt, our Sustainable Business Strategy is all about establishing a digital, prosperous, and inclusive society. Delivery of our sustainability strategy is embedded in Vodafone’s overarching **Social Contract**, which describes the difference we make in supporting and contributing to the communities where we operate.

## DIGITAL SOCIETY

We harness the power of connectivity and digital services to strengthen the resilience of economies. Through our networks and data flows, we connect people and communities across Egypt.

## INCLUSION FOR ALL

We enable the digital society to be accessible to all, with no one left behind through connectivity, digital skills and streamlined access to education, healthcare and finance.

## PLANET

We believe that urgent and sustained action is required to address the climate emergency, and we are committed to ensuring commercial success does not come at a cost to the environment.

Each pillar is responsible for certain focus areas that seek to respond to evolving socio-economic challenges and to meet society’s needs.

# Social Contract: Our Blueprint for Change

The Social Contract to which Vodafone Egypt abides serves as our guidelines in building partnerships with governments, policy makers, and civil society, and represents our commitment to developing a fruitful and impactful collaboration with them. It also drives our engagement on the pertinent social issues across the UN SDGs and Egypt's Vision 2030 priorities to support reaching local sustainability targets.

The new Social Contract adopted by Vodafone Egypt and established by the Vodafone Group represents our commitment to developing fruitful and impactful collaborations with governments, policy makers and civil society. In return, we expect governments, policy-makers and regulators to adopt a pro-investment, pro-innovation approach to allow network operators to make sufficient returns on their investments. Our Social Contract is built on three pillars – Trust, Fairness and Leadership – to enable the connectivity sector and the wider world thrive together.

TRUST	FAIRNESS	LEADERSHIP
<ul style="list-style-type: none"><li>— Simplified and transparent pricing</li><li>— Security of our networks and customer data</li><li>— Customer-oriented technology development</li><li>— Digital inclusion, particularly for women and young people</li><li>— Reducing impact on the planet</li></ul>	<ul style="list-style-type: none"><li>— Closing the rural divide</li><li>— Investment in network</li><li>— Quality and resilience</li><li>— Fair competition across the ecosystem</li><li>— Sustainable market structure</li><li>— Enabled network sharing</li><li>— Lower deployment costs</li><li>— Non-discriminatory spectrum auctions</li><li>— Common European framework for security</li></ul>	<ul style="list-style-type: none"><li>— Leader in convergence, IoT and mobile financial services</li><li>— Industry leader on network sharing</li><li>— Digitisation of other industries</li><li>— Partnerships to enhance service delivery</li><li>— Diverse vendors based on Open RAN</li><li>— Vodafone Foundation to push tech innovation for social good</li></ul>

# Our Contribution to SDGs and Egypt Vision 2030

Following the materiality assessment, we classified all our initiatives by material topics and looked at more specific contributions. This section presents the impact of various initiatives implemented by Vodafone Egypt that contribute to achieving the UN Sustainable Development Goals (SDGs) and the Egypt Vision 2030 goals, which reflect how SDGs are manifested in the national context.

[Read more](#) on how Vodafone Group accelerates delivery across the SDGs through connectivity, infrastructure, digital innovations and partnerships.

## SUSTAINABLE DEVELOPMENT GOALS



## EGYPT'S VISION 2030 OBJECTIVES



**C** – Customer, **E** – Employee, **S** – Suppliers, **C+** – Communities and NGOs, **G+** – Government and Regulators, **I** – Investors and Vodafone Group

MATERIAL TOPIC	INITIATIVE	SUSTAINABLE DEVELOPMENT GOALS	EGYPT'S VISION 2030 OBJECTIVES	STAKEHOLDERS
Digitalization	IoT Products and Services	8 9 11	1 3 4	C C+ G+
	Omni Clouds	9 10	3 4	C C+ G+
	Self-help Machines	9	1 2 4	C C+
	Vodafone App	9	1 4	C
	Software Solutions for SMEs	8 9	3 4	C
	Increasing 3G/4G Footprint to 95%	8 9 10	2 3 4	C C+
	Vodafone Cash	1 8 9 10	1 2 3 4	C C+ G+ I
Community Engagement and Impact	Encouraging 44 million Customers to Donate	1 3	1 2	C+ G+
	Medical Workers Celebration Initiative	1 3	1 2	C+ G+
	Digitizing the Universal Health Insurance in Egypt	3 9 10	1 2 4	C+ G+
	Connectivity Across Quarantine Hospitals	3 9 10	1 2 4	C+
	"Yalla Sharek" Volunteering Program	8 10	2	C E S C+


## SUSTAINABLE DEVELOPMENT GOALS



## EGYPT'S VISION 2030 OBJECTIVES



**C** – Customer, **E** – Employee, **S** – Suppliers, **C+** – Communities and NGOs, **G+** – Government and Regulators, **I** – Investors and Vodafone Group

MATERIAL TOPIC	INITIATIVE		EGYPT'S VISION 2030 OBJECTIVES	STAKEHOLDERS
Diversity and inclusion	Catholic Relief	1 4 10	1 2 4	C+
	"Fekretek" Ideathon	4 5 10	2 4	C C+ G+
	Isolated Villages Revival	5 10	1 2	C C+
	International Women's Day	5	2	E
	Disability Day	10	2	E
	Youth Committee	5 10	2 6	E
	Vodafone Appreciation Week	8	2	E
	Egyptian Gender Equity Seal	5 10	2	E
	E3rafly App for the visually impaired	10	1 2	C C+
	Connectivity to Orphanages	4 5 10 11 17	1 2 4	C+




## SUSTAINABLE DEVELOPMENT GOALS



## EGYPT'S VISION 2030 OBJECTIVES



**C** – Customer, **E** – Employee, **S** – Suppliers, **C+** – Communities and NGOs, **G+** – Government and Regulators, **I** – Investors and Vodafone Group

MATERIAL TOPIC	INITIATIVE		EGYPT'S VISION 2030 OBJECTIVES	STAKEHOLDERS
Education and Training	Ta3limy	3 4 10	1 2 4	E C+ G+ S
	Instant Network Schools by Vodafone Foundation	1 4 10	1 2 4	S C+ G+
	Education Sims Initiative	4	4	C+
	Begin	4 8	3 4	C C+
	Discover Program for Fresh Graduates	4 5 8	2 4	C+
	Leadership Academy & Online Platform	4 8	3 4	E
Wellbeing, Health and Safety	Pulse Survey	3	2	E
	Employee Health Support and Screening	3	2	E
	Ergonomics Awareness	3 4	2 4	E
	Mental Health Awareness	3	2	E
	Emergency Preparedness	3 11	2	E
	Nada Foundation for Road Safety Collaboration	3 4 16	2 4 6	E S
	Vaccinating all Employees and Vaccine Distribution Portal	1 3 11	1	C C+ G+

## SUSTAINABLE DEVELOPMENT GOALS



## EGYPT'S VISION 2030 OBJECTIVES



**C** – Customer, **E** – Employee, **S** – Suppliers, **C+** – Communities and NGOs, **G+** – Government and Regulators, **I** – Investors and Vodafone Group

MATERIAL TOPIC	INITIATIVE	SUSTAINABLE DEVELOPMENT GOALS	EGYPT'S VISION 2030 OBJECTIVES	STAKEHOLDERS
Circular Economy, Resources, and Waste	E-Tadweer App (E-Waste recycling app)	7 9 12 13	5	C+ G+
	Going Paperless and Eliminating Plastics	12 13	5	C E S C+ G+ I
	Haystack (digital business card sharing app)	12 13	4 5	E S
	Green Sims (sim cards with % recycled content)	12 13	4 5	C G+ I
	Digital partner at the Green Economy Forum	7 9 12 13	5	C C+ G+ I
Climate and Energy	Renewable Energy Operating Sites	7 8 12 13	5	C+ G+ I
	Smart Village Buildings Solar PV projects	7 8 12 13	5	C+ G+ I
	Energy and Water Efficiency Measures	6 12 13	5	C+ G+ I
	Earth Hour Day	4 13 14 15	4 5	E C+
	Green Team and Energy Efficiency Training	4 8 12 13	4 5	E
	#Passion4Action	12	5	E C+


## SUSTAINABLE DEVELOPMENT GOALS



## EGYPT'S VISION 2030 OBJECTIVES



**C** – Customer, **E** – Employee, **S** – Suppliers, **C+** – Communities and NGOs, **G+** – Government and Regulators, **I** – Investors and Vodafone Group

MATERIAL TOPIC	INITIATIVE		EGYPT'S VISION 2030 OBJECTIVES	STAKEHOLDERS
Employee Satisfaction	Ramadan Digital Experience	3	1	E
	Connecting our Leaders	3 16	2 6	E
	The New Normal (COVID-19 adjusted working conditions)	3 8 16	1 2 3 6	E
	22nd Anniversary Celebration	8	3	E
	Online Cairokee Concert	3	1	E
	Purpose & Spirit: Employee Engagement Initiatives	3	1 2	E
	Virtual "Bring Your Kids to Work" event	3	1 2	E
Cybersecurity and Data Privacy	Vodafone Egypt and GDPR	7 8	3 4 7	C S G+ I
	Vodafone's Privacy Risk Management Program	8	3 4 6 7	C S G+ I
ESG Risk Management	ESG-related Policies	8 9 12	3 6	E S G+ I
	Risk Management	8 9	3 6	E S I

A close-up photograph of a person's hands and torso. The person is wearing a white button-down shirt under a grey cardigan. They are holding a tablet computer with both hands, using their fingers to interact with the screen. The background is dark and out of focus, suggesting the interior of a car with the steering wheel visible.

# Materiality

## Stakeholder Engagement

Vodafone Egypt operates in a rich and dynamic environment, with its stakeholders representing diverse interests and needs, holding valuable expertise and harbouring unique perspectives that allow us to view the world through more than one lens. Based on our technological capacities, dedicated channels and various forums, Vodafone Egypt maintains regular stakeholder dialogue to deeply understand its internal and external environment and respond based on this knowledge.

We analyse data and insights collected via various stakeholder engagement activities and consolidate those findings to inform our materiality assessment and strategy, proactively mitigate risks, and harness identified opportunities. This allows us to make better choices, be a better service provider and partner, and contribute to a better future. Much of our engagement has gone digital, yet we made sure to sustain the quality of communication and collect insightful feedback while connecting live whenever possible during events such as the Gala Dinner to celebrate 22 years of Vodafone Egypt. Across the past year, all our stakeholders raised to a certain degree such issues as sustainability implementation, ESG performance and compliance, business continuity, crisis management and COVID-19 response. Thus, below, we highlight only issues unique to each stakeholder group. Our response to the broad and pertinent issues has been based on dedicated plans, elevated health and safety standards, as well as new channels and services, to specifically ease communication. The frequencies of engaging different stakeholders vary widely across departments, and thus, we provide results based on all known engagements during the past year.

This report, published as both digital and PDF versions, also serves as our response to the growing interest in an accessible and convenient format to learn about different aspects of our ESG performance and compliance.

GROUP	CHANNELS AND DEPARTMENTS	FREQUENCY	TOPICS AND ISSUES	RESPONSES
Employees	<p>Daily interactions, digital workspaces, surveys, events, newsletters</p> <p>Departments: HSE, HR, Procurement, Marketing</p>	<p>DAILY</p> <p>MONTHLY</p> <p>QUARTERLY</p> <p>ANNUALLY</p> <p>AD-HOC</p>	<p>Business performance, health and safety, salaries, benefits, compensation, career and promotions, grievance mechanisms, work-life balance, training, corporate reputation, communication, extending digital skillset, group learning and knowledge exchange</p>	<p>Business performance, health and safety, salaries, benefits, compensation, career and promotions, grievance mechanisms, work-life balance, training, corporate reputation, communication, extending digital skillset, group learning and knowledge exchange</p>
Customers	<p>Digital channels, call centres, surveys, website, social media, marketing and sales channels, retail stores, apps, ads</p> <p>Departments: HSE, Procurement, Marketing</p>	<p>MONTHLY</p> <p>AD-HOC</p>	<p>Data security and privacy, customer experience, new services, affordability, accessibility, network coverage and speed, customisation, data use monitoring, complaint resolution speed and effectiveness</p>	<p>Customer experience optimisation, customised services, streamlined resolution of complaints, new apps and functions, IoT products range extension</p>



GROUP	CHANNELS AND DEPARTMENTS	FREQUENCY	TOPICS AND ISSUES	RESPONSES
Suppliers and partners	<p>Direct, events, training and campaigns, evaluation and qualification, surveys.</p> <p>Departments: Compliance, HR, Procurement, Marketing</p>	<p>DAILY</p> <p>ANNUALLY</p> <p>AD-HOC</p>	Procurement policies, suppliers' evaluation, timely payments, loyalty and partnerships, audits and due diligence	Transparent policies and criteria, direct feedback and negotiation, supplier engagement events
Communities and NGOs	<p>Social initiatives, volunteering, partnerships, public participation, social media, events, word of mouth.</p> <p>Departments: Marketing</p>	<p>QUARTERLY</p> <p>ANNUALLY</p> <p>WEEKLY</p>	Socio-economic development, knowledge and technology transfer, accessibility, local impact, establishing collaboration, free and open-access services	Local engagement, new projects and partnerships development, adjustment of ongoing initiatives.
Governments and regulators	<p>Public forums, meetings, industry consultations, financial disclosures, audits, participation in public policies</p> <p>Departments: HSE, HR, Procurement, Marketing</p>	<p>ANNUALLY</p> <p>AD-HOC</p>	Compliance, competitive behaviour, network and infrastructure development, digitalisation, job creation and socio-economic development, contribution to government strategies and priorities, tax contribution	Ensuring ongoing compliance, timely and accurate disclosures, and elimination of non-conformities, collaborative initiatives
Shareholders, Investors and Vodafone Group	<p>Financial disclosures, annual reports, quarterly updates, general assembly meetings, website.</p> <p>Departments: Compliance, Risk, Internal Audit, Procurement, Marketing</p>	<p>BI-WEEKLY</p> <p>BIANNUALLY</p> <p>QUARTERLY</p> <p>ANNUALLY</p>	Market share, revenue, growth, risk management, strategy implementation and progress on targets, ethics and integrity	Alignment across strategy and brand positioning projects dedicated to supporting specific group goals and targets.

To better understand our customers, we use various formats and channels, such as co-creation and focus groups, as well as analysis of the interaction with different platforms. Based on regular tracking of customer overall satisfaction, along with their satisfaction of specific services and channels, we continuously enhance and tailor our offering. The outcomes can be seen through recent launches of new products and services, Flex features and Fakka cards and new features, amongst others. We have particularly expanded our communication with youth and millennials as an important segment with unique habits, day-to-day activities and interactions. By capturing their fears, worries, ambitions and dreams, Vodafone Egypt has been able to tailor products and services to their needs and excel in its offering to this specific segment.

# Materiality Assessment

Materiality assessment plays an essential role in guiding our strategy, understanding our impacts and devising initiatives that help us make a difference in the world.

We conducted a materiality assessment in four stages based on the GRI 3: Material Topics 2021 standard. The updated Universal Standards provide an outward-focused approach to viewing material topics wherein each organization’s sector context and potential impacts are identified, and the significance of those impacts is determined considering the impact on the economy, environment and people, including human rights. The following steps were taken during the materiality assessment:

- \_ Understanding the context in which Vodafone Egypt operates.
- \_ Identifying actual and potential impacts, both positive and negative.
- \_ Assessing the significance of impacts based on their severity (only for negative impacts), scope and scale (for positive and negative impacts).
- \_ Grouping and prioritizing the most significant impacts for reporting.

To determine material topics relevant to Vodafone Egypt, we assessed our activities, business relationships, operational boundaries, sustainability context, department functions and general studies of the telecommunication sector impacts. To assess the actual impact and likelihood of occurrence, the identified potential impacts were considered in combination with all Vodafone Egypt’s current initiatives, policies, and activities. Below we outline key results of the assessment process and further present material topics selected for reporting.

Rating positive and negative impacts:

Most Material +

## Climate & Energy

Climate change and energy transition are tightly linked, and Vodafone Egypt contributes to this complex topic in manifold ways, including both negative and positive impacts. Along with common impacts related to GHG emissions and their reduction within our commitment to a net-zero company powered by 100% renewable energy, Vodafone Egypt contributes to a smarter and low-carbon economy through its digital and technological innovations on greater efficiency, improved monitoring, and faster data flows. We also enable a more climate-resilient society, as greater connectivity improves response time, enhances coordination, allows collecting better data to reduce disaster risks and provides many other benefits across a spectrum of climate impacts and solutions.

### NEGATIVE IMPACTS

GHG Emissions, Energy Consumption, Growing Carbon Footprint of ICT, including Data Centres and User Devices as Linked to our Services

### POSITIVE IMPACTS

Energy Efficiency, Renewable Energy, enabling Climate Innovation, Improvement of Climate Mitigation and Adaptation Capacities

RATING



25

## Diversity & Inclusion

Vodafone's diversity and inclusion initiatives reflect its employees, customers, and the general population. Actively engaging employees in various initiatives and activities, ensuring proper reach to marginalized communities and advocating for gender diversity and inclusion are part of our corporate citizenship responsibilities.

### NEGATIVE IMPACTS

Marginalization of Communities,  
Adding Stress to At-risk Sectors

### POSITIVE IMPACTS

Increasing General Social Wellbeing, Aiding Economic Welfare,  
Integration in Society, Employee Satisfaction and Appreciation

RATING



Most Material

## Community Engagement & Impact

Community engagement and impact factors in many versatile aspects of our operations and corporate citizenship. Giving back to the community and extending an assistive hand has been our core focus over the year. Ensuring human rights are maintained within the community, Vodafone creates inclusive initiatives.

### NEGATIVE IMPACTS

Human Rights Violation

### POSITIVE IMPACTS

Social and Economic Infrastructure Development, Inclusion  
and Diversity, Empowerment, Health and Wellbeing

RATING



## Employee Retention & Satisfaction

Employee satisfaction and retention is at the core of our operation. Vodafone aims yearly to obtain the Engineerix's Employer of Choice award and golden badge, and this year were presented with Egypt's Top Employer award. We understand that the success of our operation lies at the heart of our employees and therefore aim to give back.

### POSITIVE IMPACTS

Employee Satisfaction, Employee Retention, Employee Health and Wellbeing, Customer Satisfaction

RATING



## Cybersecurity & Data Privacy

With rapid advancement and digitalization, organizations are constantly at risk of cyber-attacks and data loss. Vodafone ensures proper mitigation measures are set and updated constantly.

### NEGATIVE IMPACTS

Cyber-Attacks, Loss of Data, Customer Physical Risks

### POSITIVE IMPACTS

Protection of Digital Rights, Cybersecurity Literacy

RATING

15

## ESG Risk Management

Factoring ESG risks and consideration in overall and specific operations at Vodafone Egypt level is reflected mainly in our governance risk mitigation, circularity and environmental initiatives to reach net-zero by 2040 and employee and customer satisfaction. ESG risks are wide and vast and impact all aspects and related stakeholders.

### NEGATIVE IMPACTS

Climate Degradation, Energy Consumption and GHG Emissions, Health and Safety Impacts, Human Rights Violations, Cyber Attacks

### POSITIVE IMPACTS

Energy Efficiency, Climate Innovation, Societal Advancement, Customer Satisfaction, Stakeholder Inclusion

RATING

15

## Education & Training

In efforts to increase awareness, education and empowerment, Vodafone has launched multiple flagship initiatives, of which Ta3limy is the main one. Our investment in the social and economic development and society has led to the streamlining of digital education across multiple sectors.

### POSITIVE IMPACTS

Increasing General Social Wellbeing, Aiding Economic Welfare, Integration In Society, Social and Diversity Empowerment

RATING

15

### Wellbeing, Health & Safety

At Vodafone Egypt, we strive to ensure the safety and wellbeing of all our stakeholders. Employees are constantly trained on health and safety measures and educated on physical and mental wellbeing. The Covid-19 pandemic has led to the great focus of building huge resilience in the health sector and infrastructure, allowing for also the digitalization of part of the healthcare process.

#### NEGATIVE IMPACTS

Injurers, Deaths

#### POSITIVE IMPACTS

Healthcare Sector Resilience, Social Wellbeing and Resilience

RATING

10



### Circular Economy, Resources & Waste

The idea of circular economy revolves around preventing the generation of waste and advancing in less wasteful activities such as digitalization. In compliance with our net-zero targets, Vodafone has created multiple initiatives to streamline circularity internally and externally. As of current, Vodafone contributes both negatively and positively to circularity and waste management.

#### NEGATIVE IMPACTS

GHG Emissions, Energy Consumption, Resource Depletion, Hazards, Health and Safety

#### POSITIVE IMPACTS

Wellbeing, Health and Safety, Resource Sustainability, Economic Resilience

RATING

10



### Digitalization

Vodafone Group's Digital "First" approach also applies to our operations. The digitalization of our activities and infrastructure in Egypt has been our main focus over the last few years. Providing IoT solutions and streamlining digital interaction marks this year's advancements in Vodafone. Stakeholders of all groups, ages and types are impacted.

