

Vodacom as an Enabler for Resilient Communities

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Our Purpose: Connecting for a Better Future

Pillars

Empowering people

Protecting the planet

Themes

Closing digital divide

Empowering customers

Supporting communities

Net zero

Circularity

Biodiversity

Key projects

- **Code like a Girl** initiative enhanced under Techstart programme for **1 million youth**

- ITU partner2Connect pledge: 4G pop coverage **+70 million people**

- **10 million** users on our **agricultural** platform-for-good

- **>6 000** lives saved through **m-mama**

- **>3 million** beneficiaries of **education** on our platform-for-good

- Hosted our inaugural **accessibility** conference

- **Net zero** GHG emissions from our operations (scope 1 & 2) by FY35
- Managing scope 3 GHG emissions

- **100% of** network waste recycled
- Participating in **WWF** “1 million phones for the planet” campaign

- Protecting the **SA marine ecosystem** in partnership with the WWF for Nature
- Baseline assessment conducted in FY25

Pillar

Maintaining trust

Themes

Doing business ethically

Developing employees

Protecting privacy and data

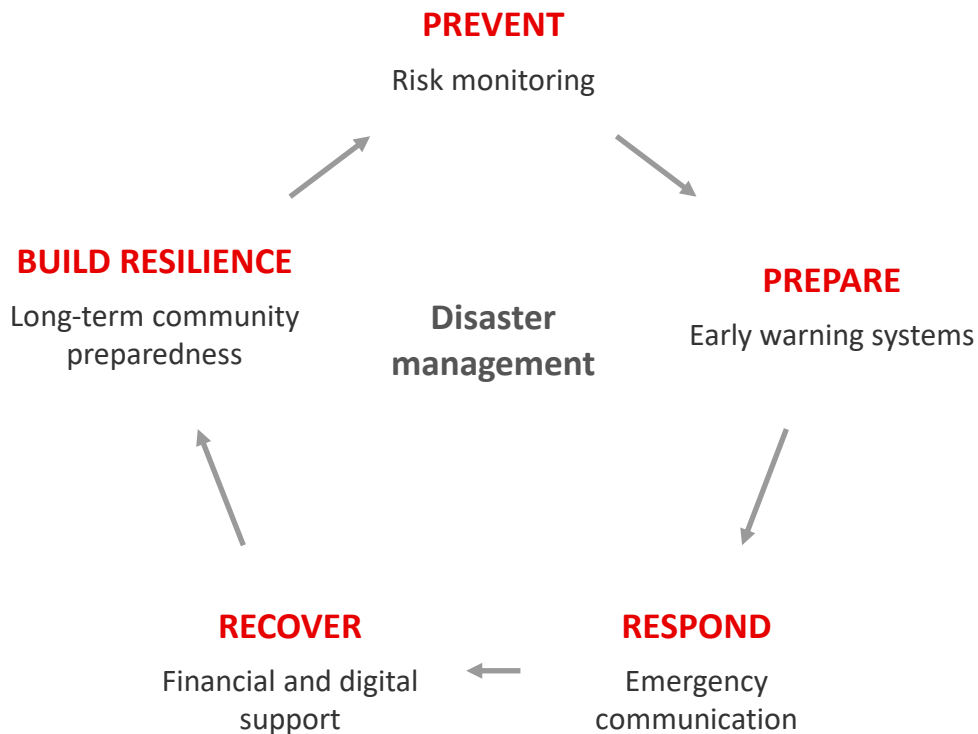
Protecting people

Promoting responsible and inclusive procurement



Disaster Management Lifecycle

Recent South African events have demonstrated that resilience is not built during a disaster.



KAYA 95.9 **LISTEN LIVE**

MTN and Vodacom working on tirelessly to restore connectivity to flood-hit KZN

By: Natasha Archary

Both MTN and Vodacom networks in **KwaZulu-Natal** have been affected by the floods, making it difficult for people to reach out for help.

More than 500 MTN sites and 400 Vodacom sites in the province have been damaged in KZN so far.

MTN and Vodacom have assured customers technicians are working tirelessly to restore service. However, with the roads still heavily waterlogged, restoring connectivity to some sites may not be possible.

Areas affected by MTN's outage include Durban South, South Coast, Umlazi, Amanzimtoti, Ballito, and Salt Rock.



The Evolution of Resilience



Yesterday

Emergency response
Relief distribution
Recovery

Today

Risk monitoring
Predictive analytics
Early warning systems
Digital coordination
Financial resilience

Future

Connected communities
Real-time intelligence
Climate adaptation

The conversation should shift from responding to disasters towards managing risk.



