AXIAN
TELECOM

DELIVERING MEANINGFUL CONNECTIVITY

SUSTAINABILITY REPORT **2023**

ABOUT THIS REPORT:
Scope and Reporting Boundaries

This is AXIAN Telecom group (or 'the Group') inaugural Sustainability Report for the year 2023. This report encapsulates the Company's commitment to sustainable practices, the impact on the society in which it operates, and presents the governance practices that guide our sustainability strategy and initiatives. Our aim is to transparently communicate AXIAN Telecom's sustainability journey, highlighting its achievements, challenges, and future goals.

AXIAN Telecom acknowledges that its sustainability journey is ongoing, and much work is still to be done to ensure that we minimise any negative impacts, while delivering value to our stakeholders. AXIAN Telecom is dedicated to delivering transformational solutions aligned with the United Nations' Sustainability Development Goals (SDGs) as well as enhancing lives and livelihoods in Africa.

The content of this report covers the ways through which we achieve this, including the Company's approach to responsible business, acting ethically, lawfully, and with integrity; our commitment to people, including diversity, equity and inclusion in the workplace, employee empowerment, health and safety, and community outreach. To support this information, this report includes data collected from various departments within AXIAN Telecom. This data has been internally assured.

Our Sustainability Report also outlines AXIAN Telecom's new Corporate Social Responsibility (CSR) strategy and its implementation.

It details the Company's approach towards carbon footprint reduction, climate change mitigation and adaptation, as well as biodiversity protection.

We understand that none of this would be possible without building strong relationships with stakeholders in a way that emphasises trust, credibility, and transparency. Our stakeholders include employees, customers, investors, regulators, industry bodies, policy makers and partners.

This report will be disseminated through digital media to ensure wide accessibility and stakeholders feedback will be actively sought to refine future sustainability efforts.

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Navigating our report

In line with our commitment to sustainable development, this report is **available exclusively in digital format**

This report is interactive*

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* Internet access is required to makeuse of these features

CHAIRMAN'S
Statement

Dear Stakeholders,

I am pleased to present AXIAN Telecom's inaugural Sustainability Report. It is with a strong commitment towards the sustainable development of the African telecom sector that I share our vision, achievements and the path forward in this journey.

Vision and Leadership in Sustainability

At AXIAN Telecom, we envision a future where telecommunications serve not just as a tool for connectivity, but as a pillar for sustainable development across Africa. Our commitment to sustainability is embedded in our business strategy, driving us to innovations and actions that ensure economic, social, and environmental sustainability. We believe that by integrating sustainable practices into our operations, we can lead by example and encourage a sector-wide shift towards more responsible and impactful business models.

Our participation in COP28 reinforced our commitment to environmental stewardship. Despite the world's collective progress, the conference underscored the urgent need for solutions that cater specifically to the challenges faced by Africa and the Global South. The discussions at COP28 have only deepened our resolve to pioneer initiatives that recognise the unique context of our continent — especially financing solutions, urgent actions, and the critical role of renewable energies and digitisation in overcoming challenges.

The Governance of Sustainability

As Chairman of AXIAN Telecom, I ensure that sustainability is at the core of our governance and decision-making processes. This involves setting clear sustainability goals, integrating objectives into our operational plans, and ensuring that every decision we make contributes towards our long-term vision of a sustainable and inclusive future.

Challenges and Opportunities

Our journey towards sustainability is not without its challenges. Infrastructure difficulties, regulatory uncertainties, and socio-economic disparities pose significant barriers. Yet, we see these challenges as opportunities to innovate, collaborate and educate. By working alongside governments, civil society such as NGOs, public companies or community leaders and the private sector, we are committed to overcoming hurdles through policy reforms, investments in infrastructure, and fostering a culture of sustainability within our operations and communities.

We are also on a journey of collaboration and education. By engaging with our employees and stakeholders about the importance of sustainability, we aim to enhance skills and foster a collective action mindset. This multi-stakeholder approach is essential for creating and enabling an environment for sustainable development. It is also an opportunity for growth and innovation.

Long-term Sustainability Goals

Looking ahead, we are committed to defining and following a clear roadmap towards significantly reducing our carbon emissions. This journey began in 2023 with our commitment to the Science-Based Targets initiative (SBTi), the first step towards establishing targets for our carbon emissions.

Our ambition is to lead the charge towards a low carbon economy, driven by a business model that is inclusive, ethical, and sustainable. Our purpose to become a reference in Africa for digital and financial inclusion guides us towards conducting business in a way that is right for our people, our communities, and our planet.

AXIAN Telecom's first Sustainability Report celebrates our commitment to responsible business practices and sustainable development. It tells the story of our dedication to having a positive impact on society and the environment. We know that we have a long way to go, and that this is a journey best taken together. We look forward to walking this journey alongside our stakeholders.

HASSANEIN HIRIDJEE
Chairman, AXIAN Telecom

CEO'S
Statement

2023 was a year of many commitments made as AXIAN Telecom built the foundation of its sustainability strategy.

As a Company, we are on a transformative journey, combining our operational mindset of global impact with the principles of sustainability and social responsibility. This means that our efforts are geared towards achieving our business objectives while actively contributing to the communities we serve and the environment we share.