#### NEGATIVE IMPACTS

Cyber-Attacks, Loss of Data, Adaptation to New Technology and Infrastructure Unpreparedness

#### POSITIVE IMPACTS

Economic Development, Increasing Accessibility, Diversified Solutions, Enhancing Infrastructure

RATING

9





# Environment



The world is undergoing rapid environmental change, and Egypt is particularly vulnerable to challenges like water scarcity and climate change. Vodafone Egypt has adopted ambitious climate and energy targets and has been strategically developing its contribution to environmental stewardship. While addressing our own impacts, Vodafone Egypt aspires to unlock and scale the power of digitalization, technology and innovation to address a wide range of environmental challenges, promote the development of smart, sustainable and digital infrastructure, streamline monitoring and optimization of environmental parameters in cities and buildings and drive the circular economy.



# Climate & Energy

At Vodafone Egypt, we strive to create a better future for all. The unpredictable weather, flooding and constant natural disasters witnessed in Egypt and globally have renewed our vigour to support the achievement of Vodafone Group's Science-Based Targets by 2030 and ensure that Vodafone Egypt's operations are resilient and environmentally forward as possible. Energy is fundamental to Vodafone Egypt operations in many ways. Our facilities and infrastructure require energy, as much as our customers depend on it to power their devices and lead their daily lives. Every technology, products and action require energy at certain points, and as the demand grows, so does the pressure on the energy system and nature's resources. The ongoing energy transition is not only about speed but also about ensuring that the future energy system is resilient, smart and sustainable in every way.

## Journey to Net-Zero

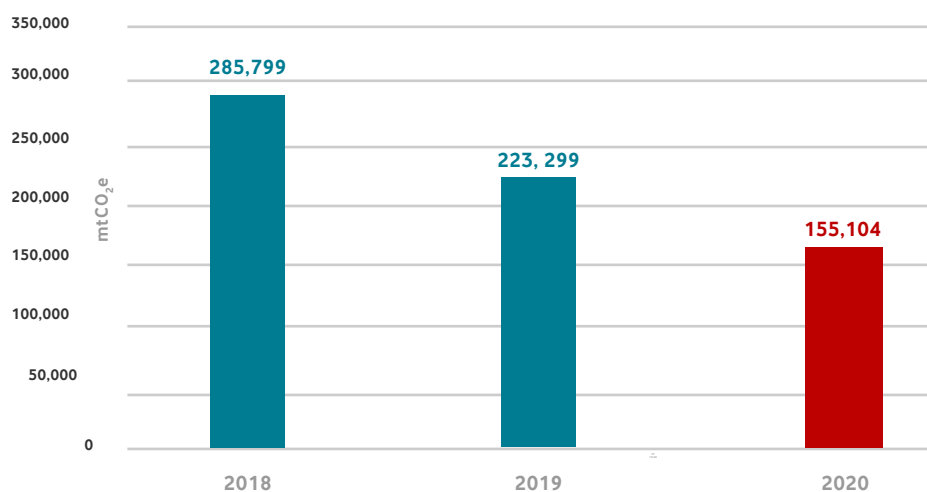
Globally, the telecommunication industry alone is estimated to amount to about [2 to 3%](#) of global energy demand, marking them as one of the most energy-intensive companies in their markets. During FY 2021/2022, Vodafone Egypt consumed 370 GWh of electricity. At Vodafone Egypt, we are taking bold steps on energy efficiency and renewable energy to become an energy-positive company and to meet Vodafone Group's target of reaching 100% renewable energy by 2025. Vodafone Group is committed to fully abate for its own operations by 2030, and for the full carbon footprint by 2040, ensuring commercial success does not come at a cost to the environment. Vodafone Group's 2030 carbon reduction targets have been approved by the Science Based Targets initiative and are in line with initiatives aimed at keeping the global temperature increase to 1.5°C. We are committed to support the achievement of the Group's targets by optimizing our operations and implementing carbon reduction measures.



Saving **71** TONS  
of CO<sub>2</sub> emissions per year

Net-zero emissions will be achieved when all GHG emissions released by our operations are counterbalanced by removing GHGs from the atmosphere through carbon removal initiatives. By 2030 we will eliminate all emissions from direct fuel consumption and purchased electricity. Our plan includes reducing indirect scope 3 emissions generated across the full supply chain, including those from purchased goods and services, sold products, as well as transportation activities, and other operations by joint ventures. To ensure transparency and enhance the management of our carbon emissions, we have developed the carbon clock– a digital tool that tracks our activities and their related emissions. To follow our progress, please access our carbon clock website - [here](#).

## VODAFONE EGYPT TOTAL GREENHOUSE GAS EMISSIONS (MTCO<sub>2</sub>e)



Vodafone Egypt reduced its total GHG emissions by **45%** in 2020, from a 2018 baseline.

## Renewable Energy – Solar PV

In efforts to reduce GHG emissions and achieve the Group's 100% renewable energy target by 2025, we are currently operating 120+ sites with solar PV this includes across our buildings, headquarters, and cell sites. The solar plant on our building in Beni Suef started operation in 2020 and generated a total of 88.5 MWh during FY 2021/2022, that resulted in 37 mtCO<sub>2</sub>e of avoided emissions from purchased electricity. In 2021, we installed solar panels on our smart village premises in further efforts to achieve a target of 10% reliance on green power by 2030. Our facility in smart village generated a total of 366 MWh during FY 2021/2022 resulting in a total of 156 mtCO<sub>2</sub>e of avoided emissions.

### SDG

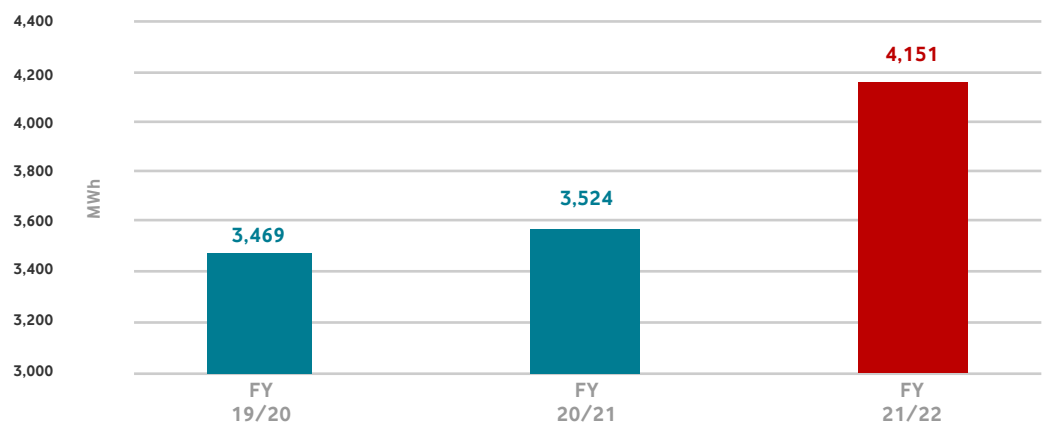


### EGYPT'S VISION 2030



# OUR RENEWABLE ENERGY GENERATION OVER THE YEARS

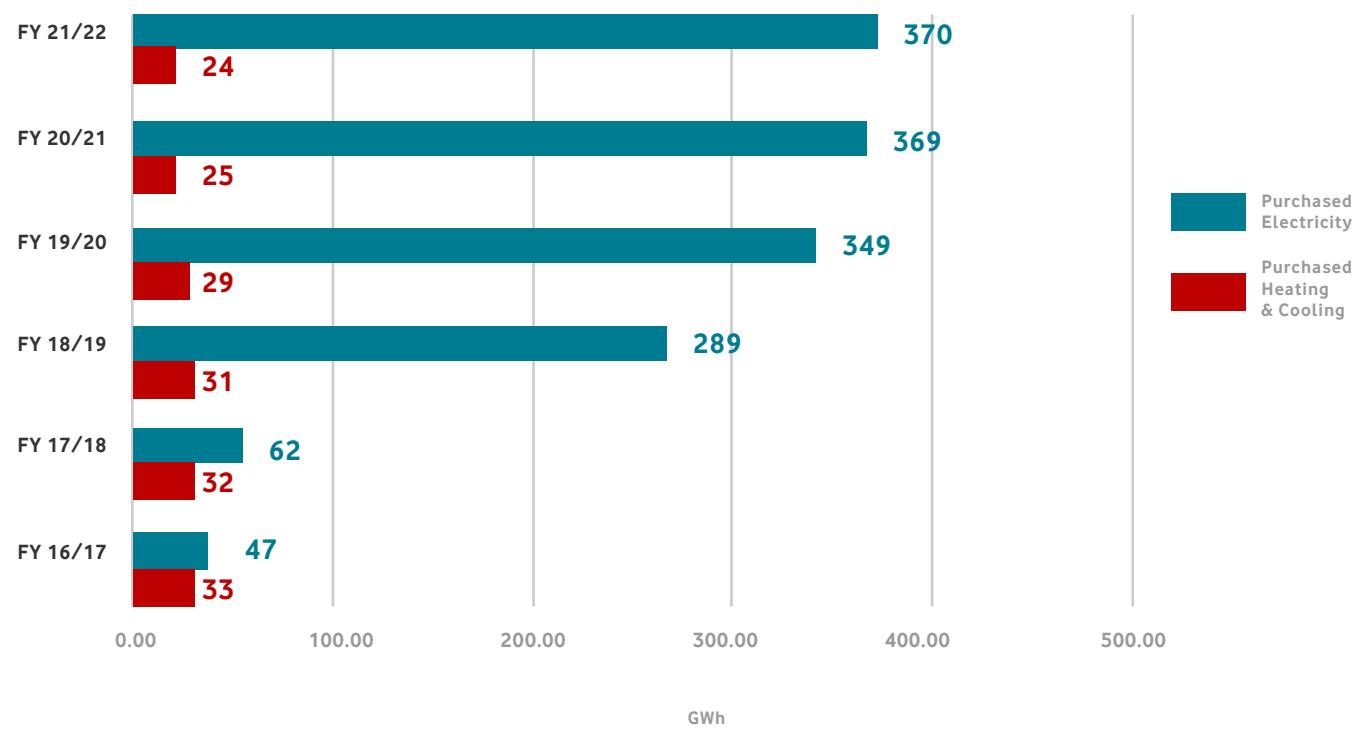
## RENEWABLE ENERGY (SOLAR PV) GENERATION (MWh)



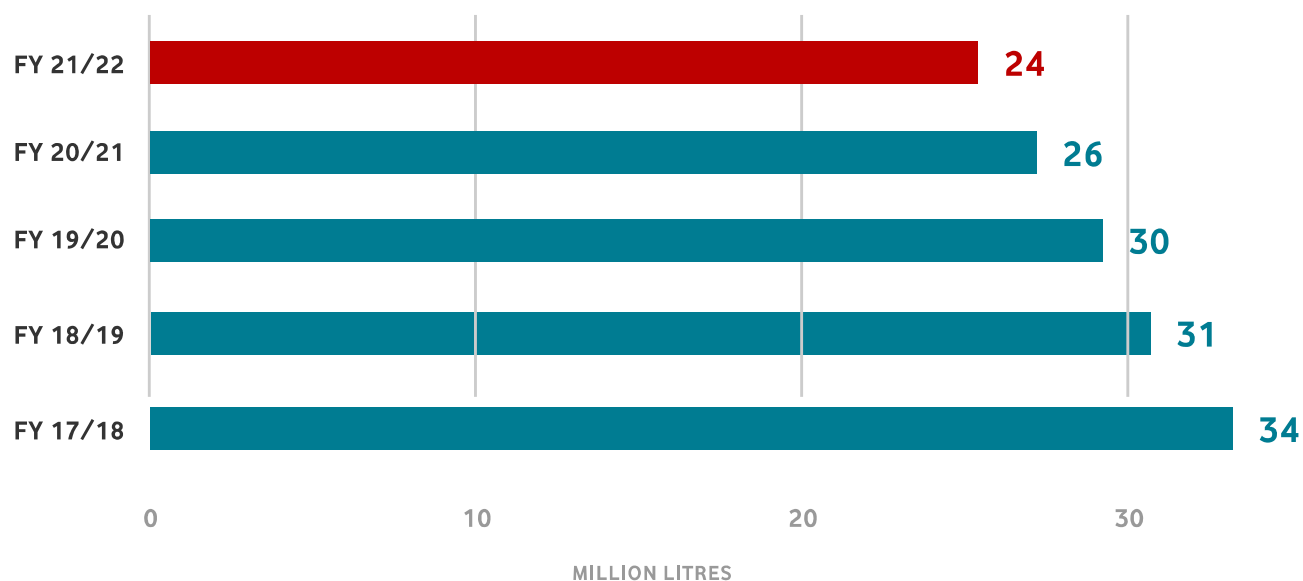
## Energy and Water Consumption

The main types of non-renewable energy sources consumed across our operating sites include purchased electricity, purchased heating and cooling (HVAC systems), diesel fuel for powering generators and transportation fleet. Accounting for the fast-paced advancements in our digitalization, we are experiencing an average of 20-30% rise in consumption annually, of which heating and cooling consumption, however, stayed almost constant. We are working on implementing the requirements of the ISO 50001 (Energy and Water Management System), across our facilities to enhance our data monitoring, which helps identify optimum resource efficiency measures.

## PURCHASED ELECTRICITY, HEATING & COOLING CONSUMPTION (GWh)

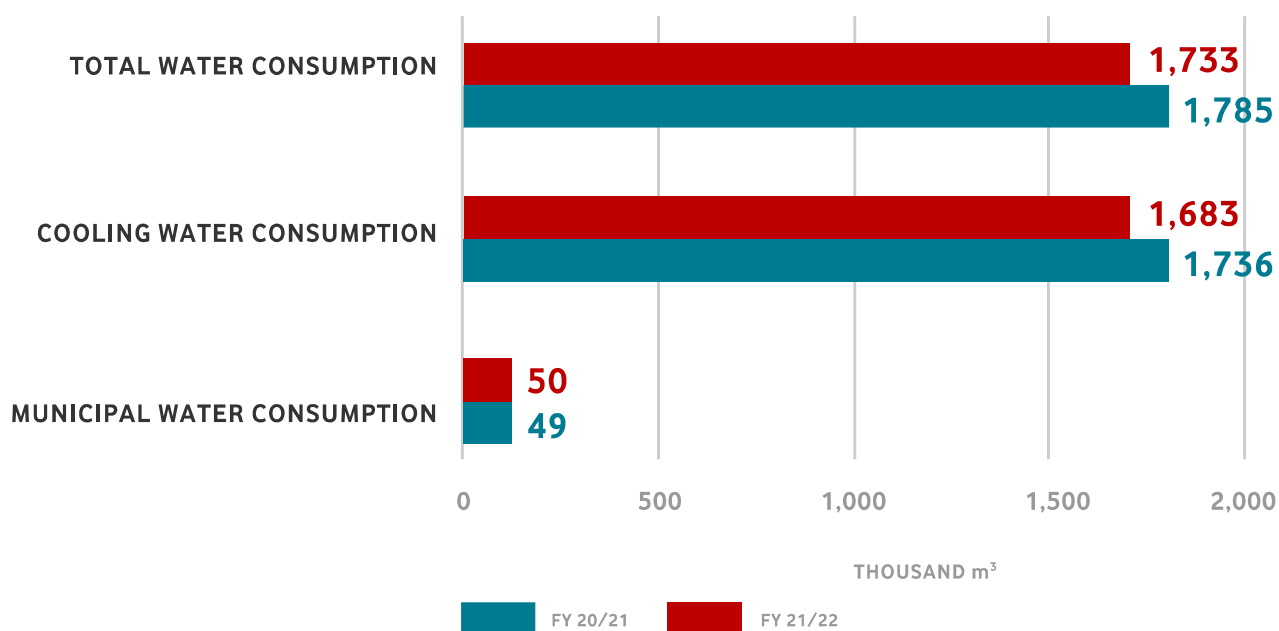


## DIESEL FUEL CONSUMPTION IN MILLION LITRES



Vodafone Egypt achieved a 29% reduction in its diesel fuel consumption in FY 21/22 compared to FY 2017/2018. This is attributed to our increased generation and consumption of solar PV renewable energy.

## WATER CONSUMPTION (THOUSAND m<sup>3</sup>)





# Implementation of Energy and Water Efficiency Measures

To create a green infrastructure at Vodafone, we set out to reshape our current operations and update to newer and sustainable equipment. The below initiatives were determined upon the assessment of our carbon footprint and high emission activities. Shifting from high consumption to more sustainable HVAC and tackling excessive water consumption is the beginning of shifting the whole operation to an environmentally conscious one.

LED Fixtures	Water-Cooled Chillers	Air-Cooled Chiller	Water-Efficient Fixtures
<b>940 mtCO2e/yr reduction</b>	<b>1200 mtCO2e/yr reduction</b>	<b>200 mtCO2e/yr reduction</b>	<b>110 mtCO2e/yr reduction</b>
We are currently in the process of replacing all our fluorescent lights with LED fixtures. As of 2021, we managed to reduce 26% and 7% of our electricity consumption across our buildings and cell sites respectively.	This year we converted from air to a water-cooled chiller system at our headquarters building in the 6th of October City. These systems have higher efficiency, thus achieving a 30% reduction in electricity consumption compared to the previous system.	The installation of our adiabatic cooling system has led to the reduction of 32% of electricity consumption.	Water-related energy use (treatment, pumping and distribution) is often overlooked due to its low contribution to organizations' total consumption and emissions. At Vodafone Egypt, however, we take into account such small contributions, specifically when the reduction of these emissions also leads to a 50% reduction in water consumption.

**SDG**

6

CLEAN WATER AND SANITATION

12

RESPONSIBLE CONSUMPTION AND PRODUCTION

13

CLIMATE ACTION

**EGYPT'S VISION 2030**

0

الاستدامة البيئية

# Circular Economy, Resources and Waste

As the circular economy goes beyond the pursuit of waste prevention, it also inspires sustainable digitalization and social innovation. Here at Vodafone, we realize our impacts on the environment and influence on society leading to the creation of a strong circularity approach influencing not only our operations but increasing the sustainability and awareness of our customers as well.

## Paper Waste Reduction Efforts through Digitalization

During the reporting period, we have witnessed tremendous changes in our approach to paper consumption and waste management. Building on last year's Go Green initiative, where we worked on eliminating single-use plastics across our offices and stores, this year, we are shifting towards paperless operations.

Backed up by the need for a paperless operation, all our stores currently provide digital receipts and SMS queue turns.

Our **Haystack app** was also the fruit of our ambition to reduce our paper consumption and accelerate the shift towards digitalization. With haystack, anyone can create a fully customized digital business card with embedded enterprise features according to your needs.

### SDG



### EGYPT'S VISION 2030



**200**  
**E-CERTIFICATES**  
per month

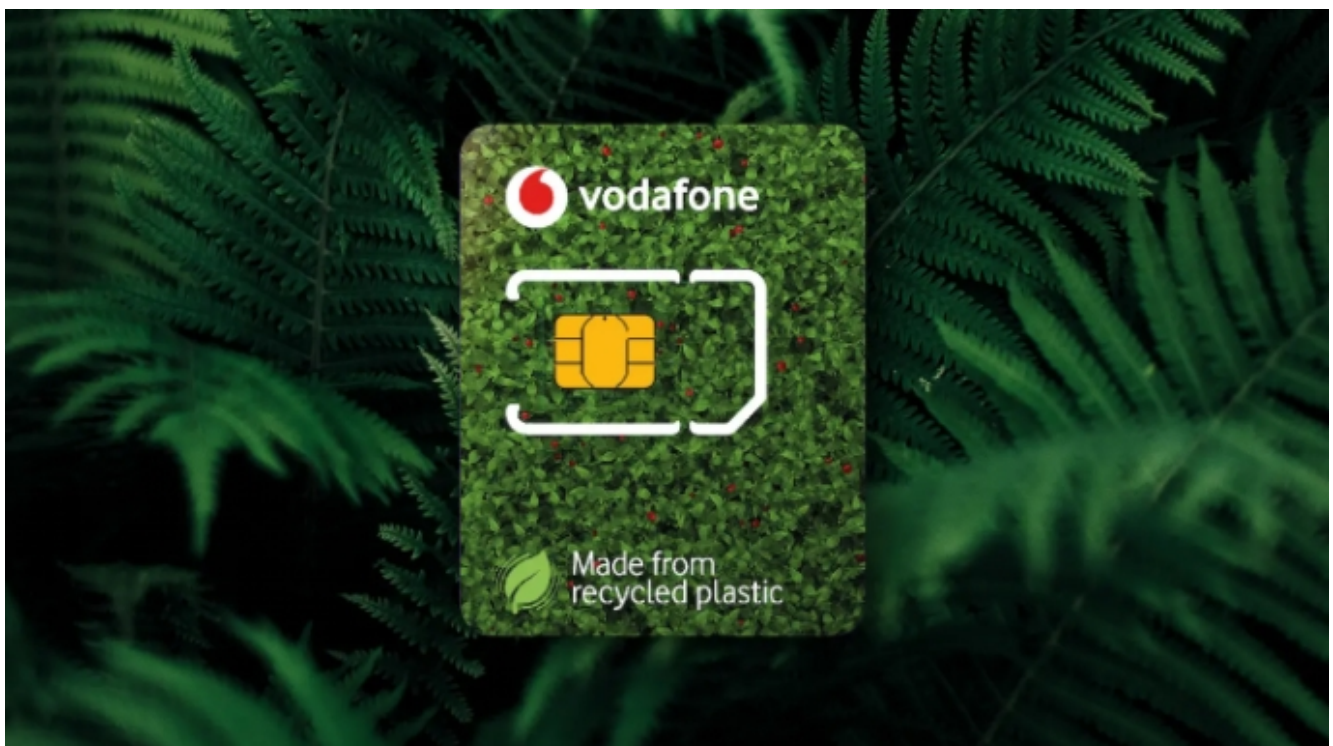
Hindered by our working from home, providing our monthly employee recognition certificates and ensuring their proper recognition was at risk. This offered a great opportunity to forego hard copy certificates and implement a soft copy initiative backed by digital employee recognition. We were successful at keeping employees' satisfaction and eliminating some of our carbon footprint emissions.