Vodacom Core Network

During disasters connectivity is essential for:

- Emergency services
- Municipalities
- Disaster management centres
- Healthcare facilities
- Citizens
- Businesses

Mpumalanga Context

When flooding, fires or storms occur:

- Communities need information
- Coordinating agencies need communication
- Emergency responders require connectivity

Communication infrastructure is no longer merely enabling infrastructure. It is resilience infrastructure.



Resilience Is Not Only Physical

We often think about:

Roads

Bridges

Buildings

Electricity

Institutions need:

Data centres

Cloud infrastructure

Disaster recovery systems

Cyber resilience

Business continuity

Our Managed Services provide

Monitoring

Security

Availability

Business continuity



Communities affected by disasters require:

- Access to financial assistance
- Safe and efficient distribution of relief support
- Restoration of livelihoods and local economic activity
- Support for small businesses and informal traders
- Access to essential goods and services

The Role of Digital Platforms

Through digital financial and citizen engagement platforms, technology can help improve the speed, transparency and reach of recovery interventions.

Examples include:

- Digital Voucher Solutions
- Digital Relief Distribution
- Community Engagement Platforms
- Financial Inclusion

The Benefits

- Enable rapid distribution of food, clothing and essential support to affected households.
- Improve transparency, accountability and tracking of humanitarian assistance.
- Help individuals and small businesses recover and re-enter economic activity more quickly after disasters.
- Support two-way communication between institutions and citizens, helping disseminate information and coordinate support.
- Connect government, NGOs, businesses and communities to improve collaboration throughout recovery and rebuilding.



What We Have Learned

Government provides:

Leadership

Policy

Coordination

Industry provides:

Innovation

Infrastructure

Investment

Academia provides:

Research

Evidence

New ideas

Communities provide:

Local knowledge

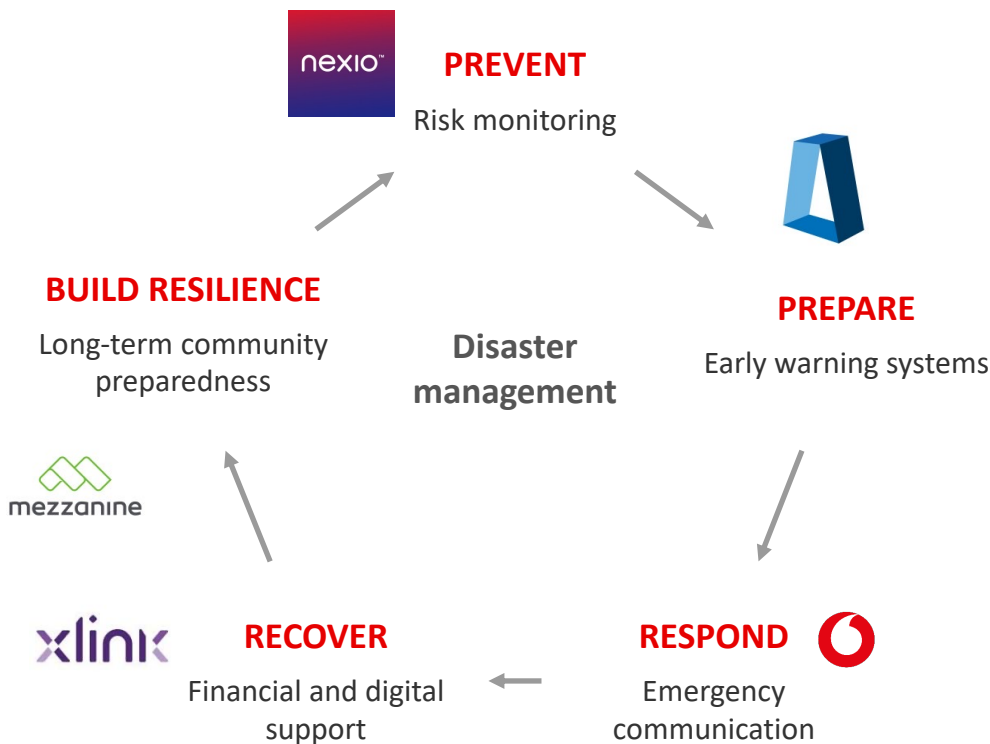
Preparedness

Action



Vodacom's Role across Disaster Management Lifecycle

Vodacom group capabilities



Mezzanine

Digital solutions for health, farming and education.



Vodacom Business

Business connectivity, cloud and ICT services.



Vodacom Financial Services

Digital payments, lending and insurance solutions.



IoT.nxt

Industrial IoT and digital twins for real-time monitoring and automation.



Nexio South Africa

ICT integration, cloud, cybersecurity and managed IT services.



AfriGIS

Location data, digital mapping and geospatial analytics.



XLink Communications

Payment technology and reliable connectivity for merchants.



Thank you