When we speak about sustainability – a complex and demanding domain – at AXIAN Telecom we focus specifically on reducing environmental impact, increasing digital and financial inclusion, and promoting gender equality. **These efforts are aligned with our commitments to the UN Women's Empowerment Principles (WEPs), the Science-Based Targets initiative (SBTi), and the Carbon Disclosure Project (CDP).** Our approach to sustainability is holistic, recognising the balance between our focus areas of environment, inclusion, and equality.

The integration of our Corporate Social Responsibility (CSR) strategy into AXIAN Telecom's business model reflects our holistic approach. It demonstrates our belief that **sustainable business practices and social responsibility are not ancillary to our business model but are central to the way we do business.**

Beyond the multiple commitments made in 2023, we are in the process of creating precise targets and action plans to achieve our goal of global positive impact. The first step has been

to build the skills and competencies needed to create sustainability guidelines along with implementing tools within our Group. This has not been without challenges. As a Company with diverse operating companies across Africa, creating a unified approach to sustainability has been a multifaceted task and one that requires more than just financial investment. It has taken time to build the skills and capacity needed across the group.

However, through dedicated leadership, detailed action plans, business ambassadors, and the commitment of our teams, we are making headway in integrating sustainability across our operations.

Our engagement with stakeholders has also been instrumental in shaping our sustainability agenda. Through active dialogue, best practice sharing, and collaboration, we have been able to align our strategy with their expectations, ensuring that our initiatives resonate with the needs and aspirations of the communities we serve. Support from our investors, partners, suppliers and other stakeholders also means that we can learn from them and be more efficient in the way we work, leveraging existing best practices.

Environmental stewardship

In 2023, we made progress in mitigating our greenhouse gas (GHG) emissions, transitioning to clean energy sources in our operations across Africa, and implementing measures to reduce overall consumption. This is a fundamental change in our business model.

Inclusion

Digital and financial inclusion is a cornerstone of our sustainability strategy, aiming to bridge the digital divide and empower marginalised communities, with a special focus on women. We are focused on dismantling the barriers to access and usage of digital technologies, ensuring that the benefits of digital transformation are equitably shared. We do this with the understanding that digital inclusion contributes to the wider socio-economic inclusion.

In addition to providing the infrastructure and services for a reliable, affordable and accessible mobile network in Africa, we have focused on educating people on how to use the internet productively and safely. Together, this will reduce the usage gap.

Gender equality

We recognise the pivotal role women play in the socio-economic development of their communities and within AXIAN Telecom. By investing in programmes that provide education and skills training to girls and women, we are not only fostering an environment of equality but also empowering them to contribute meaningfully to society.

There are many tangible examples of our gender empowerment initiatives. One area that I would like to highlight is our effort to increase the employment of women within AXIAN Telecom and our subsidiaries. We have been deploying new initiatives such as "Smile&Her" to cultivate a positive and inclusive environment conducive to personal growth, which encompasses fostering confidence, resilience, and a sense of belonging.

Outlook and Innovation

At AXIAN Telecom, we are not content with maintaining the status quo. Our ambition to have global impact drives us to question, innovate, and transform traditional ways of doing things.

As we look ahead, we see not just challenges but vast opportunities to redefine our industry and the impact we can have on society and the environment. We are on the brink of an era where digital and financial inclusion are not aspirations but reality, where gender equality is not a goal but a norm, and where our environmental footprint is not a liability but a testament to sustainable progress.

The journey towards sustainability is ongoing, and while we have made significant progress in laying the foundation of our strategy and setting targets for the years ahead, much work remains to be done. With the support of our stakeholders, the dedication of our teams, and the resilience of our communities, I am confident in our ability to continue making a meaningful impact.

Thank you for your continued support and partnership.

STÉPHANE OUDIN
CEO, AXIAN Telecom

OUR COMMITMENT

At AXIAN Telecom, sustainability is at the heart of our commitment to creating positive impacts in Africa. Digital and financial inclusion are fundamental aspects of our business strategy and model, aligning with our purpose of delivering transformational solutions in line with the already defined strategies to enhance livelihoods across the continent. We recognise that access to digital and financial services is essential for socio-economic development, and we are dedicated to bridging the gap by providing equal opportunities to all segments of society. Moreover, we are committed to addressing environmental challenges by implementing sustainable practices in our operations, such as reducing carbon emissions and promoting renewable energy sources.

We believe that true growth is only beneficial if its rewards are shared equitably, and we are committed to ensuring that our progress benefits not only our Company but also the communities and environments in which we operate.

We see sustainability as an ongoing journey, and we believe that the involvement of all stakeholders is essential for its success.

OUR JOURNEY TOWARDS SUSTAINABILITY

OUR DIVERSIFIED BUSINESS MODEL

OUR UNIQUE CORPORATE CULTURE

AXIAN
TELECOM

Established to generate enduring value for our stakeholders

Reflects our singular history and the values we instill in our employees, propelling our business toward success.