## Resource Efficiency and Recycled Content Products

At Vodafone Egypt, we recognize our past impact and contribution to the unsustainable use of resources which as a whole has led to widespread environmental degradation and material scarcity, affecting the whole population and future generations. At our core operations, we build on yearly initiatives to reach green and sustainable society. This year in further efforts to eliminate our impacts, we shifted to using recycled retail plastic bags, offering recycled giveaways and are currently in the pilot phase of creating Eco Sim cards.

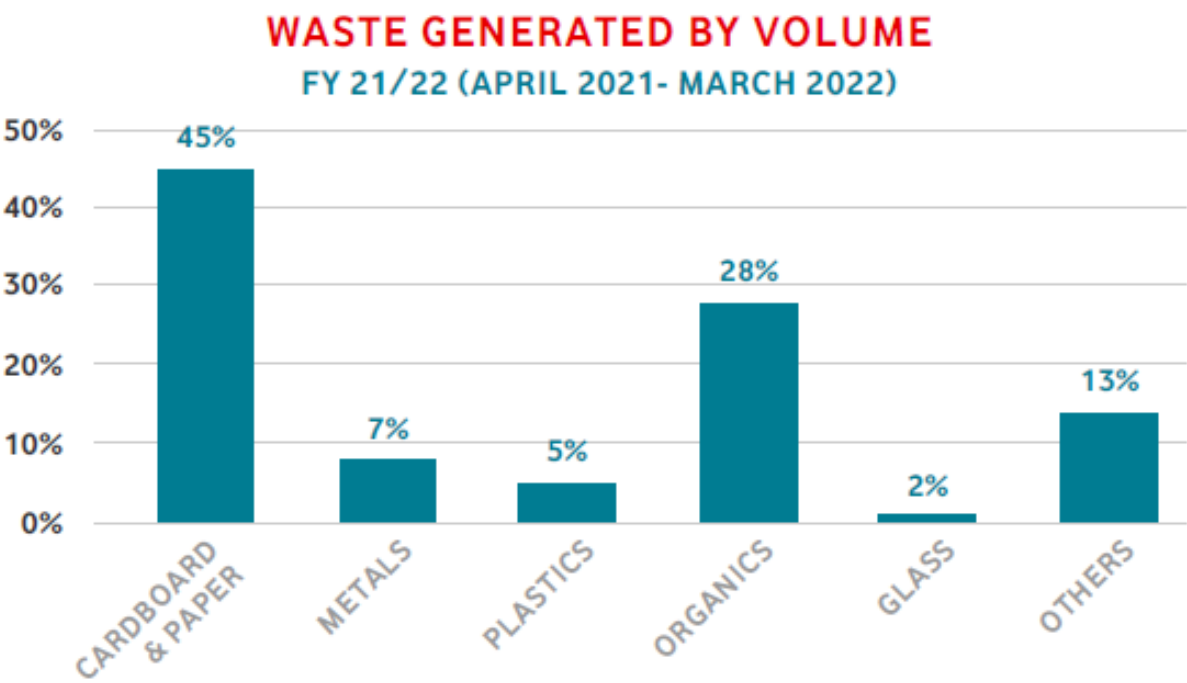
### Eco-SIM Card

The Eco-SIM initiative's goal is to reduce our plastic and carbon footprint through using sim cards created from 100% recycled material instead of virgin plastic. We are the first telecom company in Egypt to launch in 2022 these SIM cards to our customers.



# Waste Management

Vodafone Egypt segregates and monitors its generated waste quantities by type, and properly disposes them through a waste management company. On average, each employee generates 2.8 kg of waste at our premises per year.



# Fostering Sustainability Together

Sharing our sustainability goals and initiatives and fostering environmental inclusion has been at the top of our employee and customer engagement plan. Our aim is to foster and encourage environmental belonging and community wellbeing at each step of the way to promote awareness and responsibility towards future generations.

## Promoting e-Waste Management: e-Tadweer

Vodafone Egypt launched e-Tadweer app in strategic partnership with the Ministry of Environment, Waste Management and Regulatory Authority, and the UNDP. This flagship initiative is the first national digital platform that encourages and facilitates the rise of the recycling industry across Egypt. Electronic waste includes consumer and business electronic equipment that is near or at the end of its useful life. Such waste materials contain toxic components that could be detrimental to human health and the environment; hence, proper disposal is vital. With the fourth industrial revolution – the rise of the digital era, more and more e-waste is generated and improperly discarded. Seeing as Egypt is one of the **highest e-waste generators in Africa**, contributing to approximately 500-600 kt of e-waste per year, the initiative is core to start streamlining the concept of recycling across the nation. We contributed to the initiative by providing digital consultancy during the app development, raising awareness through our social media platforms and through SMS campaigns and donating 10,000 tons of electronic waste to initiate the recycling cycle. Constant incentives are provided, e.g. discounts on mobile accessories or collection point at the Vodafone store to incentivize the community into joining the initiative.

During the **Green Economy Forum**, and as one of the **Live Green** strategic partners, Vodafone had the chance to officially reveal the app and increase awareness of the issue and offerings. As a result, and in collaboration with a wide number of digital hubs to raise awareness, 180k people downloaded our app, and 1.2mln were exposed to the launch.

Think  
Marketing  
Magazine

SCOOP  
EMPIRE

identity.

Green  
Economy  
Forum

مبادرة رئيس الجمهورية  
لنشر الوعي البيئي

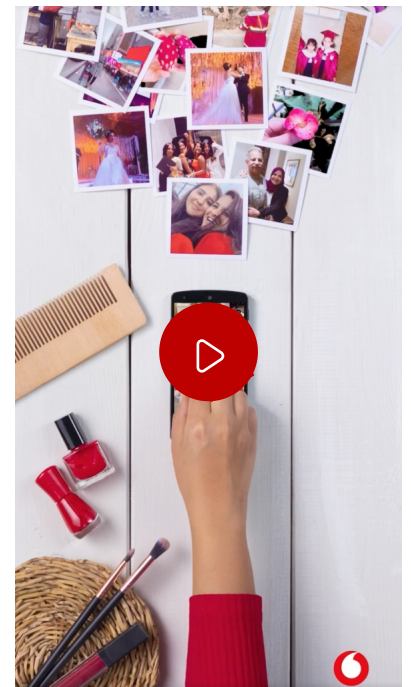
اتحضر  
للاخضر



### SDG



### EGYPT'S VISION 2030





## Earth Hour Day

Vodafone Egypt will be joining millions around the world on Earth Hour Day every year, in turning off their lights in support of nature and our environment.



### SDG



### EGYPT'S VISION 2030



## #Passion4Action

Our annual company-wide initiative aims to reduce 4 tons of our carbon emissions through recycling and waste reduction. This year we conducted an ecofriendly bazaar during our annual planet week where training sessions about plastic hazards and recycling were conducted.

## Green Team and Energy Efficiency Training

We provide constant training programs across all functions to a number of employees to support their upskilling and integration and assistance in our energy efficiency initiatives. Our Green Team consists of ambassadors from each function aiming to bring to the table new climate efficiency ideas and mitigate climate challenges.

## ISO 50001

Vodafone Egypt obtained ISO 50001 - Energy Management Systems "EnMS" for its Access Sites, Switches, Office Buildings, Data Centers & Retails.

### SDG



### EGYPT'S VISION 2030



### SDG



### EGYPT'S VISION 2030



### SDG



### EGYPT'S VISION 2030



# Social



Our commitment to people and society is based on action that goes in two directions. At the core of our purpose is building a company that enables an inclusive digital society, creating a better place to work for our people and embedding Vodafone Spirit into our everyday ways of working . At the same time, to do that, we need a corporate culture that reflects our purpose, values and ambition. This is why building a dynamic and visionary workforce and supporting inclusive digitalization are two tightly interlinked areas, one impossible without the other.



# Deep Inclusion and Diversity

At Vodafone Egypt, we believe that deep inclusion and diversity are ones that enable a fair and equal environment where everyone has a chance to do their best. They are about proactively understanding present gaps, removing barriers to participation and empowering those often excluded, such as youth, people living in isolated villages and people with disabilities. Through an engaged and forward-looking approach, we aim to lead on gender equality and build on the competitive advantage of strong and diverse teams.

## Fekretek Ideathon



Vodafone Egypt launched Ideathon “Fekretek” for women entrepreneurs in March 2021 (the Woman Month). Fekretek offers Egyptian women the chance to win mentorship programs and cash prizes with a total of EGP 450,000 for the top 3 innovative ideas. The purpose of Fekretek is to:

- Allow Egyptian female entrepreneurs to propose their business ideas.
- Implement female-led sustainable and scalable initiatives.
- Support Egypt's 2030 Agenda.
- Boost digital transformative ideas.

**170+**  
**WOMEN**  
applied with  
their ideas

**EGP 450,000**  
**TOTAL**  
**PRIZE BUDGET**

**1 000+**  
**WOMEN**  
registered  
to participate

**650**  
**ATTENDEES**  
of the Ideathon

### Awards

1st place - 250k EGP  
2nd place - 150k EGP  
3rd place - 50k EGP

### SDG



### EGYPT'S VISION 2030



## Number of ideas tackling specific SDGs



## Partners



## Engaging 44 million Customers for Good

Leveraging its technologies to contribute to the betterment of Egypt, Vodafone Egypt launched a donations SMS campaign encouraging our 44 million customers to support the efforts of the country and the Ministry of Health in preventing the spread of COVID-19. The awareness campaign resulted in the donation of EGP 10 mln to the Ministry of Health.

## Yalla Sharek

The program encourages volunteers to give back to their communities by donating time, skills, talent, effort, ideas and money to the causes that they choose. The initiative targets employees, business partners, students and customers. [Learn more](#)

**25**  
MISSIONS  
ACCOMPLISHED

**2700**  
VOLUNTEERING  
HOURS

**700+**  
VOLUNTEERS

### SDG



### EGYPT'S VISION 2030



### SDG



### EGYPT'S VISION 2030





## Connectivity to Orphanages

We carried out training for managers that have employees with disabilities in their teams. An awareness session was held for all participants by Rania Hammad a disability influencer and a total amount of EGP 24k in donations was collected through an activation with Mcdonalds on ground.



## Catholic Relief

The program focuses on providing tablets and SIM cards to refugee students, so they are able to access online classes. Tablets come pre-loaded with educational solutions and tailored environments, granting students access to different content and functionality depending on the profile assigned to them. Also, the solution enables the administrator(s) to control what content is available through the tablets and check the status of each device.

**3700**  
STUDENTS

**110**  
PARTICIPANTS

## Disability Day

Vodafone Egypt Foundation worked on availing connectivity at many orphanages including Banati Foundation through the provision of educational content & digital literacy as well as providing zero rated platforms in collaboration with the Ta3limy Initiative. Vodafone Egypt provided electronic devices such as desktops and laptops to allow for a better digital inclusion.

### SDG



### EGYPT'S VISION 2030



### SDG



### EGYPT'S VISION 2030



### SDG



### EGYPT'S VISION 2030



# International Women’s Day

1,791  
PARTICIPANTS

We delivered remote work food, yoga at your desk and women of Vodafone sessions for the women’s day. We conducted the Defining Your Worth campaign, rewarded and congratulated women for their effort throughout the years, as well as launched the Return-ship Program.

SDG

5

GENDER  
EQUALITY

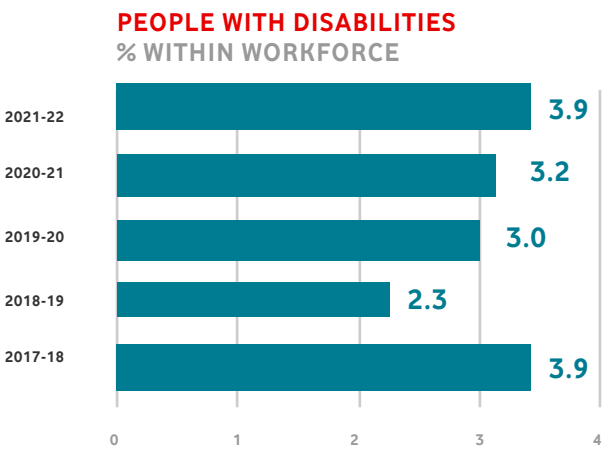
EGYPT’S VISION 2030

عدالة  
واندماج

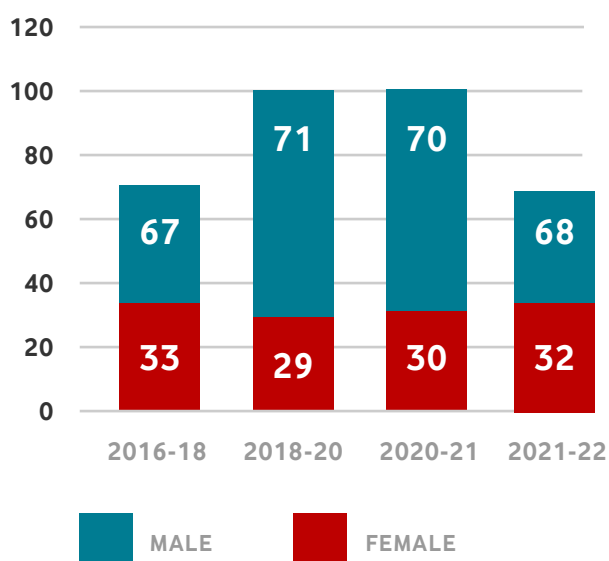
## Promoting a Diverse and Inclusive Workforce

We pursue equality of opportunity and inclusion for all employees through our employment policies and practices. We recognize and celebrate the importance of diversity in our workspaces so that we are as diverse as the customers we serve. We will not tolerate any form of discrimination especially related to but not limited to age, gender, race, disability, gender identity, cultural background or belief. Vodafone Egypt practices fair hiring and advancement and equal treatment of employees with regard to their background while having zero tolerance for any kind of discrimination. We are a diverse company at every level and keep working on improving on gender empowerment, youth inclusion and other initiatives that help us build a strong workforce where everyone has a voice. Beyond employment practices, we implement a wide range of initiatives aimed at leveraging our impact at a greater scale targeting diverse social groups.

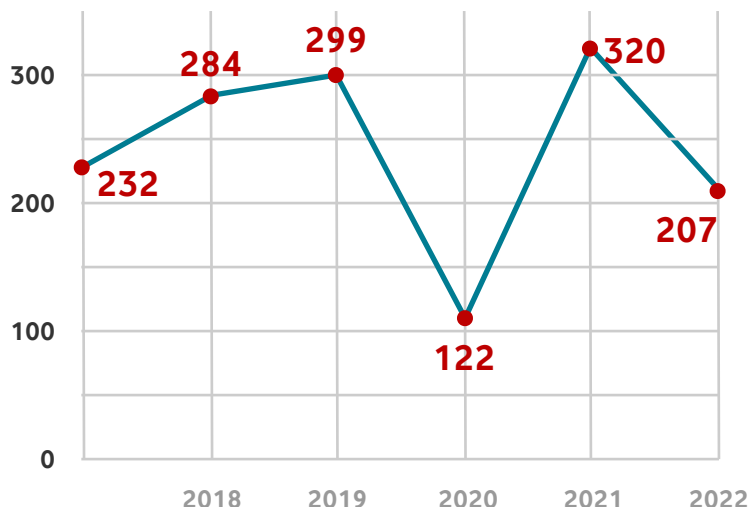
Based on the most recent data percentage of female employees decreased by 3% compared to the baseline, and particularly there has been a 10% decline in women under 30 years, despite efforts at supporting and proactively encouraging women, which suggests that we should further explore ways to attract, promote and retain women. However, the participation of female employees between 30 and 50 years increased by 10%, which represents both general demographic patterns and may also mean that women with more years of experience are more likely to be employed or retain their position at Vodafone Egypt. Overall, we have had a 1% increase in women hires since 2018. The total number of employees who took parental leave has been steadily increasing, except for the drop in 2020. There has, however, been a rapid drop in participation in the workforce by people with disabilities between 2017 and 2018, and we have been steadily increasing their share since then.



## MEN & WOMEN RATIO DYNAMICS WITHIN WORKFORCE



## TOTAL N° OF EMPLOYEES WHO TOOK A PARENTAL LEAVE



## Fair Pay Principles

At Vodafone, our [Fair Pay Principles](#) govern our approach to reward across our business. We apply these six principles to every employee regardless of level, location, or role.

### MARKET COMPETITIVE

The pay of our people is reflective of their skills, role and function, and the external market. We annually review the pay of each employee and actively manage any who fall below the market competitive range.

### PROVIDE A GOOD STANDARD OF LIVING

We work with independent organizations, the Fair Wage Network, to assess how our pay compares to the "living wage" in each of our markets because we are committed to providing a good standard of living for our people and their family.

### OPEN AND TRANSPARENT

We ensure that our people understand their pay. We do this through user-friendly guides, webpages and an annual reward statement to explain our peoples' pay and outline the value of their core reward package.

### SHARE IN OUR SUCCESSES

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

### PROVIDE BENEFITS FOR ALL

Our global standard is to offer all our people life insurance, parental leave and access to either company or state-provided healthcare and pension provision.

### FREE FROM DISCRIMINATION

Our pay should not be affected by gender, age, disability, gender identity and expression, race, ethnicity, cultural heritage or belief.

# Human Potential

Vodafone Egypt combines dedicated internal training and education activities with external outreach to grow professionals in their fields from people across generations and backgrounds. We have particularly focused on ensuring ongoing learning, expanding access to core digital technologies, helping students make the most out of the virtual experiences and supporting teachers in being effective leaders for their students today and tomorrow.

## SDG



## EGYPT'S VISION 2030



## Ta3limy

### Ta3limy Online Education Platform by Vodafone Foundation

Vodafone Egypt Foundation launched the digital learning platform, Ta3limy. Providing free educational and digital literacy learnings to build the skills relevant for the 21<sup>st</sup> century global citizens, empowering students to shape an inclusive and digital Egypt. Through Ta3limy we aspire to provide students with cutting-edge cost-effective and flexible educational resources to broaden their skills and enable them to actively shape the digital world around them in a fast-paced world.



## SDG



## EGYPT'S VISION 2030



Digital learning platform "Ta3limy" which advocates for the usage of online learning for Egyptian students, parents and teachers reimagining the way they consume education through technology. It aims to digitize the learning experience while building skills.

1 800 000  
USERS

[f @VodafoneEgyptFoundation](https://www.facebook.com/VodafoneEgyptFoundation)



## Ta3limy Offering

### Students

Students on Ta3limy are provided the opportunity to develop their digital literacy skills to consume education through technology while staying safe online. Through partnerships with the top content providers.

**Providing the National Curricular and Digital Literacy skills courses**



### Teachers

Teachers play an integral role in the education journey of students, Vodafone Egypt Foundation has partnered with Balanced Education company to support the digitization of the teacher certification program providing teachers in national schools with the technical, soft skills & professional development certifications from global & local academic institutions. Through the partnership, Vodafone Egypt Foundation digitized seven teacher training programs, including the following topics.

**Teachers' professional development, digital skills and accredited certifications:**



Teachers who apply to these certifications on Ta3limy and finish all the modules and examinations are awarded a certificate from Florida Atlantic University, Franklin Covey & Balanced Education Services & Training.





## Parents

Ta3limy addresses the needs of parents offering them content about positive parenting and dealing with learning difficulties and cyber security awareness to keep them safe while being online to make sure they accompany their children in the digital learning journey.

**Positive Parenting, Cyber Security and learning difficulties content**



## Connected learning Ta3limy at Orphanages

Vodafone Egypt Foundation ensures that everyone in the community has access to quality learning opportunities. In partnership with the Ministry of social solidarity the foundation is providing many orphanages across Egypt with the needed resources. Vodafone Egypt Foundation equipped the orphanages with the full eco-system of hardware, connectivity, and educational & digital literacy trainings on Ta3limy.



## Ta3limy at Hayah Karima Schools

Vodafone Egypt Foundation believes that technology has the power to standardize learning opportunities, unlocking quality learning for those in the most remote or underprivileged communities. Vodafone Egypt Foundation has partnered with Hayah Karima foundation and granted access to 103 schools including 3 at Tahya Misr Al Alamein Schools, and 100 schools at Hayah Karima villages, underprivileged communities, to provide the schools with the Ta3limy full ecosystem, hardware, connectivity, and digital content along with raising awareness on digital learning.



