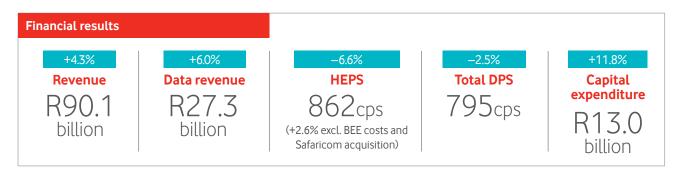
The value we impacted

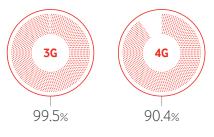
Connecting people and enabling businesses are the main outcomes of the mobile and fixed network services we offer. Communication improves quality of life, enables efficiency, connects supply and demand, and supports the sharing of information and data between individuals and businesses

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

 Extended our network population coverage in South Africa



In our International operations we added:



Extended deep rural coverage to 240 sites (2018: 101) to some communities that never had coverage before.

Obtained **4G licences** and **4G spectrum** in all our International operations



Provided entertainment through video, music and gaming platforms

- X Net promoter score (NPS) declined in Mozambique
- We disconnected internet and SMS services in the DRC as instructed by the authorities during their elections
- Network outages due to the cyclones in Mozambique
- X Network interruptions due to load shedding in South Africa





R8.1 billion airtime advanced to customers

In our societies -

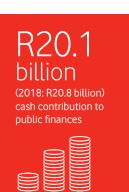
We enabled financial inclusion to

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

(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:

76.0%

of our employees are black

43.4%

of our employees are women

64.0%

our of Executive Committee members are black

59.0%

of our senior managers are black

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%