OUR KEY FIGURES 2023

$1,219m
Annual revenue*

17,200 KM
Terrestrial backbone

$387m
CAPEX*

13
sub-sea cables

9
Markets with
direct operations

92%
of all off-grid sites
equipped with solar panels

3,938
Employees

1st
commercial 5G
network Operator
in Africa

39m
mobile subscribers
across Africa and
the Indian Ocean

13m
active mobile
financial service
user

* Pro forma of Free in Senegal

Map of Africa and Indian Ocean showing operations with brand logos: free Au Sénégal, free MONEY, STELLARIX, Togocom, TMoney, SENEGAL, TOGO, Abidjan, Dubai, silver LINKS, toa, UGANDA, DR CONGO, TANZANIA, Telma, MVola, tigo, ZANTEL, tigo pesa, STELLARIX, toa, COMOROS, MAYOTTE, only, MADAGASCAR, Mauritius, RÉUNION, free A la Réunion, Telma, MVola, STELLARIX, toa, connecteo, PULSE

Corportate Head Quarter

AXIAN
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A diversified business model that serves our stakeholders

AXIAN Telecom has developed an impactful growth model in the African telecom sector. Our approach is built on a foundation of excellence, diversity, and sustainability, positioning us as a regional market leader with a far-reaching influence across key African markets. Our diversified business model is designed to foster regional leadership and international recognition as a multi-asset telecom service provider. We possess comprehensive expertise across the full telecom industry value chain, encompassing Mobile and Fixed Network Operators, Digital and ICT Infrastructure, as well as Mobile Financial Services.

OUR PURPOSE

Delivering transformational solution aligned with the SDGs and our business priorities to enhance livehoods in Africa

How We Create Value

OUR KEY INPUTS
What are the resources that
we rely upon to create value

EMPLOYEES

BRAND

SUPPLIERS

CUSTOMERS

NETWORK & INFRASTRUCTURES

NATURAL RESOURCES (energy, water, metals...)

FINANCIAL ASSETS

What We Do

MOBILE & FIXED
Providing access to mobile and fixed networks and expanding national coverage
Ambitious network upgrades and cutting-edge technology
#1 or #2 in every market
Diversified service offering (mobile & fixed, B2C and B2B)

INFRASTRUCTURE
Investing in telecom infrastructure to accelerate digitisation
Infrastructure-sharing services to make digital innovation more accessible
Deployment of digital infrastructure across the value chain: active and passive infrastructure, energy, fiber-optic, data centres, telecom towers.

DIGITAL & FINTECH
To expand digital inclusion through innovative digital services
Unlocking broadly-accessible and impactful digital opportunities for all
Mobile Financial Services

AXIAN
TELECOM

Our ESG Approach

Integrated approach to better suit stakeholders requests and create sustainable product and services

CONDUCTING A PURPOSEFUL BUSINESS
Bridging the digital gap on the continent
Acting ethically, lawfully and with integrity while doing business

TAKING CARE OF THE PEOPLE
Taking care of our employees and providing opportunities to our communities

PROTECTING THE ENVIRONMENT
Taking care of the environment for present and future generations

Outcomes

How do we answer our stakeholders requests / needs by following our purpose and creating value

OUR STAKEHOLDERS AND OUR CUSTOMERS
Providing quality, reliable, affordable connectivity and digital solutions to open up new opportunities

COMMUNITIES
Making digital and financial services accessible to all

OUR EMPLOYEES

OUR SUPPLIERS & BUSINESS PARTNERS

ENVIRONMENT

A unique business model based on **three pillars:**

FLEXIBILITY AND CROSS-POLLINATION OF OUR BUSINESS LINES

We anticipate changes while innovating and tailoring our services to different markets and users through our cross-functional telecoms business lines.

We pool our knowledge, resources, experience and best practices in the spirit of cross-pollination across AXIAN Telecom's subsidiaries.

We thus strive for operational excellence, create new opportunities, and provide solutions that are tailored to our markets' changing needs.

INNOVATION AND DIGITISATION

As an African pioneer, we are focusing on addressing challenges that are linked to the evolution of our services, our environment, our organisation and people's consumer behavior across the continent.

We are bringing about transformations in our sectors of activity to provide state-of-the-art technologies and innovations.

CREATING POSITIVE IMPACT AND SHARED VALUE

Our products, services, and infrastructure are thoughtfully crafted, designed, and implemented to not only meet the needs of the markets we serve but also to create a positive impact on society and the environment.

We have modelled our value chain and partnership strategy to drive economic and social growth. Our goal is to develop an entrepreneurial, skills-based culture for our employees.

Stakeholder Engagement

In our pursuit of excellence and sustainable growth, we place utmost importance on fostering strong relationships with our stakeholders.

We believe that building trust is the cornerstone of meaningful partnerships, and we are committed to achieving this through a robust stakeholder engagement plan based on credibility and transparency. Our objective is to ensure that our actions are impactful and meet the expectations of those we serve.

For AXIAN Telecom, engagement goes beyond communication – it is a pledge to build enduring relationships. We share our successes and challenges and provide stakeholders with a clear view of our operations. By being open about our achievements and learnings, we demonstrate accountability and create an environment where trust can flourish. We actively seek our stakeholders' input through consultations, valuing their perspectives on key decisions.

This collaborative approach not only enhances the quality of our strategies but also reaffirms our commitment to inclusivity and shared decision making.