## VF Foundation - Instant Network Schools

As part of Vodafone's inclusion for all strategies, Vodafone Egypt Foundation extended its support to refugees in Egypt in partnership with the UNHCR and the Ministry of Education through the Instant Network Schools program with renowned football player Mohamed Salah as the Global Ambassador. Instant Network Schools is a global program that leverages mobile technology to improve the quality of education provided to refugees and the communities that host them by providing students and teachers with the necessary equipment, digital educational content, training, and access to the Internet. Vodafone Egypt Foundation has equipped 18 classrooms with tablets, projectors, laptops and speakers to support students & teachers in their digital educational journey.

The tablets contain educational material like Ta3limy, Wikipedia, Egyptian Knowledge Bank, Scratch and many more. Read more on the [VF Group website](#).



Watch the above video to see the students' reactions after Mohamed Salah surprises them in class as the global ambassador of Instant Network Schools. Vodafone Egypt will be expanding this programme to reach 40 schools nationwide, this will make us the biggest INS hub globally..

**54 000**  
**BENEFICIARIES**

## Discover program

Graduate program where we deliver a learning journey to the graduates for a year and a half.

**9**  
**ACTIVE**  
**DISCOVER**  
**PROGRAMME**  
**ASSOCIATES**

**69%**  
**FEMALES**

### SDG



### EGYPT'S VISION 2030



## Education Sims Initiative

Educational Sims for high school students for free were used on the educational tablets offering internet at a discounted price.



### SDG



### EGYPT'S VISION 2030



## Developing our Workforce

To help our people grow and succeed in their careers, we launched a number of new initiatives such as new hires induction, monthly skills transformation training delivered across all functions and other learning events. During the Learning Week campaign, we conducted sessions that can be beneficial for all the organisation, including awareness and knowledge on new technologies and some interpersonal skills, with a total of 12 sessions, 11 topics and an average of 12 learning hours.

**663**  
**ATTENDEES**  
of the learning  
week campaign

**4%**  
**OF THE F BANDS**  
identified as new top talents  
and attended accelerate F  
(9 out of 215)

**4%**  
**OF THE G BANDS**  
identified as new top talents  
and attended accelerate G  
(78 out of 2031)

**140+**  
**SENIOR STUDENTS**  
Participating in hybrid  
summer internships

Over 40 top talents, G&F Bands graduated from our local top talent program (Accelerate) in association with Silicon Valley. This included the Top Talent Program from F Band, which had sessions facilitated by Silicon Valley and global business leaders and Top Talent Program G Band supported by an AI expert to direct the participants to implement this concept to solve business gaps within Vodafone. We also hosted a successful hybrid Summer Internship program hosted and future-ready sessions within the Spirit days.

## The New Normal



Around the world, people can't wait to resume their 'normal' lives and do what they used to do in the past. However, at Vodafone, we are going back to a new 'normal' based on what we have learned from the COVID-19 pandemic. The New Normal is about individual and collective capacity to make a difference and to thrive despite anything.

### SDG



## Leadership Academy & Online Platform

We introduced a new diversified learning solution to develop the employee's leadership skills across different levels. We also launched an elevated leadership platform to reach different learning tastes through injecting online content in different forms.

**1,286**  
PARTICIPANTS

### SDG



### EGYPT'S VISION 2030





# 360 Wellbeing

Vodafone Egypt puts the health, safety and wellbeing of all its stakeholders at the centre stage.

We believe that real wellbeing is achieved when everyone across our value chain is taken into consideration, and therefore our employees, contractors, suppliers and customers benefit from measures made to safeguard their health on every interaction and in every case. We also provide comprehensive benefits packages and workplace wellbeing initiatives for our employees and ensure our customers can take care of their health when using Vodafone Egypt services to be an admired and safe workplace.

## SDG



## EGYPT'S VISION 2030



## Wellbeing framework

At Vodafone, we work hard to maintain a workplace that enables employees to be healthy and well in every way. Our wellbeing framework is the departure point for all other actions.

### DIGITAL

We promote healthy and sustainable use of technology

### FINANCIAL

Our Fair Pay principles ensure all employees can afford a decent living standard

### CONNECTIONS & COMMUNITY

Our culture cherishes connections with family, friends, colleagues and the wider community

### PURPOSE & GROWTH

We support employees in seeking joy in what they do and finding goals that inspire them

### EMOTIONAL & MENTAL

We support employees developing emotional resilience and mindfulness

### PHYSICAL

Good physical health is essential for feeling well, having proper energy level and being productive

## Health, Safety and Wellbeing System

At Vodafone Egypt, people's occupational health and wellbeing is our main priority. We avail all the necessary support they might need to ensure they are working safe either in offices or in their homes. We do have a clear and solid program where we avail several services for the employees:

- 24/7 hotline support for any emergencies.
- Virtual gym classes five times per week with our partner Gold's Gym.
- **COVID-19 action:** support for the employees and their families, agile guidelines, awareness sessions and vaccination support.
- On-ground medical screening to cover all the employees' needs such as lipid profile, optical analysis, dental, dermatology, oncology, obesity, blood glucose, orthopedic and cardiology.
- We offer competitions, on-ground activation, conduct committee Meetings and endorse H&S Champions.

### SDG



### EGYPT'S VISION 2030



**100% EMPLOYEES**

COVERED BY  
WELLBEING  
INITIATIVES

**110**

TRAINING EVENTS  
on HSE employees

**767 EMPLOYEES**

participated  
in different  
HSE TRAINING SESSIONS

**8.5**

TOTAL HOURS  
worked  
per employee

**8K EMPLOYEES  
& SUBCONTRACTORS**

COVERED BY OSHA SYSTEM

**5.6K EMPLOYEES  
& SUBCONTRACTORS**

COVERED BY OSHA SYSTEM  
reviewed by internal audits  
and external certification

**ZERO**

FATALITIES, INJURIES  
& CASES OF WORK-  
RELATED ILL-HEALTH

**86**

HAZARDS  
Identified and addressed

## ISO 45001:2018

ISO 45001 enables organizations to establish and sustain an occupational health and safety (OH&S) management system that allows them to mitigate OH&S risks and improve their OH&S performance. The standard emphasizes effective, efficient, and continual improvement to the system. A surveillance audit is performed by an external auditor to ensure that Vodafone meets the standard. Vodafone has successfully completed our first three years cycle of certification.

## Pulse Survey - Checking on Our People

**7 ROUNDS**  
of Pulse Surveys

We make sure that we listen to our people, especially during challenging times, and so we launched the bi-monthly 'Pulse Survey' to check on our people's wellbeing and get to know how to support them best.

**SDG**



**EGYPT'S VISION 2030**



## Emergency Preparedness

**11 EMPLOYEES**  
instructed

We developed a consolidated solution to be used in case of an emergency that included installing automated external defibrillators (AED devices), evacuation chairs, establishing and communicating trained, certified champions contact lists, as well as dedicated screens to display evacuation tips and important information.

**SDG**



**EGYPT'S VISION 2030**



## Ergonomic Awareness Sessions

Vodafone launched virtual awareness infographic videos covering the ergonomics in several locations such as offices, homes and cars. The sessions were shared as best practices across other markets.

**SDG**



**EGYPT'S VISION 2030**



## Mental Health Awareness

HSE Department conducted burnout awareness sessions and 1 to 1 sessions with psychologists for people managers, as well as stress awareness for interns. In addition, we conducted different mental health sessions for employees to encourage their mental health such as Parenting awareness with Amina Diab and How to find happiness with Ismail Fouad.

Beyond Vodafone Egypt's own premises and employees, we have conducted activities on supporting the healthcare sector and promoting road safety.

## ASSP Meeting

Vodafone hosted the ASSP (American Society of Safety Professionals) meeting in October. More than 50 safety professionals met to have best practice sharing and learn from each other regarding wellbeing and safety initiatives.

## Nada Foundation Road Safety Collaboration

Nada Foundation & HSW team met with a focus on road safety, sharing experiences related to the discipline and putting incentives for other private sector entities to upgrade their standards on road safety.

**11 EMPLOYEES**  
Coverage

**433 TIER  
1 DRIVERS**  
Coverage

### SDG



### EGYPT'S VISION 2030



### SDG



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### SDG



### EGYPT'S VISION 2030





## Awards



### Best Innovation in Training & Development Category

AWARDED BY THE CIIA

Chartered Institute of Internal Auditors in the UK & Ireland awarded Vodafone internal audit for our Competency Framework implementation.



### Great place to work award



GPTW is a global certification that recognizes top employers who create an outstanding Great Place to Work (GPTW) is a global certification that recognizes top employers who create an outstanding employee experience. Vodafone Egypt is the first in the Telecom industry and the only Egyptian employer in the Middle East to get certified GPTW.

We have been certified as GPTW within the Middle East, making us the only Egyptian employer and one of the very few Egyptian companies to be recognized as top employers who create an outstanding employee experience.



# Vibrant Culture

Since the very start, Vodafone Egypt has cherished culture of belonging, connection and dynamism. Our employee engagement activities during the past year focused

## Remote Working Policy

At Vodafone, we work hard to maintain a workplace that enables employees to be healthy and well in every way. Our wellbeing framework is the departure point for all other actions.

### APPLIES TO

Full and part-time employees  
All Vodafone entities  
Contractors working on-site

### DOESN'T APPLY TO

Employees with jobs requiring them to be at a Vodafone office/site every day, such as frontline retail  
Employees with jobs that could be carried out at home  
Vodafone joint ventures and partners

The policy sets out straightforward guidelines on when the employees are required and not required to be in office, how much of their working time may be spent remotely, their obligations when they work remotely and how to ensure that their work arrangements are in compliance with attendance requirements and facilitate operational efficiency. It highlights the primary purpose of Vodafone office spaces: to enable collaboration, co-creation and innovation, along with being a place for a range of specific events. The policy also highlights necessary security and privacy measures, connectivity arrangements, conditions for 100% remote working, IT equipment and digital tools provided to employees working remotely. Our digital employee handbook is also ready to launch.

## Purpose & Spirit

Our engagement with company spirit has yielded significant results and insights, enabling our culture across the organisation. Our aim is to understand what people feel and care about and help them meaningfully engage in company activities, such as Ramadan, Vaccination, Appreciation Day and the New Normal. For this, we conducted 16 sessions over three days on topics such as fintech, digital wisdom & AI, growing your network, soft skills, yoga sessions and more.

**88%**  
**COMPLETION RATE**  
for the Spirit team  
conversations

**16+**  
**SESSIONS**  
over three days

**800**  
**EMPLOYEES**  
participating in  
the sessions

## Doing What's Right

Doing What's Right is crucial to Vodafone identity, and now it is also considered in performance dialogue and newcomers' induction, integrated using e-learning and gamification tools.

### SDG



### EGYPT'S VISION 2030



## Vodafone's Appreciation Week

# THANK YOU

FOR ~~NOT~~ PUTTING CUSTOMERS'  
FIRST

#VodafoneAppreciationWeek



We started our digital engagement plan by thanking all our people for their hard work and giving them the opportunity to recognize each other during Vodafone's appreciation week.

## Ramadan Digital Experience



## Connecting our Leaders

For the 1<sup>st</sup> time, we held our connect meetings virtually. With the collaboration of our IT team, we successfully managed to bring all our line managers together on one platform to keep them informed with all the updates and never miss out.

### SDG



### EGYPT'S VISION 2030



### SDG



### EGYPT'S VISION 2030



We transformed all our Ramadan activities into a virtual experience, giving our people the spirit of Ramadan at home.

### SDG



### EGYPT'S VISION 2030



## 23rd Anniversary Celebration



### SDG



### EGYPT'S VISION 2030



This year we celebrated 23 years of success, hard work and dedication with our employees.

## Bring your Kids to Work virtually

We hosted the first virtual Bring your Kids to Work event for employees.



### SDG



### EGYPT'S VISION 2030



## Certification

### Egyptian Gender Equality Seal (EGES)

Vodafone Egypt has been the first company to be certified according to EGES for its pioneering and leading work on gender empowerment.







# Governance

Our corporate governance in Vodafone Egypt focuses on long-term business resilience and success that generates values for our stakeholders while ensuring the highest standards of business ethics, integrity, legal and regulatory compliance along with sustainability and governance in both public policy and our core foundation. In addition to enabling effective ESG integration and oversight, it enables the integration of our sustainable business strategy and strengthens Vodafone's brand and reputation. Thus, ensuring a resilient and sustainable supply chain as well as agile expansion of our digital and technological capacities.

# COVID-19 Response: Ongoing Agility

**COVID-19 pandemic fundamentally reshaped the normal way of doing business across the world, even for companies used to operating in smart and digital workspaces. Group guidelines have powerfully shaped Vodafone response, while we have adopted a wide range of tailored local measures given specific needs, capacities, and context.**

From the pandemic's start, we focused on ensuring business continuity and made necessary changes across business functions. Our remote working policy has been supported by dedicated measures that connected our remote employees to the company's database and ensured usability of the virtual private network. We updated the collaboration tools and provided consistent and unconstrained mobile connectivity and videoconferencing.

Our new hybrid workplace, revised health & safety, wellbeing and other measures continued improving during the past year to minimize the spread of the virus and support those who suffered from its impacts. Our Business Resilience committee stayed in touch with different teams and departments to deliver necessary results across all business functions. We also expressed gratitude towards the massive effort exerted by doctors, nursing staff and all medical personnel in providing the necessary healthcare across quarantine hospitals, joining forces with the National Telecommunications Regulatory Authority and the Ministry of Health to provide the medical staff with free minutes and gigabyte access.

Following the return of the pandemic, we implemented a range of further measures to combat new cases, promote vaccination and ensure our people and facilities have the most up-to-date knowledge and tools to constrain the pandemic and help others do the same.

**52**

## **AWARENESS SESSIONS**

On COVID-19 conducted by HSE Department to make sure every employee had a chance to get the best available knowledge on COVID-19

## **AGILE GUIDELINES**

We made sure employees were always ready for any scenario, updating our guidelines and frequently communicating on how Vodafone manages the pandemic

**3400+ EMPLOYEES**

## **VACCINATED**

Our vaccination campaign ensured all interested employees got their vaccine in time and were registered in the MOH system immediately

**3,000 MINUTES & 10 GB**

per month free of charge to medical staff

**8000+ PEOPLE**

## **BROADER FAMILY**

We covered every case of our employees and their closest relatives, ensuring necessary medicines, consultations and support

More about other comprehensive measures we undertook in the face of COVID-19 can be found in our previous [Sustainability Report](#).

# Executive Team and Committees

Vodafone Egypt's Board brings together a diversity of backgrounds, skills, knowledge and experience, and deep expertise in technology and telecommunications. The Board monitors and improves its performance by conducting an annual performance review each year.

## Executive Team



**Mohamed Abdallah**  
Vodafone Egypt CEO



**Mahmoud El Khateeb**  
VBU Director



**Rasha AlAzhary**  
Finance Director



**Ayman Essam**  
External Affairs Director



**Nagla Kinawi**  
HR Director



**Shahinaz Ghazy**  
Commercial Operations  
Director



**Osama Said**  
Technology Director



**Ahmed Mandour**  
Head of Strategy  
Transformation and Wholesale



**Kareem Eid**  
CBU Director

## Audit & Risk Committee

The committee meets quarterly to discuss risks and audit findings and actions where all risks and compliance-related topics are presented along with their mitigation actions, timelines, deep dives, risk status and risks' tolerance.

## Youth Committee

The Youth Committee is chosen by the ExCo to represent the youth per department and implement the digital strategy with the ExCo as digital natives. It is for employees less than 30 years old. We have seven committee members, each representing a department, three of them females.

## Risk & Compliance Committee

The committee is responsible for oversight of both financial and ESG risks, as well as the mitigation actions and what is necessary to implement them.

## ExCo meeting

Considering updates related to priority risks and acquiring sign-off and additional topics. This communication channel is generally used to discuss any topics needed at the time.

# High-Risk Policies

Vodafone Egypt builds on a strong policy framework outlined by the Group and further supported and developed locally. Vodafone Egypt has defined a set of high-risk policies that are overseen at the highest level of the organization. Other policies are presented in the respective sections of this report.



## High-Risk Policies

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### Anti-Bribery Policy

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





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## Anti-Money Laundering

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



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## Competition Law Policy

The objective of this policy is to ensure our customer's trust through free and fair competition. Any competition law breach would create a breach of this trust and, in addition, could result in brand damage, large fines, damages actions for loss suffered, void contracts, director disqualification, and imprisonment. The Policy ensures that we have a clear and robust set of controls in place to eliminate the risk of Vodafone breaching competition law. Health, Safety and Welfare (HSW): The objective of this policy is to provide direction on the organization, arrangements and implementation of HSW in Vodafone operating companies. The Framework ensures a consistent approach to HSW leadership, risk management (identifying, evaluating, and controlling risks to health and safety), governance and assurance.



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## Privacy Policy

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

Read more on [Privacy Policy](#).



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## Information Security

The objective of this policy is to protect our customers and business from the cyber risks facing the confidentiality, integrity, and availability of their information. These risks can lead to customer or employee data breaches, reputational impact, financial loss, operational impact, and legal or regulatory censure. This Policy should be read in conjunction with the Privacy Risk Management Global Policy, Business Resilience Global Policy and the Vodafone Risk Framework.



## Business Continuity

The objective of this policy is to address the risk that Vodafone is unable to return to normal following disruptions to critical business operations. It sets out the requirements to protect against the impact of emergencies and disruptions to critical business operations through effective and timely response to an emergency or crisis. Technology Resilience: The objective of this policy is to address the risk of network and IT unavailability caused by critical technology site failure, serving mobile and fixed customers or delivering our IT, Video, and Mobile Payment Services; and potentially impacting our customers, revenues, and reputation. In addition to ensuring that these technology services are resilient enough to protect our business and brand.



## Regulatory

Vodafone breaches regulatory requirements due to either not identifying new requirements or inadequately assessing current compliance necessities and risks. This exposes Vodafone to significant financial and reputational damage. The purpose of this policy is to ensure regulatory compliance by safeguarding those adequate processes are in place to assess, manage, and mitigate regulatory compliance risks. Economic Sanctions: the objective of this policy is to have a clear and robust set of controls in place to minimize the risk of Vodafone breaching sanctions legislation

# Business Ethics and Integrity

**We want to be a trusted partner to connect for a better future. That's who we aspire to be. Compliance with our Code of Conduct and our policies is crucial to sustaining our customers' and suppliers' trust, protecting shareholders' interest, and securing the business against financial and legal damages.**

## Code of Conduct

Vodafone's [Code of Conduct](#) sets out what we expect from everyone working at and with Vodafone. It also underlines our responsibilities to our people, partners, and shareholders. Our Business Principles are the foundation for how we do business everywhere we operate and are at the heart of our Code of Conduct. You can find them highlighted at the beginning of each section in the Code of Conduct. We mandate acting in line with the Vodafone values and principles through embedding our requirements in all our contractual obligations to ensure maximum commitment and liability. We expect all our employees and partners:

- To behave in an ethical manner, taking pride in your actions and decisions
- Comply with the principles and rules in our Code of Conduct and fulfil your legal and regulatory obligations
- Understand The Digital Vodafone Way and use the principles set out in the Code in your day-to-day work
- Speak up if you feel a working practice is not ethical or safe or if it breaches our Code of Conduct.

## Our Code of Conduct covers the following areas



## Ethical decision-making means taking the right risks

To help you decide if you are doing what's right, you should ask yourself the following:

- Think** (Icon: exclamation mark)
- Ask** (Icon: speech bubble)
- Act** (Icon: checkmark)

Is this legal and ethical?

Is this in line with our Code?

Is this right for our Customers?

Would you be proud to tell others about your actions?

If you answer 'no' to any of these questions, or are unsure, you should stop, and ask for advice or consult the respective section of the Code and our policies.

## Speak-Up and ethical concerns

Our Speak Up process provides a safe environment for employees and encourages them to speak out about something they've seen or experienced at work that's not right. It is available to anyone who wishes to raise a concern about possible misconduct.



### WHAT SHOULD BE REPORTED?

Any behaviour that could be a breach of our policies, or which they deem unprofessional, unethical or unlawful – like:

- Bullying
- Harassment – including sexual harassment
- Bribery, fraud or a data breach
- Conflicts of interest
- Danger to the health and safety of employees or the public

### HOW TO SPEAK UP?

The following channels are open to all our employees:

- Phone calls through a unique Egyptian number
- Submit report online
- Send Email to [vodafoneSpeakUP@expolink.co.uk](mailto:vodafoneSpeakUP@expolink.co.uk)

Employees can also report to line managers and the HR team. Vodafone does not tolerate any retaliation against an employee who raises a genuine concern, regardless of whether the concern is substantiated or not. We aim to ensure the protection of employees from victimization, harassment or disciplinary action as a result of any disclosure is important to ensure individuals can voice concerns in a safe and protected manner.

Customers can raise ethical concerns through Customer Care Complain team 888, which will route the complaint to the concerned team depending on the type of concern.

