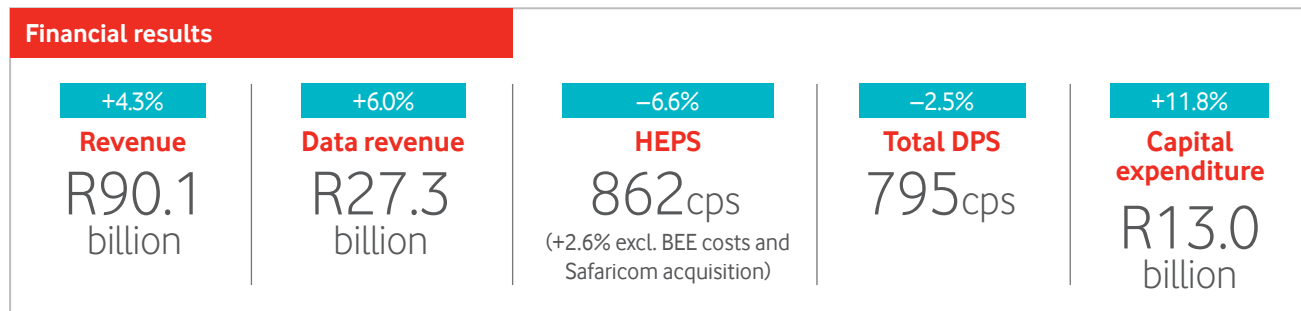


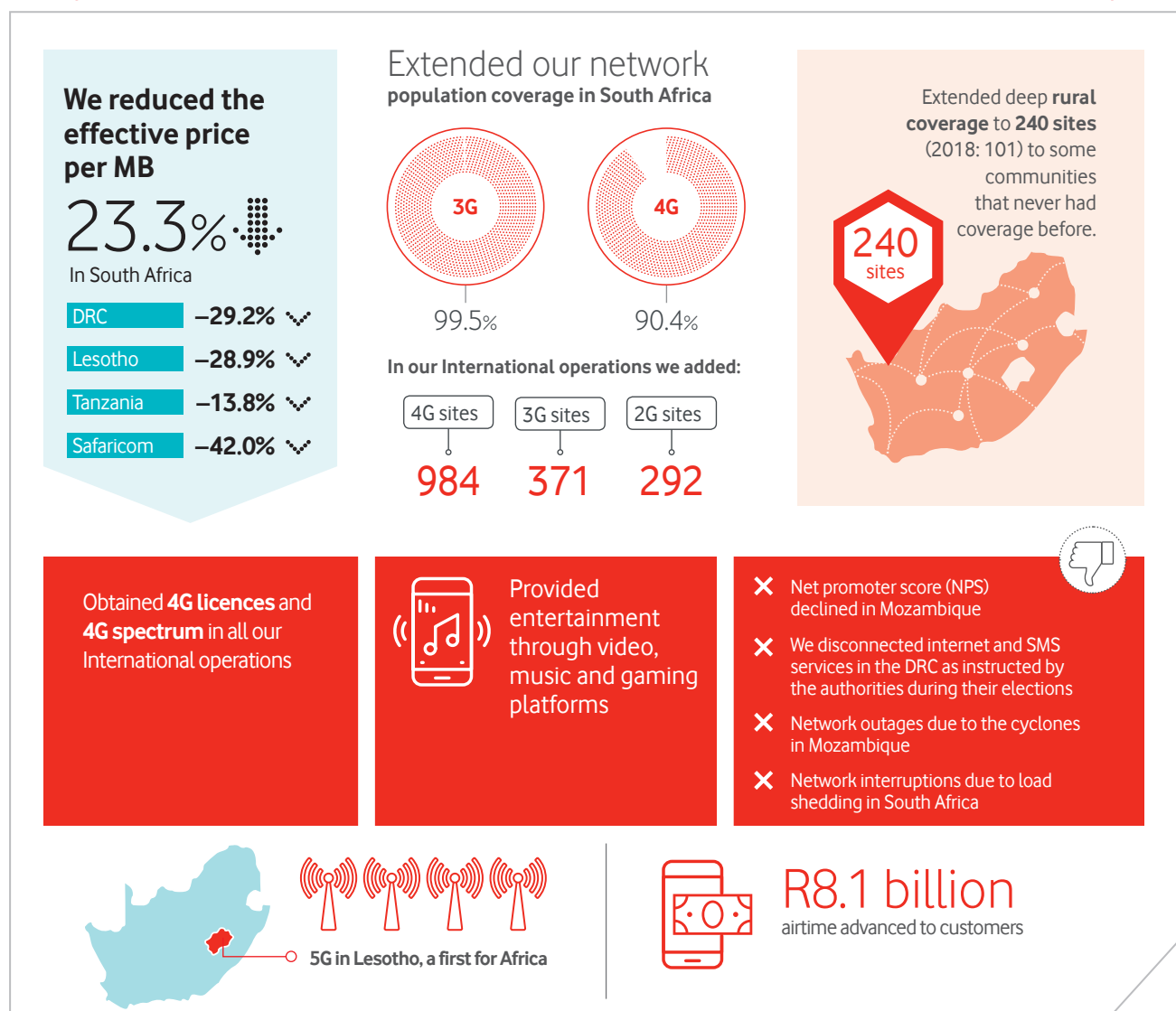
The value we impacted

Connecting people and enabling businesses are the main outcomes of the mobile and fixed network services we offer. Communication improves quality of life, enables efficiency, connects supply and demand, and supports the sharing of information and data between individuals and businesses.

The mobile ecosystem continues to grow its contribution to economic growth and address social challenges through wider mobile reach and better networks.

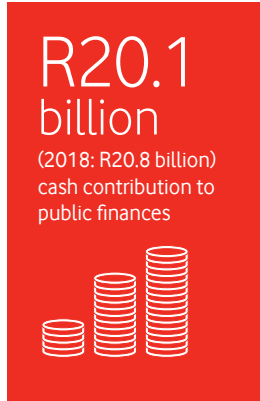


For our customers



In our societies

We enabled financial inclusion to **36.1 million M-Pesa customers** (2018: 32.3 million customers) with **11 billion transactions worth R2 trillion** across our M-Pesa network, including **Safaricom**



8.5 million customers
(2018: 7.7 million)
on our Siyakha platform promoting digital inclusion



Level 1 
BEE contributor status in South Africa

R34.4 billion
(2018: R30.8 billion)
weighted spend on BEE-status suppliers