STAKEHOLDER GROUP	KEY TOPICS AND AREAS OF INTEREST	HOW WE ENGAGE
Bondholders, shareholders, investors and lenders	Financial and operating performance Company updates Remuneration policy ESG performance Regulatory and legal compliance	Quarterly financial reporting Quarterly Bondholder calls/ presentations Announcements on funding, M&As, appointments Periodic rating agency updates
Development Finance Institutions	Project proposals Risk mitigation Financial model and financing structures Economic and social Impact Financial reporting and transparency	Attendance to industry conference and events Pre-application meetings to discuss project and seek feedback
Employees	Remuneration Training and development Health, safety and wellbeing Employment and business continuity Organisational culture	Senior management workshops Employee newsletters and regular email communication
Governments and regulators	Diversity, inclusion, equity Compliance Regulatory and political changes Project updates Localisation Employment relationships building Proactive work to mitigate risks	Internal communication tools Regulatory submissions Formal and informal discussions to gather insights and feedback. Regional regulatory forums Active participation in public consultations and regulatory processes Attend relevant meetings, conferences, or forums to establish connections
In-country MNOs	Partnerships and alliances Regulatory compliance Financial support and investment ·Growth/expansion strategy (M&A) Strategic direction and governance	Business performance reviews, Meetings and workshops Information sharing platforms Task forces end committees
Customers	Network reliability and performance Customer service Cost Equitable and transparent billing Social and community impact	Traditional and digital media Public-facing documents In person through our subsidiaries Direct marketing [email, sms]
Communities	Initiatives to improve the quality of life for people living in markets we serve Access to digital and financial services Job opportunities Economic growth	Public consultation dialogue with community representatives CSR programmes (OpCos websites) External grievances mechanisms

Our commitment to strive for greater positive impact

At AXIAN Telecom, we believe in a future where everyone across Africa is connected to their families, connected to the world, and has access to secure and reliable digital services.

Our expertise spans the entire telecoms industry value chain, from Mobile and Fixed Network Operators to Digital and ICT Infrastructure and Mobile Financial Services. This enables us to fulfill our shared mandate: to enhance access to mobile, fixed broadband, and digital services across Africa through continuous transformation and innovation.

As we grow, our focus remains on using technology to unlock the continent's potential, transforming communities one person at a time, and improving lives through the power of connectivity.

Our efforts extend beyond access; we are working towards digital and financial inclusion. By creating opportunities for those previously excluded from the benefits of globalisation, we can make the digital realm more universally accessible.

Our strategy to drive progress across our geographies is multifaceted: We share our ambitions and vision throughout our geographies and put our people first. Investments in the network enable us to offer best-in-class services — including voice, data, fintech solutions, business-to-business offerings, wholesale services, and data center capabilities — powered by the latest advancements such as 5G technology.

OUR SUSTAINABILITY FRAMEWORK

Our sustainability framework outlines the necessary actions, targets, and milestones for fulfilling our ambitious sustainability commitments by 2030.

- prioritise our contribution to making digital and financial solutions accessible to all on the continent;

- fostering change through empowered individuals; and

- addressing climate challenges.

These three pillars help us to generate the most positive impact within our business operations.

OUR SUSTAINABILITY PILLARS

CONDUCTING A PURPOSEFUL BUSINESS

MANAGING OUR BUSINESS RESPONSIBLY

In conducting business responsibly, we prioritize acting ethically, lawfully, and with unwavering integrity throughout our operations including securing usage and data privacy

CONNECTING SOCIETY TO IMPROVE LIVES

DRIVING DIGITAL AND FINANCIAL INCLUSION TO ENHANCE LIVEHOOD

Bridging the digital gap on the continent to ensure all have access to the opportunities created by the digital world by offering relevant and inclusive financial services

TAKING CARE OF PEOPLE

ENSURING WE ARE A RESPONSIBLE EMPLOYER

Offering good work conditions, respecting diversity, equity and inclusivity in the workplace, empowering our employees

REACHING OUT TO COMMUNITIES

PROTECTING THE ENVIRONMENT

Contribution to carbon neutrality Climate change adaptation

BIODIVERSITY PROTECTION AND ENVIRONMENTAL IMPACT REDUCTION

Our contribution to the Sustainable Developement Goals

Our commitment to the SDGs is reflected in our support for Africa's dedication to the objectives of the SDGs as outlined in initiatives like the African Union Agenda 2063. We understand the importance of aligning our operations with government national development plans in our regions of operation, ensuring that our efforts are in harmony with local priorities and contribute effectively to achieving sustainable development.

At the heart of our strategy is the use of digital technology as a catalyst for socio-economic development. By leveraging digital tools, we can advance progress towards the SDGs and accelerate connectivity and digitisation, recognising the transformative power of access to digital services in overcoming social, economic, and environmental challenges.

We make both direct and indirect contributions to the SDGs.

Direct contributions are intentional efforts designed to specifically tackle the challenges outlined in the SDGs, whether they relate to enhancing digital access, promoting sustainable economic growth, or contributing to environmental sustainability.

Indirect contributions are our activities with positive impacts on the SDGs. These occur when our core business activities, although not explicitly aimed at addressing specific SDGs, result in positive or cascading effects that advance the goals. This could be through the socio-economic upliftment associated with increased connectivity or the environmental benefits derived from adopting sustainable business practices.