## Compliance, Risk and Audit

### Compliance

At Vodafone, we ensure that compliance is managed across our company in a way that enables people to do what is right while executing at speed and delivering on our strategy. Its strategy is based on performing the following functions:

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

In 2020 we started a number of important initiatives to streamline compliance and facilitate greater engagement by employees, including:

- Introducing Second Line Assurance Model across all required policies embedding the framework, self-assessments, quality review & proactively providing a wider coverage.
- Digitizing compliance & policy management.
- Developing critical reporting on Vodafone Egypt's compliance to local CEO, Audit & Risk Committee, and at the Group level.
- Oversight on compliance status for high-risk policies through Risk & Compliance committee review on a quarterly basis.
- Shaping & driving Vodafone Egypt's compliance culture and implementing Doing What's Right behaviours in our DNA.

#### SDG



#### EGYPT'S VISION 2030



### ZERO

#### CASES OF NON-COMPLIANCE

on environment, human rights, health and safety impacts of products and services, information, labeling and marketing, laws and regulations during the reporting period





## Award

### AML Award — Most Proactive New Joiner

Vodafone Egypt has been recognised for the early and sustained positive contribution

## Risk

We have gone through rebranding our risk management as our factor in being a reliable business partner. Risk management at Vodafone Egypt covers the following aspects:

- Expanding the Risk Model considering Vodafone strategy, focusing on both Enterprise & Consumer Units' digital agendas
- Early Engagement of Risk Management Department New Projects & Early involvement in Mega contractual agreements
- Expanding Risk Library to include priority risks from FY 20, new risks from FY 21, business risks and operational risks.
- Utilizing Riskconnect as a digital solution as part of the Risk Management
- Launch of the New Operational Risk Model to manage critical business risks.
- Strategic, Operational, Financial Regulatory etc. risks are being assessed; however, climate risks aren't incorporated
- Quarterly risk reporting and annual reporting on priority (top 10), operational and new project risks

## Internal audit

Internal audits provide independent assurance to Vodafone's management and Board on the effectiveness of the internal control system while supporting the Company in enhancing the control environment.

We seek to address the areas of greatest risk to Vodafone, combined with covering key processes and policies on a rotational basis. Internal audit is implemented by business process, providing assurance that process objectives are achieved by testing those controls exist and are effective. We use audit techniques, such as interviews, process walk-through, sample testing and data analytics on large populations of data.

The audit plan is defined through a bottom-up and top-down risk-based approach. Each March, the plan is approved by the Group Audit & Risk Committee. We deliver a global plan following our structured, standardised methodology, which is aligned with professional standards of internal auditing. The results of each audit are presented in an audit report that includes professional opinion and the specific audit findings, discussed with and distributed to relevant management.



Audit findings are rated 'high' or 'medium' priority, based on the potential impact and likelihood of the control gaps. The actions to address the control gaps are agreed upon between management, who will be responsible for their timely implementation, and Internal Audit. Management's completion of actions is closely monitored through Group and Vodafone Egypt Audit & Risk Committee.



## Award

### Best Innovation in Training & Development Category

AWARD BY THE CIIA

Chartered Institute of Internal Auditors in the UK & Ireland awarded Vodafone internal audit for our Competency Framework implementation.

## Responsible Supply Chain

**1,048**  
**ACTIVE VENDORS**  
across the world

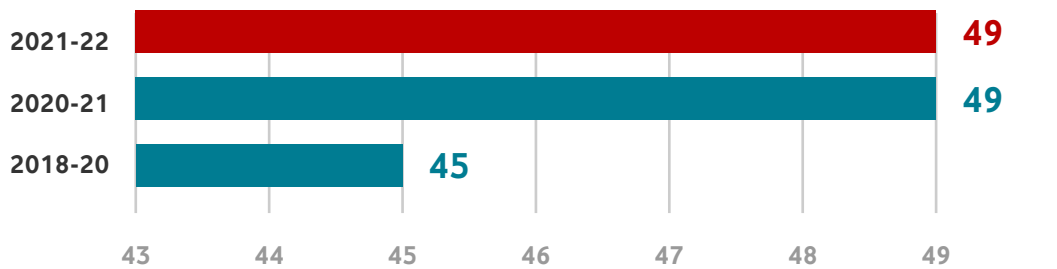
Our suppliers and contractors are at the backbone of smooth operations and service delivery. Supply chain responsibility means it is also more resilient to disruptions and that our business can effectively keep growing and contribute to job creation without creating risks or negative impacts in other parts of the world.

Vodafone Egypt's Supply Chain department is divided into four main streams: Procurement, Demand planning & Enablement, Contract Management, Logistics, Warehouse and Customs Clearance.

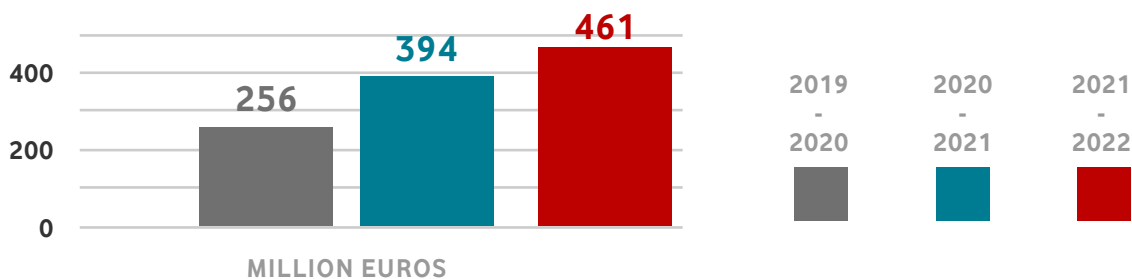
## Supplier Policies and Requirements

1. Vodafone Supplier Policy
  - a. [Business Principles](#)
  - b. [Code of Ethical Purchasing](#)
  - c. [Health and Safety](#)
2. Health and Safety (General Policy)
3. Antibribery (including Gifts and Hospitality)
4. Supplier expenses
5. Supplier Assistance with Law enforcement
6. Business Continuity
7. Information Security
8. Quality Assurance
9. Payment Card Industry Compliance
10. Sanctions and Export Control

### SPENDING ON LOCAL SUPPLIES (%)



### SPENT ON OUR SUPPLIERS



All our suppliers are obliged to comply with Vodafone vendor prequalification. Based on the suppliers screening executed as per Vodafone Global Policy for supplier selection, class “A” vendors are identified as those who comply or exceed all minimum requirements. No vendors are added to the Vodafone vendors’ list unless successfully complying with our pre-qualification processes. All our suppliers are expected to comply with all applicable laws and regulations, conform to the highest standards of ethical conduct, respect and support human rights, operate in an environmentally responsible and effective manner and abide by health, safety and well-being requirements.

Any potential suppliers we deem as high-risk are required to demonstrate their ability to meet our requirements through additional assessments and investigation. Combined, our supplier selection process, policies and requirements form a comprehensive framework that allows us to minimise risks and ensure ESG stewardship.

## Compliance and Training for Suppliers

**94**  
**BENEFICIARIES**  
including  
tier 1 and tier 2  
vendors

Supplier management is one of the top risks in the industry when it comes to health and safety, and this is why Vodafone Egypt collaborates with its suppliers and provides necessary and supplementary training whenever possible. Our Supply Chain Management function regularly educates and reinforces the company’s supplier based on best practices and guidelines to be followed. We provide feedback to each supplier on their performance, with any corrective action specified, to which suppliers are requested to respond with action plans for rectification. In 2021, Vodafone streamlined a pack of workshops with the participation of a committee with health and safety professionals from suppliers and third parties to tackle the key risks and improvement opportunities, which will be reflected in the Supplier Health, Safety and Wellbeing policy. We ensure that our workers and vendors are compliant with all the health and safety training requirements.



# Economic

Vodafone's business model is rooted in sustainability, and over the years, we have seen our financial success tightly correlated with our long-term ESG commitments and performance. Today, we have achieved an alignment of our business and sustainability strategies under a unified purpose and vision, aiming to be a successful company that serves all its stakeholders and the planet.

Year after year, Vodafone has been at the center of developing inclusive prosperity in Egypt. It continues to expand on those efforts towards improving the high quality of life, growing and bold vision of a future ignited by possibility.



# Business Performance

The growing needs of the past years have been paired with unequal opportunities, and thus one of our key ambitions was to ensure that while our business grows and makes profits, this comes along with inclusive offering to all our customers. This way, we have been able to achieve solid financial performance while scaling social and economic benefits.

With the growing demand for connectivity and diversification of our services, compared to the previous reporting period, we have grown our revenue by 17% while adding almost 1.1 million new customers. For more information on our selected financial information refer to [Vodafone Group Plc Annual Report 2021](#).

2020	2021	2022
<b>TOTAL REVENUE</b> Bln EGP 26,333	<b>TOTAL REVENUE</b> Bln EGP 28,3341	<b>TOTAL REVENUE</b> Bln EGP 33,252
<b>TOTAL DIVIDENDS</b> Bln EGP 1,178	<b>TOTAL DIVIDENDS</b> Bln EGP 3,755	<b>TOTAL DIVIDENDS</b> Bln EGP 8,342
<b>TOTAL N° OF CUSTOMERS</b> Mln 40,243.8	<b>TOTAL N° OF CUSTOMERS</b> Mln 41,701.9	<b>TOTAL N° OF CUSTOMERS</b> Mln 42,816.2

## Contributing our Fair Share

Vodafone Egypt recognises that the taxes we pay is part of our broader responsibility towards the society in which we operate and an essential contribution to its long-term flourishing. And we diligently implement this obligation.

### Tax Principles and Strategy

We build upon the Vodafone Group [Tax Principles](#), [Tax Risk Management Policy](#) and Tax Strategy to ensure a transparent process on how we pay our taxes.

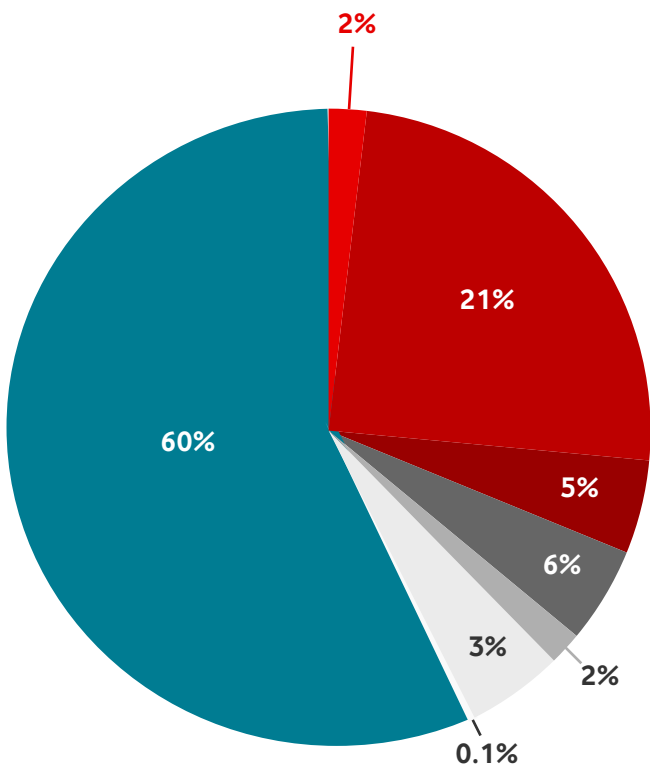
# Tax Strategy Key Components

Tax Value	To manage the tax cost-efficiently to the Group of doing business, including the Group's cash taxes and effective tax rate, within the ambit of all applicable laws.
Risk and Reputation	To control and manage tax risks and the Group's reputation through appropriate policies, communication and robust defence.
Business Partnering	To be recognised as a vital business partner by our stakeholders and to facilitate the growth and development of the Group's business activities in a tax-efficient manner.
Customer Experience	To act, where possible, in meeting the above objectives in a way that will enhance our customers' experience.
Influencing	To influence governments and tax authorities constructively and positively in the interests of all our stakeholders.
People	To develop and enhance our people professionally and personally as part of a world-class international tax team.
Compliance	To ensure the integrity of all reported tax numbers and timely compliance with all relevant statutory tax obligations.

## Tax Distribution

- VAT
- SALARY
- CORPORATE
- STAMP TAX
- STATE DEV LEVY
- WHT - LOCAL
- ROYALTY
- REAL ESTATE

See extra data in ESG appendix





# Enabling a Vibrant Digital Economy

With a population that is over 100 million people, close to 63 million are eligible to have a bank account, yet only 14 mln of them are banked, and 16.3 mln have mobile wallets. This leaves us with 86% of the population not benefitting from financial services. Our collaboration with other market players and our own services are directed at enabling a truly digital economy in Egypt.



## Vodafone Cash

The Egyptian government has been taking various initiatives to encourage digital payments, such as launching platforms to digitize government payments like taxes, customs, personal documents requests. Vodafone Cash (VF Cash) offers an e-wallet that encompasses a variety of services to facilitate daily financial needs and contributes to the national goal to promote financial inclusion and a cashless society.

Vodafone Cash aims to give unbanked citizens access to the digital financial world through its services such as remote payments, money transfers, and others. We make people's life easier by offering fast, safe and convenient ways of sending and receiving money. People can make all their payments and perform a variety of transactions at any time and from anywhere in Egypt with a click.

### SDG



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### SDG



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**16.3 MILLION**

**REGISTERED  
WALLET USERS**

in Egypt

**81 MILLION**

**TOTAL  
E-WALLET  
TRANSACTIONS**

**65%**

**VODAFONE  
CASH MARKET  
SHARE OF TOTAL  
E-WALLET  
TRANSACTION**

**400K +**

**CHANNELS  
NATIONWIDE**

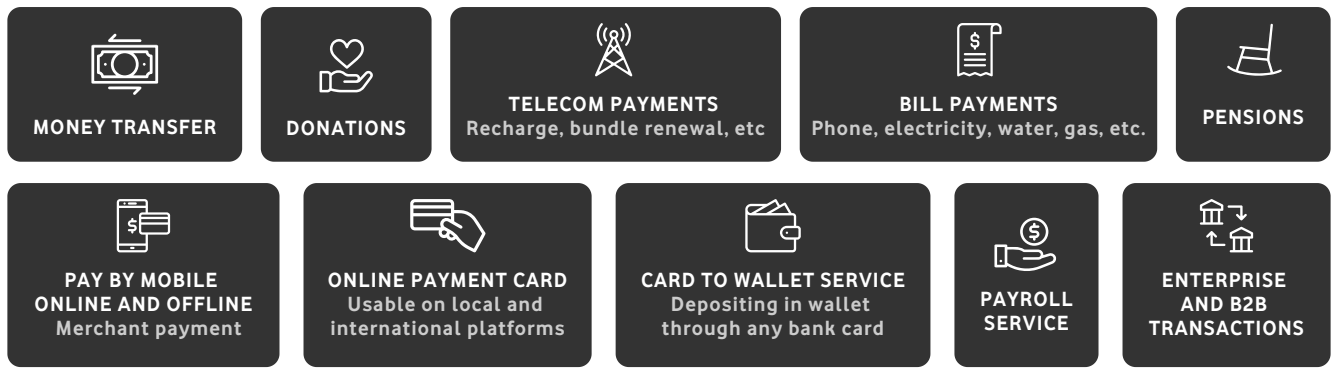
**11**

**BANK  
PARTNERSHIPS  
AND ACCESS  
TO ATMS**

**11**

**ROBUST  
VODAFONE CASH  
OFFERINGS AND  
SERVICES**

## Services and Benefits



Under the Central Bank of Egypt regulations, the service operates in partnership with ALEXBANK since 2017, which is also maintained via the MasterCard network. Our partnerships aim to continue to provide innovative financial services with a seamless user experience through a robust, secure platform. Our customers can register at Vodafone Stores only, but they deposit and withdraw money in their wallets at over 250K channels: Vodafone Stores, ATMs in partnership with over leading banks, Fawry & Aman, Bee, Masary, Damen, Sadad and depositing through any credit/debit cards. Vodafone Cash particularly focuses on women's financial inclusion and empowerment together with partners such as the National Council for Women on VSLA (Village Saving and Lending Association).

We facilitate the creation of women circles, online saving and lending, assist in raising digital awareness, facilitate money transfer and financial inclusion. We were also assigned by the government to digitize the pension experience for elders to replace the time-consuming process of the post office. Beneficiaries now get their money with the least effort and time.



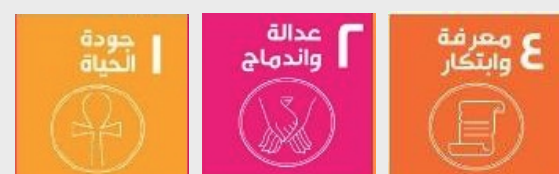
## Advancing e-Payments with AMAN

AMAN is one of the rapidly rising players in the e-payment industry in Egypt and one of the biggest IoT customers in different IoT use cases. Vodafone provides Aman with IoT connectivity services, and with Aman digital expansion in solutions and services, it required expansion Applications and APIs whitelisting. Upgrading Vodafone capabilities in line with the latest technologies empowered Aman to successfully expand their digital services and solutions, making workflows more convenient and further expanding access to the e-payments in Egypt.

### SDG



### EGYPT'S VISION 2030



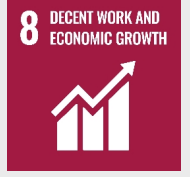
## V-HUB

V-HUB helps organizations succeed in a digital world using our expertise in connectivity and IoT. The rich portfolio of cloud and hosting services is designed to digitize businesses and give them a more flexible, scalable and cost-efficient IT infrastructure to help them build back better.

One of the main pillars that Vodafone Egypt has invested in during the COVID-19 era youth and SMEs reflects its strong belief that these segments are pivotal for economic growth. V-HUB assists SMEs and SOHOs in combating challenges that they face when managing their businesses and offers them technological solutions and support.

Vodafone provides user consultation services from subject matter experts with knowledge about the needs of different companies, especially SMEs and SOHOs. The platform encompasses more than 100 digital solutions for the companies in collaboration with global companies such as Microsoft, VMware and SAP. It also provides access to experienced local partners with vast knowledge of the Egyptian market such as CSG, Corporate Stack, Weelo, AIM Technologies, Edafa, Widebot and others. These solutions are available on Vodafone Cloud in Egypt with a high level of data security.

### SDG



### EGYPT'S VISION 2030



Enter V-HUB



لو مشروعك واقف على  
تگة، دوس V-HUB

V-HUB من فودافون بيزنس، بيوفرلك خدمات  
ديجيتال تساعدك في إدارة شركتك.

مع بعض أقوى

 **vodafone**  
business



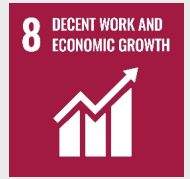


As part of our purpose to use our digital capabilities and technical know-how in giving back to the community and developing youth skills, Vodafone Egypt has developed its first digital freelancing platform "Begin" that aims to matchmake talented freelancers with a huge number of SMEs & SOHOs to work on freelancing jobs in various fields.

Begin will make it easy for all youth (undergrads, grads and disabilities) and women to get the chance to make money for living through Vodafone Cash as the main payment method using their skills and capabilities in the digital field to serve our SMEs and SOHOs on the platform.

It further aims to enhance youth and women's digital skills and financial literacy so that they can pave the way for their future success and help them gain experience.

#### SDG



#### EGYPT'S VISION 2030



40+

OPEN JOBS

3.5K

FREELANCERS

2K

CLIENTS

#### BEGIN BENEFITS

ZERO COMMISSION  
DIGITAL CONTENT  
SECURED PAYMENT PROCESS  
TWO-WAY RATING  
BUILT-IN CHATting

[Enter Begin](#)





A photograph of a modern office environment. In the foreground, a person is seen from behind, wearing large headphones and working on a laptop. To their right, another person is also working on a laptop. In the background, a third person is visible, looking down at a device. The office has a wooden desk, a small potted plant, and a glass of water. The overall atmosphere is professional and collaborative.

# Digital Society

During the past years, our lasting investment into digitalisation has started to leverage impact and deliver benefits at scale. At the same time, we entered many new segments where understanding of the potential digital solutions uphold is just starting to emerge. Such a combination of new and established markets marks a defining quality of digitalisation – it's all-encompassing yet often barely seen. For years, Vodafone Egypt has invested in delivering market-leading solutions to its private and business customers, carefully tailoring our offer to evolving needs and preferences. Building on lasting and trustful relationships with our customers, we have also invested in helping them gain greater convenience, resilience and agility to succeed in the fast-paced world.



# People-Centric Digital Mindset

We follow Vodafone Group's vision of bringing digitization with the sustainability goals by ensuring that the Egyptian people have access to all benefits of the digital society. Starting with providing access in rural areas through investing in new mobile cell towers as well as providing them with the ultimate means to practice financial inclusion in their daily lives. During 2020-2022 we have further consolidated our offering to business clients, used gained capacities to streamline automation and launched a unique set of new services demanded by private customers.

Vodafone Egypt has integrated with the Vaccine distribution portal to offer the SMS gateway as well as the Callout features and completed full digitization for all the births and deaths offices (2800+) to enable their integration with the Vaccine portal. Focusing on a people-centric and high engagement experience, we installed self-help machines in 150 Retail stores, implemented digital business cards and a cashless environment. We have also updated the Vodafone app with the new UX and UI and digitized the Universal Health Insurance (UHI) in Egypt in partnership with the Ministry of Health.