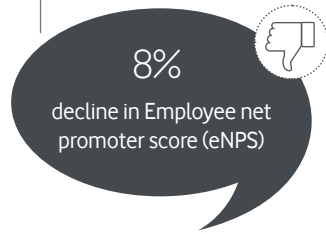
R153 million
(2018: R111 million)
spent on Corporate social investment (CSI)

For our employees


We paid R6.1 billion¹
(2018: R5.6 billion)
to our 7 746 (2018: 7 554) employees



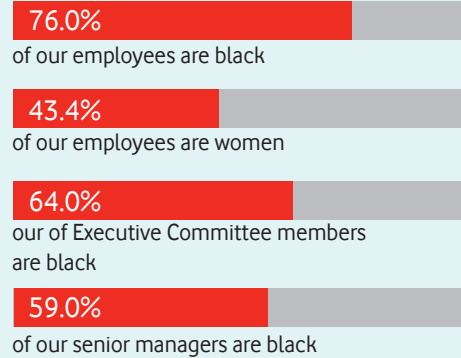
Invested R544 million
(2018: R287 million)
on skills development

One fatality in our supplier network



Encouraging diversity in South Africa:




1. Excludes staff expenses of R1 billion (2018: R821 million) capitalised against property, plant and equipment. Includes dividends of R52 million (2018: R44 million) relating to forfeitable share plan offset against the forfeitable share plan reserve.

For providers of financial capital

R14.6 billion
(2018: R14.0 billion)
paid in dividends to equity shareholders

R3.0 billion
(2018: R2.8 billion)
paid in interest to debt funders

R16.4 billion
broad-based black economic empowerment (BEE) deal making us the most empowered telco in South Africa



R3.3 billion
special dividend to BEE shareholders

Total shareholder return down **22.4%**