NO POVERTY
End poverty in all its forms everywhere

- Participating to financial inclusion with services such as Mvola and TigoPesa microloans and accessible financial services
- Accelerating digital inclusion by providing reliable Internet access, affordable devices, digital skills trainings
- Cash transfers: Partnerships with international organisations to provide cash transfers to remote populations in Madagascar

HEALTH AND WELL-BEING
Ensure healthy lives and promote well-being for all at all ages

- Providing health insurance to cash point managers in the Comoros
- Supporting various philanthropic programmes promoting Community Health (CCBRT Hospital, KSI Charitable Eye Center in Tanzania among others)
- Organising internal health prevention and awareness campaigns

QUALITY EDUCATION
Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.

- Providing school connectivity and e-learning content in Tanzania - Tigo e-school programme
- Proving connectivity to major universities in Madagascar
- Opening of the vocational Ecole 42 campus in Madagascar
- Building elementary schools in Madagascar with Sekoly Telma programme

GENDER EQUALITY
Achieve gender equality and empower all women and girls

- Smile & Her programme to empower women with skills, attitude and support to drive their success in the workplace
- Jovia program operated by Apps&Girls and supported by Tigo to train young girls in STEMs
- Financial education training for women entrepreneurs conducted by MVola
- Commitment to the WEPs

WATER AND SANITATION
Ensure availability and sustainable management of water and sanitation for all

- Deploying the Madio TOA Madagascar program to refurbish sanitation infrastructures throughout Madagascar

AFFORDABLE AND CLEAN ENERGY
Ensure access to affordable, reliable, sustainable and modern energy for all

- Developing Mbalik a Solar Home Systems offer commercialised in Madagascar through Telma's distribution point and with pay as you go solutions
- Solarizing the telecommunications infrastructure managed by Towerco of Africa (TOA)

DECENT WORK AND ECONOMIC GROWTH
Promote sustained, inclusive and sustainable economic growth, full and productive employment, and decent work for all.

- SME digital and financial services and solutions
- Code of conduct and HR policies promoting equity, fair pay and supply chain labour practices

Our contribution to the Sustainable Developement Goals (Cont'd)

INDUSTRY, INNOVATION AND INFRASTRUCTURE
Build resilient infrastructure, promote inclusive and sustainable industrialisation, and foster innovation

- Supporting startups through our incubator NextA
- Participating to inclusion through rural connectivity, accessing to smart phones and connectivity
- Promoting innovation and acculturation through Internal hackathon to innovation through training and creative workshops
- Organising Internal and external innovation-centric events and workshops such as Hackathons and innovation competitions

REDUCED INEQUALITIES
Reduce inequality within and among countries.

- Ensuring employment equity and fair pay
- Driving diversity, ethnicity and inclusion efforts in the workplace
- Deploying the Mobile Birth Registration program with UNICEF and governmental agencies in Tanzania

RESPONSIBLE CONSUMPTION AND PRODUCTION
Ensure sustainable consumption and production patterns

- Driving efforts to improve sustainability of supply chains
- Implementing energy efficiency project for our assets

CLIMATE ACTION
Take urgent action to combat climate change and its impacts

- Expanding the use of energy-efficient technologies for our infrastructures
- Measuring carbon emissions with independent agency
- Considering Climate risk as part of our strategic business risk assessment
- Committing to SBTi

LIFE ON LAND
Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification,and halt and reverse land degradation and halt biodiversity loss

- Deploying reforestation programmes in Tanzania and Madagascar
- Organising beach cleaning programmes with employees in the Comoros

PEACE, JUSTICE AND STRONG INSTITUTIONS
Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels

- Implementing robust corporate governance practices
- Implementing robust anti-money laundering, anti-bribery, and anti-corruption policies
- Measuring the number of indirect jobs created thanks to our activities (based on data from our taxes and supplies)

PARTNERSHIPS FOR THE GOALS
Strengthen the means of implementation and revitalise the global partnership for sustainable development. This includes targets related to finance, technology, capacity-building, trade, policy coherence, and multi-stakeholder partnerships to achieve sustainable development goals

- Contracting numerous local and regional partnerships with governments, civil societies and international non-governmental organisations (UNICEF, UNFPA, UNWomen, GIZ etc)
- Engaging as a member in various industry-affiliated associations and institutions (GSMA, WBBA)
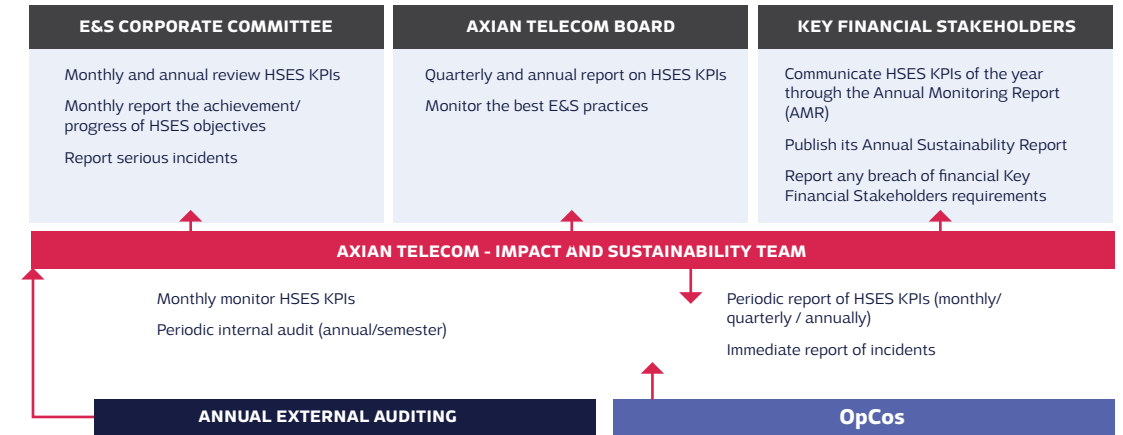
Our Governance