In line with its vision of inclusive digitalization, Vodafone Egypt has extended its coverage areas to 59 isolated villages (with no previous coverage) in ElFayoum, ElMinya, and Ismailia. This allows us to start serving more than 800K customers all over Egypt, connecting them to the world.

## SDG



## EGYPT'S VISION 2030



## Award

### BT100 Award

Vodafone Egypt has been honoured to receive the public-private partnership award for automating the Universal Health Insurance (UHI) system at BT100 Awards. The award tributes leaders playing a fundamental role in improving the national economy and contributing to Egypt 2030 priorities.

# M2M Connectivity Leadership and Edgeconn

Vodafone Egypt continued its leadership in digitalization among enterprise customers and implemented the IoT that enables smart devices to exchange real-time Information and enhance how businesses are run, how they grow and how they meet customer needs. Vodafone IoT Connectivity offers multiple benefits. We achieved 95% 3G/4G nationwide coverage and delivered best-in-class high-speed connectivity. This allows us to be a leader in ensuring access to business-critical applications and filtering non-business content.

We also provide Edgeconn with connectivity (around 2000 SIMs with expanding plans) that support the data centers and gateways which serves the MOE (Ministry of Education) e-learning system, Online classes and Online exams such as the Thanawya Amma exams. The connectivity provided is used in all MOE schools to monitor the classes using smart cameras with 4G SIMs.

## SDG



## EGYPT'S VISION 2030



## Customer Experience and Relations

**At Vodafone, we aim to provide our customers with the best-in-class services and products that meet their needs and exceed their expectations. Through attentiveness and care, we build deep and trusted customer relationships.**

Every year, we conduct research to find out what truly matters to our customers. This includes:

1. Understanding unspoken customers' needs, pains and issues.
2. Engaging with our customers to understand their preferences among different options.
3. Monitoring customer experience use patterns allows us to enhance our existing offerings and tailor new ones to meet their needs in the best possible way.
4. Testing different concepts for digital solutions and applications that would be of help for both individuals and business entities.
5. Connecting to the needs of different segments.
6. Understanding our customer's needs and requirements when it comes to mobile devices to tailor our offer. and collaborate with local companies in marketing their products along with Vodafone's portfolio.

# Protecting Digital Rights

We connect millions of people, homes, businesses and things to each other and the internet. Such connectivity has many benefits, but it also comes with risks. At Vodafone Egypt, we are committed to protecting the data of our customers and ensuring the security of our systems in line with applicable legal and regulatory requirements. Our customers use Vodafone products and services because of our next-generation connectivity, but also because they trust that their information is secure.

## SDG



## EGYPT'S VISION 2030



## Operating Model and Cyber Code

Vodafone Group has implemented an operating model based on the leading industry security standards published by the US Department of Commerce, specifically the National Institute of Standards and Technology. It has an international team of experts who are focused on constantly monitoring, protecting and defending our systems and our customers' data. We also work with third-party experts and consultants to maintain specialist skills and continue to follow the leading practice. Our scale means we benefit from global collaboration, technology sharing, deep expertise and ultimately have greater visibility of emerging threats. Although the Cyber team leads on detection, response and recovery, preventative and protective controls are embedded across all our technology and throughout the entire business.



## SDG



## EGYPT'S VISION 2030

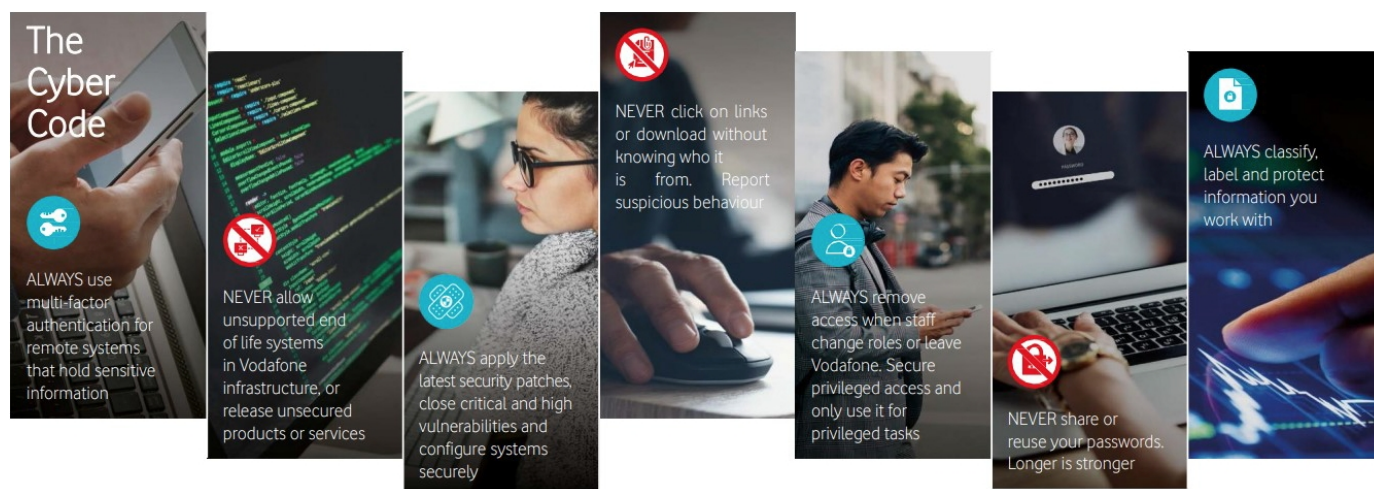


## Risk & Threat-based Security Operating Model

Every employee has responsibility for cyber security and must follow the Vodafone Cyber Code, be sensitive to threats and report suspicious activity. It consists of seven areas where employees need to follow good security practices. Every employee has responsibility for cyber security and must follow the Vodafone Cyber Code, be sensitive to threats and report suspicious activity.

## The Cyber Code

The Cyber Code is the compass we expect all employees to follow when it comes to best practices in cyber security. The seven areas are as follows:



## Vodafone Egypt and GDPR

At Vodafone Egypt, we follow and implement the Vodafone Group General Data Protection Regulation (GDPR) Program to ensure compliance with the new European GDPR as mandated by Vodafone Group. This direction ensures consistency, maturity and standards for Vodafone Privacy Program across Vodafone global footprint to meet the requirements of changing global regulatory and reputational privacy landscape.

### SDG



### EGYPT'S VISION 2030



## Egyptian Data Protection Law

Vodafone was strongly involved, through its Data Privacy Officer, in the legal discussions around the Egyptian Data Protection Law through its Privacy Officer, who was invited to join the discussion sessions arranged by the ICT Committee of the Parliament where Vodafone's participation was acknowledged and appreciated by both the Parliament and the Government. Compliance with GDPR has put Vodafone Egypt leading position in the Egyptian Market, being pioneers in this field and allowing us to be the first compliant telecom operator to the Egyptian Data Protection Law issued in July 2020 and based on GDPR. Vodafone Egypt has actively participated in the discussion of the DP Law 151/2020 with 90% of proposed changes adopted by the Egyptian Parliament House and the Government.

## Customer Privacy Policy

Vodafone Egypt has initiated a customised Privacy Policy to ensure compliance with GDPR and with the Egyptian Data Protection Law through its various domains that correspond to GDPR's requirements. Our Customer Privacy Policy concerns the handling of Data Subject's personal information; this includes the collection, storage, access, use, updating, disclosure, disposal, destruction, or any other processing of such information. The purpose of gathering information from customers serves the purpose of operating our business and enhancing our customer experience. Vodafone Egypt's Privacy Notice was updated in April August 2021 and effective since.

[Read more](#) on how we collect, secure and share Data Subject's personal information.

### Privacy Policy components:

1. Design for Privacy
2. Protect Confidentiality
3. Collect Relevant Data
4. Provide a Privacy Notice
5. Provide Choices
6. Manage Data Carefully
7. No Unauthorised Disclosure
8. Secure Data
9. Protect Children's Privacy
10. Respect Individual Rights

## Vodafone's Privacy Risk Management

Vodafone implements a Privacy Risk Management Program that prioritises the privacy risks according to their severity and helps neutralise the possible consequences in cases of risk occurrence. This allows us to manage the potential risks with minimal effort and improve our security measures.

## Law Enforcement

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

### SDG



### EGYPT'S VISION 2030







# 2020-2022 ESG Indices

During the past year, we have strategically invested in improving our ESG performance and leveraging our capacities to do better while following the guiding framework of the Social Contract in delivering value to our stakeholders. Below is a highlight of our key ESG performance indicators and achievements.

# ESG and Impact Key Data Highlights

## Governance



**25% FEMALE  
MEMBERS**  
BOARD DIVERSITY



**ZERO**  
NON-COMPLIANCE  
CASES



**49%**  
SPENDING ON  
LOCAL SUPPLIERS



**7**  
INTERNAL AUDITS



**1,048+**  
VENDORS ACROSS  
THE WORLD



**90+**  
BENEFICIARIES OF  
SUPPLIER TRAINING

## Environment



**120+**  
SITES OPERATING  
ON SOLAR ENERGY



**31%**  
REDUCTION IN PAPER  
COSTS DUE TO DIGITALIZATION  
OF PROCESSES



**10 000 TON**  
E-WASTE PROVIDED  
TO E-TADWEER (recycled  
with approved recyclers by  
the Ministry of Environment)



**4,151 MWh**  
RENEWABLE ENERGY  
GENERATION IN FACILITIES  
& ACCESS SITES



# Economic



42,816+  
Mln CUSTOMERS



Bln EGP 33,252  
REVENUE



11  
ROBUST VODAFONE CASH  
OFFERINGS AND SERVICES



11+ BANK PARTNERSHIPS  
ON VODAFONE CASH ALONE



ROBUST TAX STRATEGY  
WITH 60% VAT CONTRIBUTION



400K +  
VODAFONE CASH  
CHANNELS NATIONWIDE

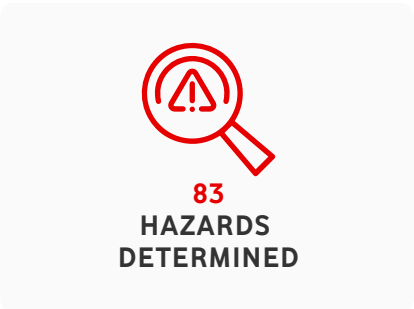
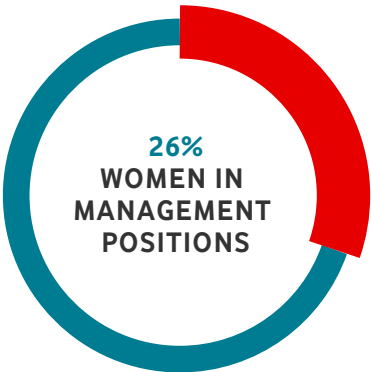


3.5K  
FREELANCERS ON BEGIN



65%  
MARKET SHARE OF  
TOTAL E-WALLET  
TRANSACTIONS IN EGYPT

Social

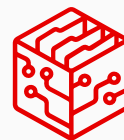




## Digitilization



**95% 3G/4G**  
NATIONWIDE COVERAGE



**2800+**  
BIRTHS AND DEATHS  
OFFICES FULLY DIGITALIZED



**30**  
RETAIL STORES EQUIPPED  
WITH SELF-HELP MACHINES



**BT100 AWARD FOR AUTOMATING  
THE UNIVERSAL HEALTH INSURANCE  
(UHI) SYSTEM**



**90%**  
OF THE PROPOSED CHANGES TO THE DP LAW 151/2020 ADOPTED BY  
THE EGYPTIAN PARLIAMENT HOUSE AND THE GOVERNMENT

## Covid-19 Ongoing Response



**52**  
AWARENESS  
SESSIONS



**8000+**  
IMPACTED BY OUR  
INTERNAL HEALTHCARE  
COVERAGE SCHEME

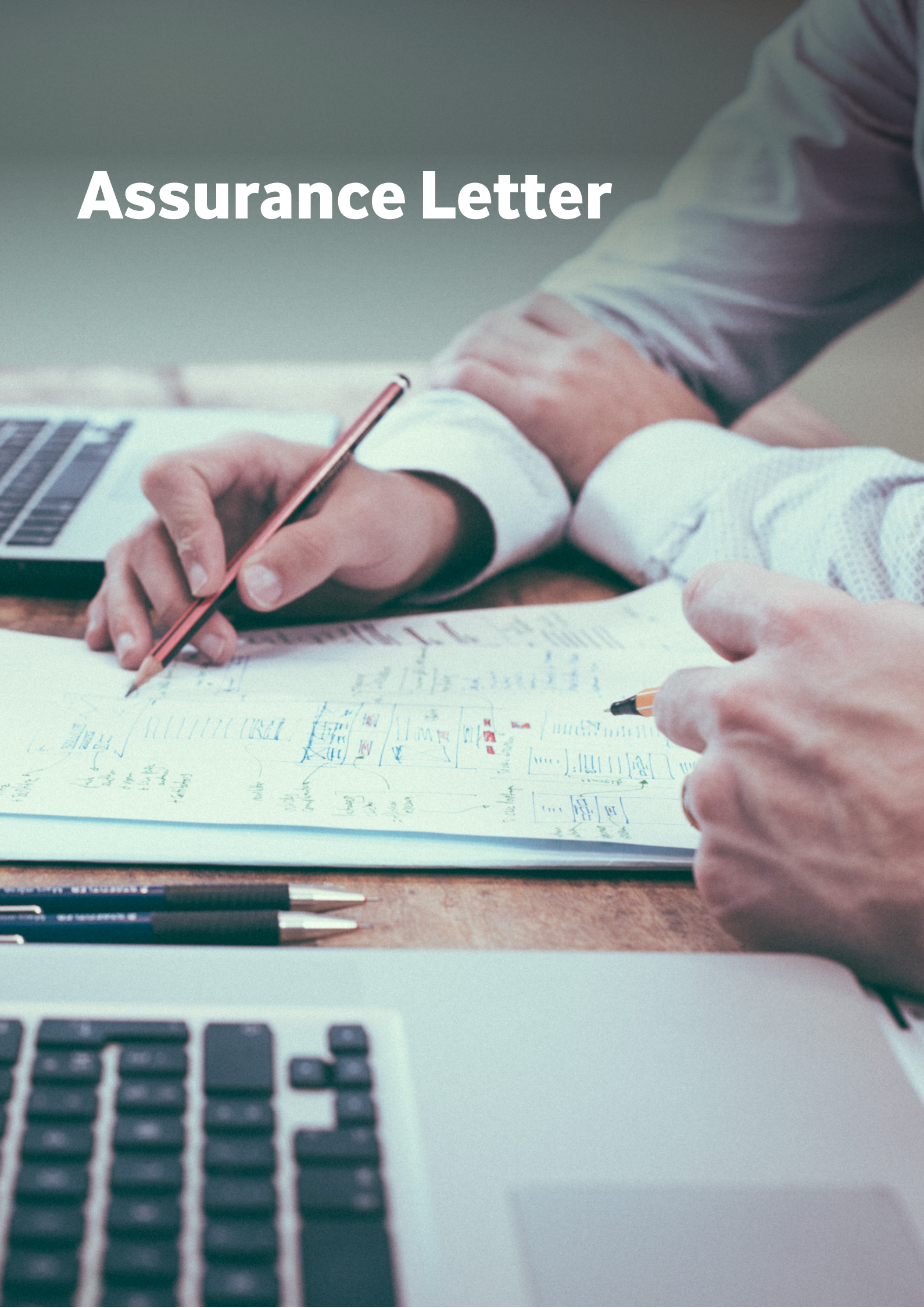


**100%**  
VACCINATED  
ON PREMISES



**3,000 MINUTES  
AND 10 GB PER MONTH  
PROVIDED TO MEDICAL  
STAFF FREE OF CHARGE**

# Assurance Letter





# Limited Assurance Statement

## Independent Auditors' report on Vodafone Egypt Sustainability Report 2020-2022

### To the Board of Directors of Vodafone Egypt

We have been appointed to perform a limited assurance engagement on the Vodafone Egypt Sustainability Report 2020-2022 with the reporting period covering the fiscal years 2020-2022 (from 1st of April 2020 to the 31st of March 2022).

### Directors' Responsibility

The Directors of Vodafone Egypt are responsible for the preparation of this report in accordance with the Global Reporting Initiative: GRI 2021 Universal Standards. The Directors are responsible for ensuring sufficient internal control for the preparation of a report that is free from material misstatements caused by fraud or error. Their responsibility includes the definition of methodology, reporting scope, assumptions and estimations, stakeholder engagement, materiality assessment, and the contents of the final report.

### Auditors' Independence and Quality Control

We adhere to the principles of integrity, objectivity, competence, due diligence, confidentiality, and professional behavior. We maintain a quality control system that includes policies and procedures regarding compliance with ethical requirements, professional standards, and applicable laws and regulations.

### Auditors' Responsibility

It is our responsibility to express a conclusion about the compliance of this report with the requirements of the GRI Standards. We conducted a limited assurance engagement based on our professional judgment, inquiries, document analysis, recalculations, and other relevant procedures, to obtain evidence sufficient to the scope of the assurance.

We have performed the following procedures based on documentation provided by Vodafone Egypt:

- Review and analysis of Vodafone Egypt and its business lines' strategies, guidelines, policies, procedures, reports, and data.
- Analysis and comparison of results featured in previous reports with the 2020 & 2021 results.
- Auditing stakeholder engagement process and outcomes.
- Analysis of the coherence and consistency of the materiality assessment of the Vodafone Egypt's disclosed business lines.
- Review of the final report and the featured content indices in regards to compliance with the GRI Standards as listed in the report.

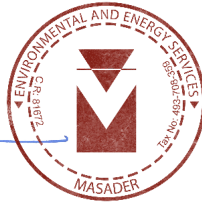
## Conclusion

Based on the aforementioned procedures, nothing has come to our attention that would cause us to believe that the Vodafone Egypt Sustainability Report 2020-2021 has not been prepared in all material aspects, in accordance with the requirements of the GRI Standards. We do not assume and will not accept responsibility to anyone other than Vodafone Egypt for the provided assurance and conclusion.

**Dr. Abdelhamid Beshara**

Founder & Chief Executive Officer

Cairo, December 19<sup>th</sup>, 2022



## About Us

Masader is an innovative interdisciplinary consulting, design, and engineering sustainability firm based in Cairo, aiming at leveraging positive impact across the MENA region and globally. It specializes in Resource Efficiency, Sustainable Management of Natural Resources, and Integrated Sustainability Solutions. Since 2015, Masader has led 100+ projects across the areas of energy, environment, climate change & carbon footprint, circular economy, green building (LEED), as well as corporate sustainability strategies, reporting, and certification.



Accredited Climate  
Change Consultancy



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26th of July Street, Zamalek, Cairo, Egypt



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Email: **info@be-masader.com**



Website: **www.be-masader.com/**



# ESG Appendix

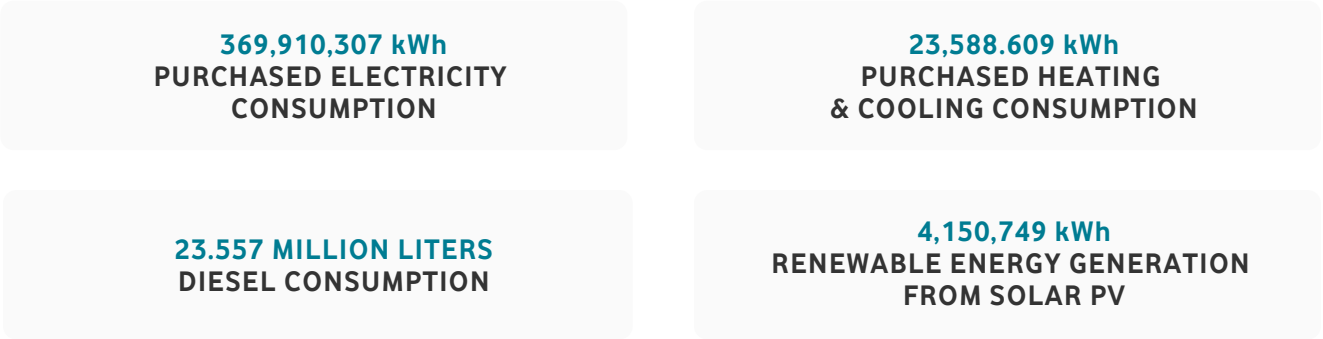
ESG Key Performance Indicators  
Frameworks: GRI, SASB, TCFD



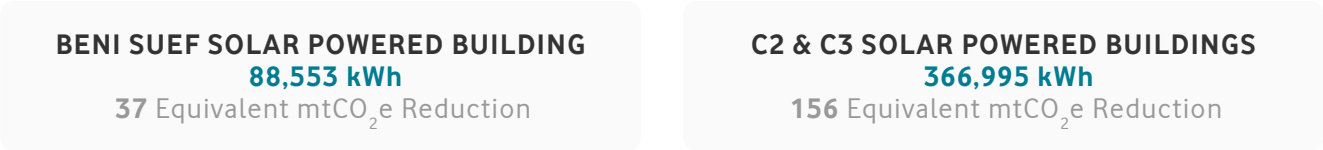


# Environmental Indicators

## Energy Consumption



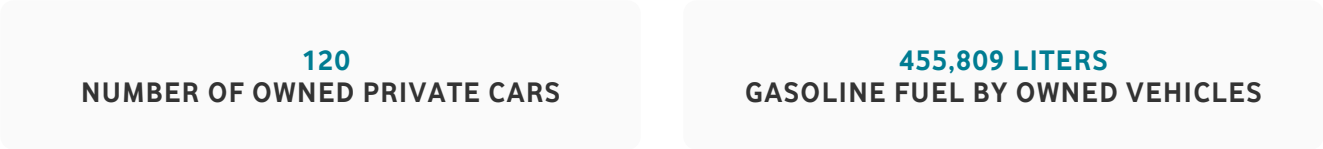
## Renewable Energy



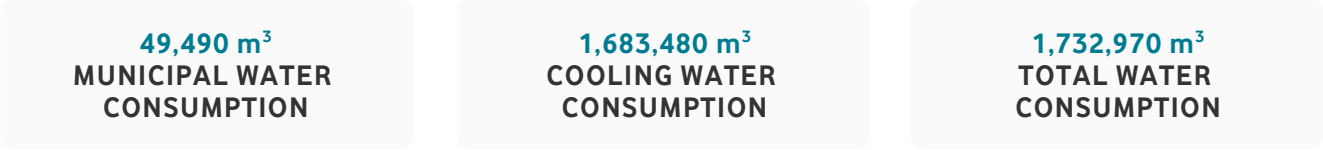
## Energy Reduction

ENERGY REDUCTION INITIATIVE	REDUCTION IN kWh	PERCENTAGE REDUCTION IN AREA OF ACTIVITY	VALUE OF mtCO <sub>2</sub> e EMISSIONS REDUCED
LED Fixtures VF Buildings	111,050,948	26% Electricity Consumption	48% reduction across all VF buildings
LED Fixtures VF MTX's	2,307,044	7% Electricity Consumption	391
HQ Water Cooled Chiller	124,362	30% Power Consumption	12,000
Adiabatic Cooling	132,653	32% Power Consumption	200
Water Efficient Fixtures		50% Water Consumption	110

## Fuel Consumption



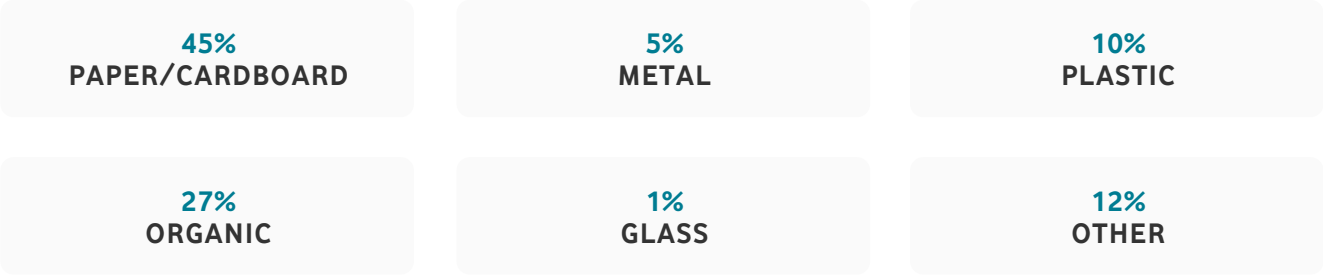
## Water Consumption



## Solid waste



Percentage of waste category by volume from total generated

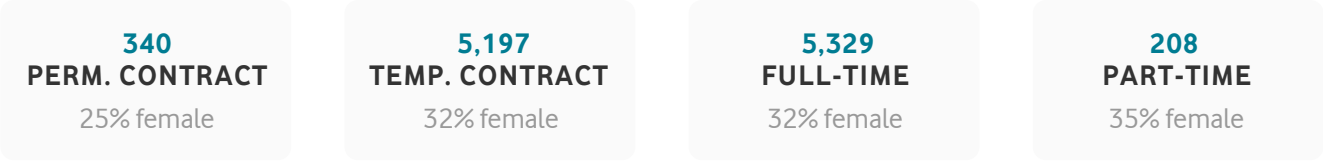


# Social Indicators

Total No of Employees  
(Headcount)



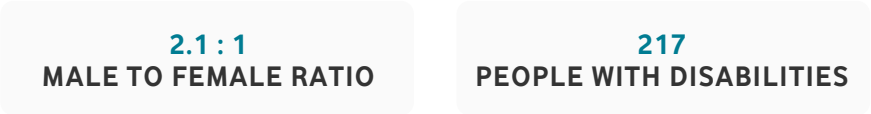
## Breakdown by Contract Type



## Breakdown by Age Distribution



## Breakdown by Diversity

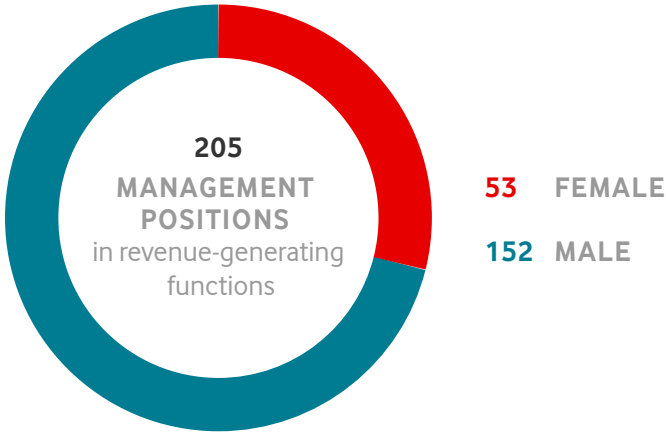
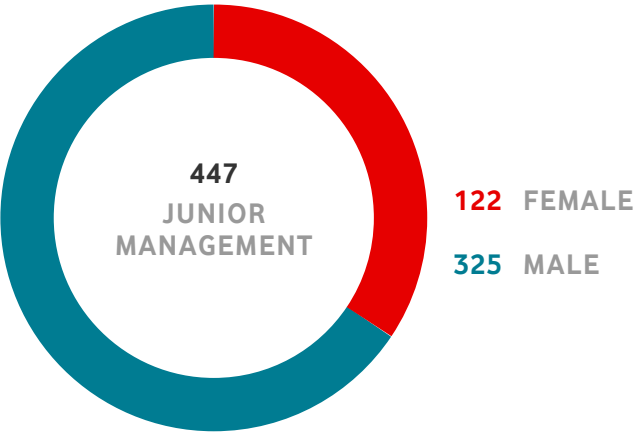
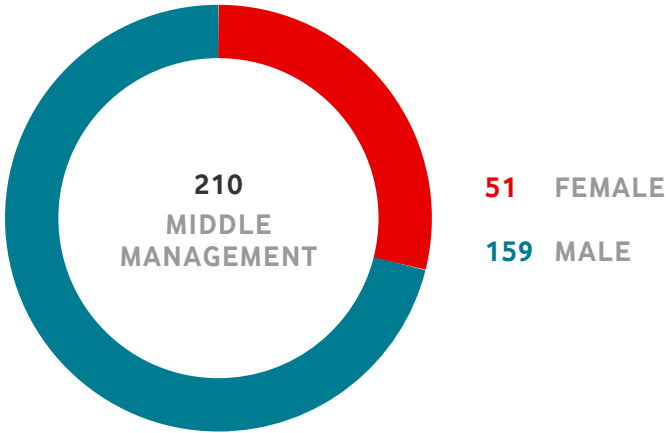
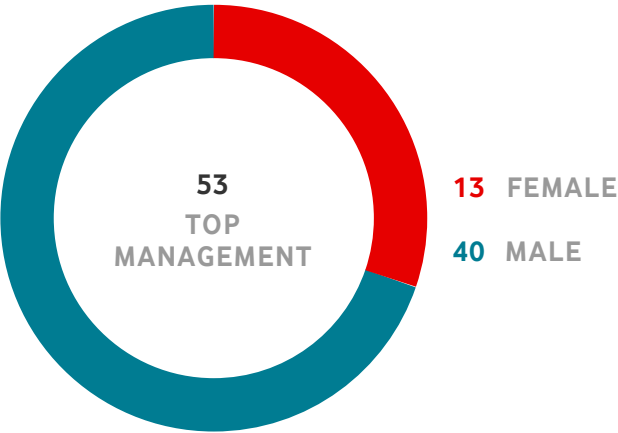
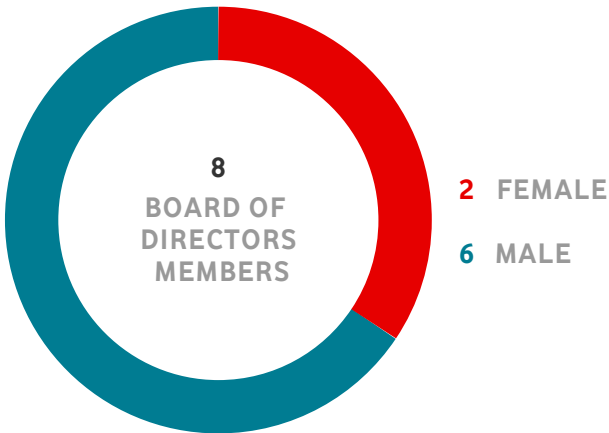
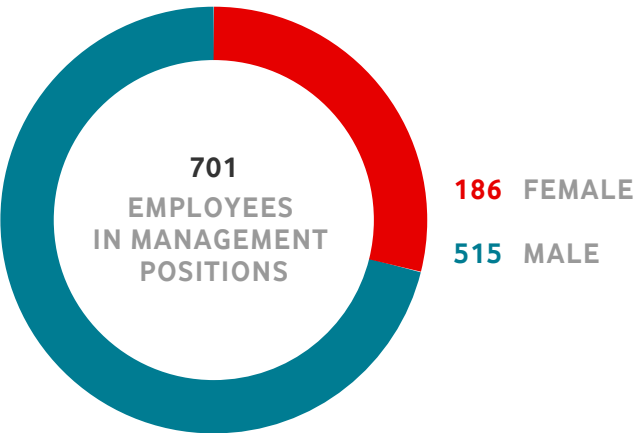


## STEM Employees





# Diversity in Management Positions Breakdown



## Employee Retention

### New Hires

**757** N° OF NEW HIRES

**421** MALE

**336** FEMALE

**561** UNDER 30 YEARS

**169** 30-50 YEARS

### Employee Turnover

**894** N° OF EMPLOYEE  
TURNOVER

**599** MALE

**295** FEMALE

**484** UNDER 30 YEARS

**410** 30-50 YEARS

**1** WITH DISABILITIES

### Parental Leave

**5,537** EMPLOYEES  
ENTITLED TO A  
PARENTAL LEAVE

**3,755** MALE

**1,782** FEMALE

**207** EMPLOYEES WHO  
TOOK PARENTAL  
LEAVE DURING  
2020 AND 2021

**141** MALE

**66** FEMALE

## Training and Career Development

### Awareness of Vodafone Egypt's anti-corruption policies and procedures

**100%**  
TOP  
MANAGEMENT

**100%**  
MIDDLE  
MANAGEMENT

**95%**  
EMPLOYEES

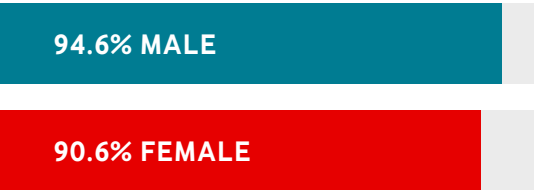
**93%**  
BUSINESS PARTNERS  
AND STAKEHOLDERS

### Training Conducted on anti-corruption policies and procedures

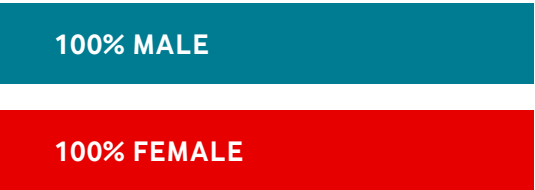
POSITION	PERCENTAGE TRAINED	TRAINING SCOPE
Top Management	<b>100%</b> (High risk)	High Risk Policies
Middle Management	<b>100%</b> (High risk)	High Risk Policies
Employees	<b>91%</b>	Doing What's Right policy and approach

Performance Dialogue and Career Development

PERFORMANCE DIALOGUE



LEADERSHIP ACADEMY



TOP TALENT PROGRAMS

F BAND (SENIOR MANAGERS) EMPLOYEES  
ATTENDED ACCELERATE F



F BAND EMPLOYEES (SENIOR MANAGERS)  
ATTENDED ACCELERATE G (SENIORS)



F BAND TOP TALENT ATTENDED  
(SENIOR MANAGERS) ACCELERATE F



F BAND TOP TALENT (SENIOR MANAGERS)  
ATTENDED ACCELERATE G (SENIORS)



Training Overview by Position

POSITION	PERFORMANCE DIALOGUE	LEADERSHIP ACADEMY	TOP TALENT PROGRAM
Entry Level	3028	46	N/A
Staff	1984	193	78
Middle Management	215	104	9
Senior Management	38	33	N/A

# Economic Data

## Tax distribution, 2022 reporting period across Vodafone Egypt and Subsidiaries

Tax Category	Vodafone Egypt	Subsidiaries	Total
Salary	91,098,504.06	62,201,721.52	153,300,225.58
Corporate	1,748,253,559	44,165,576	1,792,419,135.00
Stamp tax	411,899,373.3	—	411,899,373.30
State Dev levy	509,732,015.45	12,390,343.89	522,122,359.34
WHT - local	160,542,467.8	44,823,717.97	205,366,185.77
Royalty	259,465,989.79	—	259,465,989.79
Real estate	11,234,908.83	—	11,234,908.83
VAT	5,077,601,125.29	35,156,071.98	5,112,757,197
Total	8,269,827,943.52	198,737,431.36	8,468,565,374.88



## Tax distribution, 2016-2022

TAX CATEGORY	2016	2017	2018
Salary	88,823,000.00	149,494,000.00	183,648,185.06
Corporate	1,025,086,000.26	860,938,000.00	956,184,535.99
Stamp Tax	284,400,000.00	303,781,000.00	349,876,713.00
State Dev levy	—	—	—
WHT - local	78,666,009.60	106,298,397.00	112,449,779.86
Royalty	132,873,372.61	512,332,137.71	482,157,574.34
Real estate	4,737,000.00	13,263,000.00	16,018,507.69
Sales/ VAT	1,624,058,000.00	2,326,416,000.00	2,915,960,264.88
Covid Contribution	—	—	—
Total	3,238,643,382.47	4,272,522,534.71	5,016,295,560.82

TAX CATEGORY	2019	2020	2021	2022
Salary	198,482,680.74	219,929,467.85	131,612,101.18	153,300,225.58
Corporate	956,355,025.04	1,584,036,473.91	1,880,629,606.25	1,792,419,135.00
Stamp Tax	399,445,741.31	404,665,398.74	372,153,413.22	411,899,373.30
State Dev levy	232,542,263.28	402,583,046.01	370,881,932.01	522,122,359.34
WHT - local	127,287,060.96	189,918,020.75	121,590,904.66	205,366,185.77
Royalty	199,326,620.23	269,693,305.82	363,256,454.02	259,465,989.79
Real estate	12,745,438.99	4,283,924.04	15,176,848.90	11,234,908.83
Sales/ VAT	3,939,866,113.62	4,309,498,925.98	4,370,137,225.71	5,112,757,197.27
Covid Contribution	—	—	3,083,044.61	0
Total	6,066,050,944.17	7,384,608,563.10	7,628,521,530.56	8,468,565,374.88

# Material Topics and GRI Alignment

## Material Topics and GRI Alignment

To ensure transparency and alignment, we assessed our material topics and impacts considered within the GRI disclosures. This is expected to facilitate the analysis of our progress overall and allow for in internal mapping of cross-disclosure alignment.

MATERIAL TOPIC	IMPACTS CONSIDERED	GRI
Employee Retention & Satisfaction	Labor practices	Market Presence (202), Employment (401), Labor management relations (402)
Climate & Energy	Energy Management, GHG emissions, Air & noise pollution	Energy (302), Emissions (305)
Cybersecurity & Data Privacy	Customer privacy & data security	Customer privacy (418)
Diversity & Inclusion	Employee engagement, diversity & inclusion	Diversity an equal opportunity (405), Non-discrimination (406)
Education & Training	Enhanced access and education	Training and education (404)
Community Engagement & Impact	Access & affordability, Human rights & community relations	Local Communities (413)
ESG Risk Management	ESG Risk Management, Economic impact & tax strategy	Economic performance (201), Market presence (202), Tax (207)
Wellbeing, Health & Safety	Employee health & safety	Occupational health and safety (403), Child labor (408), Forced or compulsory labor (409)
Circular Economy, Resources & Waste	Waste & hazardous materials, Supply chain management	Procurement practices (204), Materials (301), Water and effluents (303), Waste (306), Supplier Environmental assessment (308) Freedom of association and collective bargaining (407), Supplier social assessment (414)
Digitalization	Digitalization and IoT	Customer privacy (418)
Business Conduct & Ethics	Competitive behavior	Economic Performance (201) Anti-corruption (205), Anti-competitive behavior (206)

# GRI Index

## STATEMENT OF USE

Vodafone Egypt has reported in accordance with the GRI Standards for the period from April 1st 2020 to March 31st 2022.

## GRI 1 USED

GRI 1: Foundation 2021

## APPLICABLE GRI SECTOR STANDARD

None

DISCLOSURE NO.	DESCRIPTION	RESPONSE	LOCATION IN THIS REPORT
GRI 2: GENERAL DISCLOSURES 2021			
THE ORGANIZATION AND ITS REPORTING PRACTICES			
2-1	Organizational details	Vodafone Egypt is a subsidiary of Vodafone Group, a leading global telecommunication conglomerate, established in 1998, under its former name Click GSM, as a joint stock company incorporated under Egyptian national laws. In January 2002, Click GSM was rebranded to Vodafone Egypt that is now owned by Telecom Egypt (45%), Vodafone Europe (35%), and Vodafone International Holdings (20%).	Welcome
2-2	Entities included in the organization's sustainability reporting	Vodafone Egypt is being reported on whereas the financial statement contains the following subsidiaries: Sarcom (Sarmady) Starnet Vodafone Tel Trade Data Bladna Vodafone Foundation –NGO	—
2-3	Reporting period, frequency and contact point	—	Welcome
2-4	Restatement of information	—	Welcome
2-5	External assurance	—	Limited Assurance Statement
ACTIVITIES AND WORKERS			
2-6	Activities, value chain and other business relationships	—	Social Contract: our blueprint for change, Responsible Supply Chain
2-7	Employees	—	ESG Appendix
2-8	Workers who are not employees	—	ESG Appendix

DISCLOSURE NO.	DESCRIPTION	RESPONSE	OMISSION REASON & EXPLANATION	LOCATION IN THIS REPORT
GOVERNANCE				
2-9	Governance structure and composition	—	—	Organization Structure
2-10	Nomination and selection of the highest governance body	—	Information unavailable. We are currently implementing a digital collection tool where data collection will be accurately relayed and available in our new sustainability report	—
2-11	Chair of the highest governance body	—	—	Executive team and committees <a href="#">For more on our executive team read here</a>
2-12	Role of the highest governance body in overseeing the management of impacts	—	—	Executive team and committees <a href="#">For more on our executive team read here</a>
2-13	Delegation of responsibility for managing impacts	Vodafone's Social Contract delegates ESG responsibilities and provides a framework for the responsibilities to be followed. Our Head of Strategy, Transformation and Wholesale is responsible for oversight on management of impacts. All senior executives and committees have an open channel communication process for communicating critical concerns and impacts.	—	—
2-14	Role of the highest governance body in sustainability reporting	The CEO reviews and approves all reported information in the sustainability report	—	—
2-15	Conflicts of interest	—	Information unavailable. We are currently implementing a digital collection tool where data collection will be accurately relayed and available in our new sustainability report	—
2-16	Communication of critical concerns	All senior executives and committees have an open channel communication process for communicating critical concerns and impacts.	—	—



DISCLOSURE NO.	DESCRIPTION	RESPONSE	OMISSION REASON & EXPLANATION	LOCATION IN THIS REPORT
GOVERNANCE				
2-17	Collective knowledge of the highest governance body	Vodafone Group direction, vision and goals are constantly relayed along with analysis related to Egypt's strategy 2030 and KPIs set over the years	—	—
2-18	Evaluation of the performance of the highest governance body	—	Information unavailable. We are currently implementing a digital collection tool where data collection will be accurately relayed and available in our new sustainability report	—
2-19	Remuneration policies	—	—	Fair pay policy
2-20	Process to determine remuneration	—	—	Fair pay policy
2-21	Annual total compensation ratio	—	Information unavailable. We are currently implementing a digital collection tool where data collection will be accurately relayed and available in our new sustainability report	—
STRATEGY, POLICIES AND PRACTICES				
2-22	Statement on sustainable development strategy	—	—	CEO Letter
2-23	Policy commitments	—	—	High risk policies Business ethics and integrity
2-24	Embedding policy commitments	—	—	Compliance, Risk, and Audit Responsible supply chain Human potential
2-25	Processes to remediate negative impacts	—	—	Speak-up, Planet
2-26	Mechanisms for seeking advice and raising concerns	—	—	Speak-up