AXIAN Telecom operates within a defined governance framework, as illustrated in the structure below:

AXIAN Telecom is led by an effective and highly committed Board composed of Directors who possess the appropriate skills, knowledge, experience, and independence to enable them to discharge their duties and responsibilities in the most effective way. The Board is aware of its responsibility to maintain a high standard of corporate governance and meet at regular intervals to oversee the general business of the Company, supervise its management, and take strategic decisions pertaining to AXIAN Telecom's objectives, the strategy and risks in the business activities, financial reporting process, compliance with laws and regulations, internal risk management and control monitoring, audit reviews, among others.

Where appropriate, the Board delegates authority to its statutory sub-committees, set up with specific Terms of Reference, whilst retaining effective control. However, the Board remains fully accountable and responsible for the overall efficacy and performance at every level of the business.

To this end, the Board has created three sub-committees . All these committees operate within terms of reference approved by the Board with the aim of obtaining independent insights and advice for the handling of specific operational or management matters.

E&S CORPORATE COMMITTEE	AXIAN TELECOM BOARD	KEY FINANCIAL STAKEHOLDERS
Monthly and annual review HSES KPIs	Quarterly and annual report on HSES KPIs	Communicate HSES KPIs of the year through the Annual Monitoring Report (AMR)
Monthly report the achievement/ progress of HSES objectives	Monitor the best E&S practices	Publish its Annual Sustainability Report
Report serious incidents		Report any breach of financial Key Financial Stakeholders requirements

AXIAN TELECOM - IMPACT AND SUSTAINABILITY TEAM

Monthly monitor HSES KPIs	Periodic report of HSES KPIs (monthly/ quarterly / annually)
Periodic internal audit (annual/semester)	Immediate report of incidents

ANNUAL EXTERNAL AUDITING | **OpCos**

| **AXIAN TELECOM BOARD**

Maintain a high standard of corporate governance and oversee the general business, supervise the management and take strategic decisions pertaining to Axian Telecom's objectives, the strategy and risks in the business activities, financial reporting process, compliance with laws and regulations, internal risk management and control monitoring, audit reviews, among others. | **AUDIT & RISK COMMITTEE** | • Consider the effectiveness of the Company's internal control system, including information technology security and control

• Review the risk philosophy, strategy and policies recommended by the executive management and consider reports by the executive management. The Committee will ensure compliance with such policies, and with the overall risk profile of the Company

• Review the effectiveness of the system for monitoring compliance with laws and regulations and the results of management's investigation and follow-up (including disciplinary action) of any instances of non-compliance |
| | **GOVERNANCE COMMITTEE** | • Outline the best practices to be adopted by the Company and its subsidiaries for an effective management of matters relating to environmental, social, governance and overall ethics and professional business conduct among its stakeholders

• Review and update the Company's corporate governance framework and relative protocols, including ethical conduct, E&S compliance, and anti-bribery & corruption practices

• Devise a comprehensive corporate governance framework for the Company and relative protocols for dealing with both internal and external stakeholders |
| | **NOMINATION & REMUNERATION COMMITTEE** | • Recommend the nomination of directors, and ensure that all candidates are qualified to serve on the Board, with the right knowledge, competencies and expertise relative to the Company's nature of business, according to the process and procedure approved by the Board

• Devise succession planning for Directors and other senior executives |

Our socio-economic footprint

AXIAN Telecom has appointed an intependent auditor to measure and analyse its socio-economic and environmental footprints.

Created in 1993, UTOPIES is the first independent sustainability think-tank and consultancy in France. It has developed an expertisein climate, biodiversity and socio-economic impact studies and strategies.
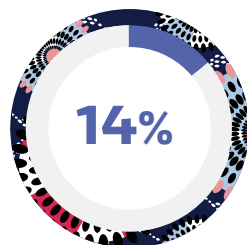
MAIN FLOWS IN 2023

		2022	Evolution 22-23	
Purchases	$358m	$364m	-2%	↓
Wages	$86m	$79m	+9%	↑
Taxes	$321m	$310m	+4%	↑
Value added	$717m	$422m	+70%	↑

SOCIO-ECONOMIC FOOTPRINT RESULTS BY SECTOR (TOP 3)
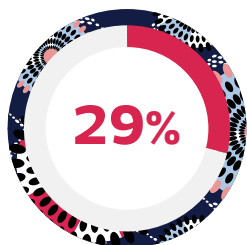
29%
73,615 jobs
Public administration

14%
34,932 jobs
Commerce, trade
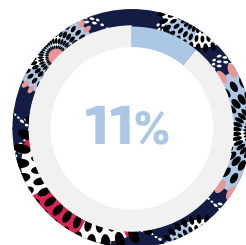
11%
27,330 jobs
Information / Communication

SOCIO-ECONOMIC FOOTPRINT RESULTS BY TYPE OF IMPACT

UTOPIES ©

$1,470m
of wealth generated

$1,176m
in 2022

↑ **+25%**

Direct jobs

Indirect jobs
supported in the supply chain in the country of operation

Induced jobs
supported by household consumption and public administration spendings