DISCLOSURE NO.	DESCRIPTION	RESPONSE	OMISSION REASON & EXPLANATION	LOCATION IN THIS REPORT	SDG MAPPING
2-27	Compliance with laws and regulations	—	—	Compliance, Risk and Audit	—
2-28	Membership associations	—	—	Memberships	—
STAKEHOLDER ENGAGEMENT					
2-29	Approach to stakeholder engagement	—	—	Stakeholder Engagement	—
2-30	Collective bargaining agreements	—	Information unavailable. We are currently implementing a digital collection tool where data collection will be accurately relayed and available in our new sustainability report	—	—
GRI 3: MATERIAL TOPICS 2021					
3-1	Process to determine material topics	—	—	Materiality Assessment	—
3-2	List of material topics	—	—	Materiality Assessment	—
GRI 201: ECONOMIC PERFORMANCE (2016)					
3-3	Management of material topic	—	—	Materiality Assessment	—
201-1	Direct economic value generated and distributed	—	—	Business Success Vodafone Group Plc Annual Report 2022 (p.4)	13.1
GRI 202: MARKET PRESENCE (2016)					
3-3	Management of material topic	—	—	Materiality Assessment	—
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Our pay is based on performance and free from any kind of discrimination.	Information incomplete. We are currently implementing a digital collection tool where data collection will be accurately relayed and available in our new sustainability report	—	1.2, 5.1, 8.5
202-2	Proportion of senior management hired from the local community	100% of senior management are from Egypt	—	—	8.5

DISCLOSURE NO.	DESCRIPTION	RESPONSE	OMISSION REASON & EXPLANATION	LOCATION IN THIS REPORT	SDG MAPPING
GRI 203: INDIRECT ECONOMIC IMPACTS (2016)					
3-3	Management of material topic	—	—	Materiality Assessment	—
203-1	Infrastructure investments and services supported	—	—	Solar Energy, Circular Economy, Resources & Waste, People-centric digital mindset, Business IoT leadership and Edgeconn	5.4, 9.1, 9.4, 11.2
203-2	Significant indirect economic impacts	—	—	People-centric digital mindset, Contributing our fair share, Enabling a vibrant digital economy	1.4, 3.8, 8.2, 8.3, 8.5
GRI 204: PROCUREMENT PRACTICES (2016)					
3-3	Management of material topic	—	—	Materiality Assessment	—
204-1	Proportion of spending on local suppliers	49% of our suppliers are sourced locally	—	—	8.3
GRI 205: ANTI-CORRUPTION (2016)					
3-3	Management of material topic	—	—	Materiality Assessment	—
205-1	Operations assessed for risks related to corruption	—	Information incomplete. All operations are assessed for corruption risks however the total value is not tabulated. We are currently implementing a digital collection tool where data collection will be accurately relayed and available in our new sustainability report	Compliance, Risk, and Audit	16.5
205-2	Communication and training about anti-corruption policies and procedures	—	—	Training, ESG Appendix	16.5

DISCLOSURE NO.	DESCRIPTION	RESPONSE	OMISSION REASON & EXPLANATION	LOCATION IN THIS REPORT	SDG MAPPING
205-3	Confirmed incidents of corruption and actions taken	None	—	—	16.5
GRI 206: ANTI-COMPETITIVE BEHAVIOR (2016)					
3-3	Management of material topic	—	—	Materiality Assessment	—
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	None	—	—	16.3
GRI 207: TAX (2019)					
3-3	Management of material topic	—	—	Materiality Assessment	—
207-1	Approach to tax	—	—	Tax Strategy	1.1, 10.3, 17.1
207-2	Tax governance, control, and risk management	—	—	Tax Strategy	1.1, 1.3, 10.4, 17.1, 17.3
207-3	Stakeholder engagement and management of concerns related to tax	—	—	Tax Strategy	1.1, 1.3, 10.4, 17.1, 17.3
207-4	Country-by-country reporting	Egypt is the only jurisdiction	—	—	1.1, 1.3, 10.4, 17.1
GRI 301: MATERIALS (2016)					
3-3	Management of material topic	—	—	Materiality Assessment	—
301-2	Recycled input materials used	—	—	Resource Efficiency and Recycled Content Products	8.4, 12.2, 12.5



DISCLOSURE NO.	DESCRIPTION	RESPONSE	OMISSION REASON & EXPLANATION	LOCATION IN THIS REPORT	SDG MAPPING
GRI 302: ENERGY (2016)					
3-3	Management of material topic	—	—	Materiality Assessment	—
302-1	Energy consumption within the organization	—	—	Climate & Energy	7.2, 7.3, 8.4, 12.2, 13.1
302-2	Energy consumption outside of the organization	—	—	Climate & Energy	7.2, 7.3, 8.4, 12.2, 13.1
302-3	Energy intensity	—	—	Solar Energy	—
302-4	Reduction of energy consumption	—	—	Climate & Energy	7.3, 8.4, 12.2, 13.1
302-5	Reductions in energy requirements of products and services	Not Calculated	—	—	7.3, 8.4, 12.2, 13.1
GRI 303: WATER AND EFFLUENTS (2018)					
3-3	Management of material topic	—	—	Materiality Assessment	—
303-1	Interactions with water as a shared resource	—	—	Energy and Water Consumption	6.3, 6.4, 6.A, 6.B, 12.4
303-2	Management of water discharge-related impacts	—	—	Energy and Water Consumption	6.3
303-3	Water withdrawal	—	—	Energy and Water Consumption	6.4
303-4	Water discharge	—	—	Energy and Water Consumption	6.3
303-5	Water consumption	—	—	Energy and Water Consumption	6.4

DISCLOSURE NO.	DESCRIPTION	RESPONSE	OMISSION REASON & EXPLANATION	LOCATION IN THIS REPORT	SDG MAPPING
GRI 305: EMISSIONS (2016)					
3-3	Management of material topic	—	—	Materiality Assessment, Climate & Energy	—
305-1	Direct (Scope 1) GHG emissions	Journey to Net-Zero	—	—	3.9, 12.4, 13.1, 14.3, 15.2
305-2	Energy indirect (Scope 2) GHG emissions	Journey to Net-Zero	—	—	3.9, 12.4, 13.1, 14.3, 15.2
305-3	Other indirect (Scope 3) GHG emissions	Journey to Net-Zero	—	—	3.9, 12.4, 13.1, 14.3, 15.2
305-4	GHG emissions intensity	Journey to Net-Zero	—	—	13.1, 14.3, 15.2
305-5	Reduction of GHG emissions	Journey to Net-Zero Renewable Energy - Solar PV Implementation of Energy and Water Efficiency Measures	—	—	13.1, 14.3, 15.2
GRI 306: WASTE (2020)					
3-3	Management of material topic	—	—	Materiality Assessment, Circular Economy, Resources and Waste	—
306-1	Waste generation and significant waste-related impacts	—	—	Circular Economy, Resources and Waste	3.9, 6.3, 6.4, 6.6, 12.4, 14.1
306-2	Management of significant waste-related impacts	—	—	Circular Economy, Resources and Waste	3.9, 6.3, 12.4, 12.5

DISCLOSURE NO.	DESCRIPTION	RESPONSE	OMISSION REASON & EXPLANATION	LOCATION IN THIS REPORT	SDG MAPPING
306-3	Waste generated	—	—	Circular Economy, Resources and Waste	3.9, 6.3, 6.6, 12.4, 14.1, 15.1
306-4	Waste diverted from disposal	—	Information incomplete. We are currently implementing a digital collection tool where data collection will be accurately relayed and available in our new sustainability report	Circular Economy, Resources and Waste	3.9, 12.4
306-5	Waste directed to disposal	—	—	Circular Economy, Resources and Waste	6.6, 14.2, 15.1, 15.5
GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT (2016)					
3-3	Management of material topic	—	—	Materiality Assessment, Responsible Supply Chain	—
308-1	New suppliers that were screened using environmental criteria	All Suppliers are screened using environmental criteria	—	—	—
308-2	Negative environmental impacts in the supply chain and actions taken	No negative environmental actions detected	—	—	—
GRI 401: EMPLOYMENT (2016)					
3-3	Management of material topic	—	—	Materiality Assessment	—
401-1	New employee hires and employee turnover	—	—	ESG Appendix	5.1, 8.5, 8.6, 10.3
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	—	Information unavailable. We are currently implementing a digital collection tool where data collection will be accurately relayed and available	—	—
401-3	Parental leave	—	—	ESG Appendix	5.1, 5.4, 8.5

DISCLOSURE NO.	DESCRIPTION	RESPONSE	OMISSION REASON & EXPLANATION	LOCATION IN THIS REPORT	SDG MAPPING
GRI 402: LABOR MANAGEMENT RELATIONS (2016)					
3-3	Management of material topic	—	—	Materiality Assessment	—
402-1	Minimum notice periods regarding operational changes	—	Information unavailable, information not collected. We are currently implementing a digital collection tool where data collection will be accurately relayed and available	—	8.8
GRI 403: OCCUPATIONAL HEALTH AND SAFETY (2018)					
3-3	Management of material topic	—	—	Materiality Assessment	—
403-1	Occupational health and safety management system	—	—	360 Wellbeing	8.8
403-2	Hazard identification, risk assessment, and incident investigation	—	—	360 Wellbeing	8.8
403-3	Occupational health services	—	—	360 Wellbeing	8.8
403-4	Worker participation, consultation, and communication on occupational health and safety	—	—	360 Wellbeing	8.8, 16.7
403-5	Worker training on occupational health and safety	—	—	360 Wellbeing	8.8
403-6	Promotion of worker health	—	—	360 Wellbeing, COVID-19 response: ongoing agility	3.8
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	—	—	360 Wellbeing, Responsible Supply Chain	8.8
403-8	Workers covered by an occupational health and safety management system	—	—	360 Wellbeing	8.8

DISCLOSURE NO.	DESCRIPTION	RESPONSE	OMISSION REASON & EXPLANATION	LOCATION IN THIS REPORT	SDG MAPPING
403-9	Work-related injuries	—	—	360 Wellbeing	3.6, 3.9, 8.8, 16.1
403-10	Work-related ill health	—	—	360 Wellbeing	3.3, 3.4, 3.9, 8.8, 16.1
GRI 404: TRAINING AND EDUCATION (2016)					
3-3	Management of material topic	—	—	Materiality Assessment	—
404-1	Average hours of training per year per employee	—	—	ESG Appendix	4.3, 4.4, 4.5, 5.1, 8.2, 8.5, 10.3
404-2	Programs for upgrading employee skills and transition assistance programs	—	—	ESG Appendix, Human Potential	8.2, 8.5
404-3	Percentage of employees receiving regular performance and career development reviews	—	—	ESG Appendix	5.1, 8.5, 10.3
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY (2016)					
3-3	Management of material topic	—	—	Materiality Assessment	—
405-1	Diversity of governance bodies and employees	—	—	ESG Appendix	5.1, 5.5, 8.5
405-2	Ratio of basic salary and remuneration of women to men	Our pay is based on performance and free from any kind of discrimination	—	—	5.1, 8.5, 10.3
GRI 406: NON-DISCRIMINATION (2016)					
3-3	Management of material topic	—	—	Materiality Assessment	—
406-1	Incidents of discrimination and corrective actions taken	None	—	—	5.1, 8.8



DISCLOSURE NO.	DESCRIPTION	RESPONSE	OMISSION REASON & EXPLANATION	LOCATION IN THIS REPORT	SDG MAPPING
<b>GRI 407: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING (2016)</b>					
3-3	Management of material topic	—	—	Materiality Assessment	—
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	—	Information unavailable, data not collected. We are currently implementing a digital collection tool where data collection will be accurately relayed and available	—	8.8
<b>GRI 408: CHILD LABOR (2016)</b>					
3-3	Management of material topic	—	—	Materiality Assessment	—
408-1	Operations and suppliers at significant risk for incidents of child labor	None	—	—	8.7, 16.1
<b>GRI 409: FORCED OR COMPULSORY LABOR (2016)</b>					
3-3	Management of material topic	—	—	Materiality Assessment	—
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	None	—	—	8.7
<b>GRI 413: LOCAL COMMUNITIES (2016)</b>					
3-3	Management of material topic	—	—	Materiality Assessment	—
413-1	Operations with local community engagement, impact assessments, and development programs	—	—	Deep Inclusion, Human Potential, 360 Wellbeing, Covid-19 Response	—
413-2	Operations with significant actual and potential negative impacts on local communities	None	—	—	1.4, 2.3

DISCLOSURE NO.	DESCRIPTION	RESPONSE	OMISSION REASON & EXPLANATION	LOCATION IN THIS REPORT	SDG MAPPING
GRI 414: SUPPLIER SOCIAL ASSESSMENT (2016)					
3-3	Management of material topic	—	—	Materiality Assessment, Responsible Supply Chain	—
414-1	New suppliers that were screened using social criteria	—	—	All Suppliers are screened using social criteria. Responsible Supply Chain	5.2, 8.8, 16.1
414-2	Negative social impacts in the supply chain and actions taken	None	—	—	5.2, 8.8, 16.1
GRI 416: CUSTOMER HEALTH AND SAFETY (2016)					
3-3	Management of material topic	—	—	Materiality Assessment	—
416-1	Assessment of the health and safety impacts of product and service categories	—	—	All products and services are screened for HSE risks before release.	—
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	None	—	Compliance, risk, and audit	16.3
GRI 418: CUSTOMER PRIVACY (2016)					
3-3	Management of material topic	—	—	Materiality Assessment, Protecting Digital Rights	—
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	—	Confidentiality constrains. Providing this information has potential risks on our operations.	—	16.3, 16.1 0

# SASB Index

To mitigate sector specific impacts, Vodafone Egypt reports in accordance with SASB for the first time this year. We are currently in the process of streamlining all SASB metrics and embedding their collection process within our systems. We are currently focused on capacity building and training to further enhance our reporting.

SASB STANDARD – TELECOMMUNICATION SECTOR					
ACCOUNTING METRIC	CATEGORY	UNIT OF MEASURE	CODE	REPORT SECTION(S) OR DIRECT RESPONSE	OMISSIONS
ENVIRONMENTAL FOOTPRINT OF OPERATIONS					
(1) Total energy consumed	Quantitative	GJ	TC-TL-130a.1	Environmental Indicators, Energy Consumption	—
(2) Percentage grid electricity	Quantitative	%	TC-TL-130a.1	Environmental Indicators, Energy Consumption	—
(3) Percentage renewable	Quantitative	%	TC-TL-130a.1	Environmental Indicators, Energy Consumption	—
DATA PRIVACY					
Description of policies and practices relating to behavioral advertising and customer privacy	Discussion and Analysis	N/A	TC-TL-220a.1	Good Governance, Private & Secure	—
Number of customers whose information is used for secondary purposes	Quantitative	Number	TC-TL-220a.2	—	Information unavailable. We are currently in the process of embedding SASB requirements within our information collection system and will be disclosing it in our future sustainability report
Total amount of monetary losses as a result of legal proceedings associated with customer privacy	Quantitative	EGP	TC-TL-220a.3	—	Confidentiality constrains. Providing this information as potential risks on our operations.
(1) Number of law enforcement requests for customer information	Quantitative	Number	TC-TL-220a.4	—	Confidentiality constrains. Providing this information as potential risks on our operations.

ACCOUNTING METRIC	CATEGORY	UNIT OF MEASURE	CODE	REPORT SECTION(S) OR DIRECT RESPONSE	OMISSIONS
(2) Number of customers whose information was requested	Quantitative	Number	TC-TL-220a.4	—	Confidentiality constrains. Providing this information as potential risks on our operations.
(3) Percentage resulting in disclosure	Quantitative	%	TC-TL-220a.4	—	Confidentiality constrains. Providing this information as potential risks on our operations.
DATA SECURITY					
(1) Number of data breaches	Quantitative	Number	TC-TL-230a.1	—	Confidentiality constrains. Providing this information as potential risks on our operations.
(2) Percentage involving personally identifiable information (PII)	Quantitative	%	TC-TL-230a.1	—	Confidentiality constrains. Providing this information as potential risks on our operations.
(3) Number of customers affected	Quantitative	Number	TC-TL-230a.1	—	Confidentiality constrains. Providing this information as potential risks on our operations.
Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Discussion and Analysis	N/A	TC-TL-230a.2	—	Confidentiality constrains. Providing this information as potential risks on our operations.
PRODUCT END-OF LIFE MANAGEMENT					
(1) Materials recovered through take back programs	Quantitative	Tons (t), %	TC-TL-440a.1	Circular Economy, Resources and Waste	—
(2) Reused	Quantitative	Tons (t)	TC-TL-440a.1	We are currently at the initial phases of our collaboration on the e-Tadweer initiative. Future updates will be reported over the upcoming years	—
(3) Recycled	Quantitative	Tons (t)	TC-TL-440a.1	We are currently at the initial phases of our collaboration on the e-Tadweer initiative. Future updates will be reported over the upcoming years	—

ACCOUNTING METRIC	CATEGORY	UNIT OF MEASURE	CODE	REPORT SECTION(S) OR DIRECT RESPONSE	OMISSIONS
(4) Landfilled	Quantitative	Tons (t)	TC-TL-440a.1	We are currently at the initial phases of our collaboration on the e-Tadweer initiative. Future updates will be reported over the upcoming years	—
COMPETITIVE BEHAVIOR & OPEN INTERNET					
Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	Quantitative	EGP	TC-TL-520a.1	None	—
Average actual sustained download speed of (1) owned and commercially-associated content	Quantitative	Mbps	TC-TL-520a.2	—	Information unavailable. We are currently implementing a digital collection tool where data collection will be accurately relayed and available
Average actual sustained download speed of (2) non-associated content	Quantitative	Mbps	TC-TL-520a.1	—	Information unavailable. We are currently implementing a digital collection tool where data collection will be accurately relayed and available
Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	Discussion and Analysis	N/A	TC-TL-520a.2	—	Information unavailable. We are currently implementing a digital collection tool where data collection will be accurately relayed and available
MANAGING SYSTEMIC RISKS FROM TECHNOLOGY DISRUPTIONS					
(1) System average interruption frequency	Quantitative	Disruptions/ Customer	TC-TL-550a.1	—	Information unavailable. We are currently in the process of embedding SASB requirements within our information collection system and will be disclosing it in our future sustainability report
(2) Customer average interruption duration	Quantitative	Hours/ Customer	TC-TL-550a.1	—	Information unavailable. We are currently in the process of embedding SASB requirements within our information collection system and will be disclosing it in our future sustainability report



ACCOUNTING METRIC	CATEGORY	UNIT OF MEASURE	CODE	REPORT SECTION(S) OR DIRECT RESPONSE	OMISSIONS
Discussion of systems to provide unimpeded service during service interruptions	Discussion and Analysis	N/A	TC-TL-550a.2	—	Information unavailable. We are currently implementing a digital collection tool where data collection will be accurately relayed and available

ACTIVITY METRIC

Number of wireless subscribers	Quantitative	Number	TC-TL-000.A	—	Information unavailable. We are currently implementing a digital collection tool where data collection will be accurately relayed and available
Number of wireline subscribers	Quantitative	Number	TC-TL-000.B	—	Information unavailable. We are currently implementing a digital collection tool where data collection will be accurately relayed and available
Number of broadband subscribers	Quantitative	Number	TC-TL-000.C	—	Information unavailable. We are currently implementing a digital collection tool where data collection will be accurately relayed and available
Network traffic	Quantitative	Petabytes	TC-TL-000.D	—	Information unavailable. We are currently implementing a digital collection tool where data collection will be accurately relayed and available

# TCFD Index

TCFD RECOMMENDATION	DIRECT ANSWER	REPORT SECTION(S)
<b>GOVERNANCE</b>		
<b>a.</b> Describe the board's oversight of climate-related risks and opportunities.	Risk & Compliance committee: Discusses the top risks, impacts and their mitigation BoD meetings: Updates related to priority risks and acquire sign-off are discussed Audit & Risk Committee: Audit & risk Committee is the general governance body where majority of the critical concerns are tackled	—
<b>b.</b> Describe management's role in assessing and managing climate-related risks and opportunities.	Vodafone's Social Contract delegates ESG responsibilities and provides a framework for the risks to be assessed and mitigated. Our Head of Strategy, Transformation and Wholesale is responsible for managing overlooking impacts. All senior executives and committees have an open channel communication process for communicating critical concerns and impacts	—
<b>STRATEGY</b>		
<b>a.</b> Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	—	Climate & Energy
<b>b.</b> Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	—	Materiality Assessment
<b>c.</b> Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2 °C or lower scenario.	—	Climate & Energy
<b>RISK MANAGEMENT</b>		
<b>a.</b> Describe the organization's processes for identifying and assessing climate-related risks.	—	Climate & Energy
<b>b.</b> Describe the organization's processes for managing climate-related risks.	—	Climate & Energy
<b>c.</b> Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	—	Climate & Energy

TCFD RECOMMENDATION	DIRECT ANSWER	REPORT SECTION(S)
METRICS AND TARGETS		
a. Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	—	Carbon Clock
b. Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	—	Carbon Clock
c. Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	—	Climate & Energy