Catalytic jobs
advances support spending by your beneficiaries, activating a chain of suppliers that generates indirect and induced economic impacts

3,938   3,551 (2022) **+10%**

51,607   46,080 (2022) **+12%**

110,464   97,890 (2022) **+13%**

88,643   63,210 (2022) **+40%**

X 60

MULTIPLIER COEFFICIENT
For each employee of AXIAN Telecom, **60 additional jobs** are supported

254,890 supported jobs in 2023

211,080 supported jobs in 2022

↑ **+21%**

AXIAN
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PART 1

CONDUCTING A PURPOSEFUL BUSINESS

Conducting a purposeful business means more than the pursuit of commercial success; it is about leveraging our operations to bridge the digital divide and enhance financial inclusion across the continent. Our investments in network coverage and IT solutions, combined with a focus on affordability and usability of devices, aim to democratise access to connectivity and digital services. Through our mobile financial services as well as the development of our fiber and tower companies we are opening doors to economic participation for underserved communities. Conducting business with integrity, ethics, and compliance is part of our sustainability vision—it is who we are, driving growth and creating opportunities for a more inclusive future.

OUR KEY SUSTAINABILITY COMMITMENTS

1. Acting ethically, lawfully and with integrity

2. Investing in the network and IT infrastructure to reduce the coverage gap

3. Bridging the mobile internet usage gap

4. Fostering economic growth by providing connectivity, digital services

5. Connecting society: digitising governments and public administrations

6. Empowering Fintech: a gateway to financial inclusion in Africa

Acting Ethically, Lawfully and with Integrity

Our sustainability vision encompasses a commitment to conducting our business responsibly, and with an obligation to act ethically, lawfully and with integrity towards all our stakeholders.

We believe that robust corporate governance, ethical conduct, effective risk management, and adherence to regulations are the foundation of a sustainable and successful business.

Our operations place people at their core, prioritising their physical, mental and digital safety and security. We are dedicated to building trust and maintaining transparency in all our business activities, extending these principles through our interactions with employees, business partners, customers, and suppliers. Our goal is to influence ethical behavior within our own operations and throughout our supply chain, engaging only with third parties who adhere to legal compliance and the same ethical principles that we do.

Our approach includes a comprehensive framework that guides our conduct and business operations. This framework is anchored in our Code of Ethics and various policies that outline the standards of workplace conduct and legal adherence, ensuring clarity and integrity in how tasks are performed. These include:

- Code of Ethics and Business Conduct
- Supplier Code of Conduct
- Anti-corruption Policy
- Gifts and Hospitality Policy
- Anti-money Laundering and Anti-terrorist Financing Policy
- Third-party Management Policy
- Conflicts of Interest Policy
- Insider Trading Policy
- Fraud Management Policy
- Investigation Policy
- Whistle-blowing Policy

In 2023, 46% of AXIAN Telecom's employees participated in compliance training covering one or more of the following topics: ethics, gift policy, anti-corruption, money laundering, third-party management, fraud management (including investigation procedures), conflict of interest, and the whistleblowing process. Those training courses aimed to instill an understanding and adherence to ethical standards across the organisation.

The results of our efforts towards responsible business practices are evident in our approach, policies, programmes and their impacts. This encompasses our focus on human rights, ethics and compliance, health and safety, responsible sourcing, and advocacy for the responsible use of technology.

AXIAN TELECOM SPEAK-UP PLATFORM

An example of our commitment to ethical standards is the launch of the Speak-Up Platform in September 2023. This whistleblowing platform is a safe and anonymous channel for external and internal parties to report concerns or misconduct by AXIAN Telecom. Features of the Speak-Up Platform include:

- Anonymous reporting: Offering options for stakeholders to report concerns anonymously or with their identity disclosed.

- Questioning: Allowing for queries about suspicious activities.

- Written reporting: Enabling reports to be submitted in writing through the platform.

- Call center reporting: Availability of a 24/7 call center for reports.

- Language preference: Accommodating reports in preferred foreign languages.

- Follow-ups: Providing an option for reporters to follow up with the AXIAN Telecom's compliance team.

The Speak-Up Platform is a critical component of our ethical framework, ensuring that every member of the AXIAN Telecom community as well as our stakeholders has a voice and the means to report any concerns, thereby maintaining our commitment to integrity, transparency, and ethical business practices.

Implementing a robust whistleblowing platform is critical for fostering a culture of transparency and accountability within the organisations we support. At British International Investment, we consider strong governance practices, including effective whistleblowing systems, as key criteria in our investment decisions. These platforms not only protect the organisation from financial and reputational damage but also contribute to a more ethical and responsible business ecosystem.

RODDY BARCLAY
Director of Business Integrity
and Corporate Governance,
British International Investment plc

Investing in the Network and IT Infrastructure to reduce the Coverage Gap

The coverage gap is defined by GSMA Intelligence as populations not covered by a mobile broadband network (3G or above). It highlights a critical challenge in global connectivity, with Sub-Saharan Africa leading the world's coverage and usage gaps. The investments we make today in broadband will shape the future of millions across the continent, especially those in vulnerable communities. We are focusing on investing in the development and expansion of reliable, high-speed internet infrastructure, including broadband and mobile networks, to foster Africa's sustainable growth and development. Two examples of our investments include Silver Links and TowerCo Of Africa (TOA), two newly created subsidiaries of AXIAN Telecom.

Silver Links provides connectivity services across Africa and the Indian Ocean deploying secure infrastructure to provide high quality internet, international voice and roaming services. Through close cooperation with AXIAN Telecom, Silver Links combines local knowledge with international connectivity solutions, promoting immediate and sustainable digital inclusion. With 17 200 kilometers of terrestrial backbone and capacity on 13 submarine cables, Silver Links offers resilient interconnection to more than 500 POPs worldwide enabling reliable communication services across widespread geographies.

TOA is dedicated to developing next-generation infrastructures across the continent. With about 4000 towers in four sub-Saharan countries, TOA is bridging the digital divide, empowering communities and developing widespread connectivity.

To bridge the connectivity gap highlighted by GSMA Intelligence, our actions are designed to enhance and expand the network infrastructure, ensuring communities access to reliable, high-speed internet. During the year, AXIAN Telecom launched a group-wide initiative to enhance operational excellence. The Project ONE initiative (Operational Network Excellence), consists of five pillars: performance management, process excellence, operational excellence, continuous improvement and a common operational culture.

Key infrastructure expansion and modernisation projects in Madagascar, Tanzania, Senegal and Togo are underway. These initiatives are crucial for upgrading the quality and reliability of our services, ensuring our infrastructure can meet current and future connectivity demands.

We also sought to better structure and organise our efforts in 2023. For example, a Technical Department and Field Operations organisation is now deployed in Togo. New operational models and Network Performance Management and Improvement standards were defined in Togo, Madagascar and Senegal and launched in Tanzania. There are in line with the latest network optimisation platforms.

We have also launched a new Network and Service Operations Centre framework to improve our network reliability and performance. These will be deployed in 2024 at some of our operational subsidiaries.

AXIAN Telecom and TOA, in collaboration with partners, have finalised the technical solution for a new rural telecom site, with optimised footprint, higher coverage and enhanced energy efficiency compared to previous solutions.

> The mining industry has strong requirements and Free Business has been able to provide us with communication infrastructures and services that comply to our processes. The major challenges we faced were related to the location of our sites which are isolated from telecommunications infrastructure. Free Business had to deploy 21km of fiberoptic cable to provide us with connectivity during this time. Today, Free Business is involved in the development of some of our expansion projects. We acknowledge their ability to adapt to our constraints, their responsiveness, the availability of their support teams, ultimately providing a very good quality-cost ratio.

M. AMAR SAMBA DIOUF FALL
Head of IT Department at
Grand Cote Operations Company

Investing in the Network and IT Infrastructure to reduce the Coverage Gap (cont.)

NETWORK COVERAGE KPIS

We monitor our progress through key performance indicators (KPIs), including the percentage of the population in our countries of operation, which is covered by our 3G, 4G, and forthcoming 5G networks. In 2023, our efforts enabled over 95 million people to benefit from 4G coverage in our 5 countries of operation. :

Population coverage by end 2023

	FREE	TELMA COMOROS	TELMA MADAGASACR	TIGO	TOGOGOM	AVERAGE
% of population covered by operator's 2G network	97%	84%	83.9%	93%	99%	93.3%
% of population covered by operator's 3G network	97.2%	80%	79.7%	91%	98%	91.6%
% of population covered by operator's 4G network	96%	83%	76.7%	85%	96%	90%

Network reliability in 2023

	FREE	TELMA COMOROS	TELMA MADAGASACR	TOGOGOM	TIGO
Network reliability in % in 2023	99.3%	99.9%	98.8%	99.6%	99.6%
2022 vs 2023	+0.1%	+0.8%	+0.1%	+1.2%	-0.1%

AXIAN TELECOM NETWORKS PERFORMANCE AWARDS IN 2023

In 2023, Tigo in Tanzania and Telma in Madagascar were honored at the Ookla Speedtest Awards™ for their internet speed and extensive coverage, a testament to the reliability and strength of their network infrastructures. Telma achieved a 25% improvement in their Ookla score, scoring 37.84 in the second semester of 2023 . Tigo's and Telma's success highlights their leadership in the telecoms industry and their commitment to providing reliable connectivity to communities.
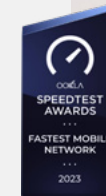
We are delighted that Tigo Tanzania was honoured as the Fastest Mobile Network in Tanzania at the Mobile World Congress 2024 held in Barcelona!

This well-deserved award by Ookla Speed Test is timely, following the fact that, since 2022 Tigo embarked on the extensive network modernisation and upgrade project to offer state-of-the-art and best in-class technology in each site including rural areas across Tanzania Mainland and Zanzibar to improve experience, competitiveness and accelerate transformation of the digital economy.

KAMAL OKBA
CEO of Tigo Tanzania

Bridging the mobile internet usage gap

As of the end of 2022, GSMA data revealed that only 17% of the Africa's population were using mobile internet on a smartphone, with approximately 60% remaining offline. The 'usage gap,' which refers to those within the reach of mobile broadband networks but not utilising mobile internet, highlights a critical area of focus. Addressing this gap requires a strategy targeting key barriers such as affordability, digital literacy, and content relevance. AXIAN Telecom is committed to narrowing this gap across its countries of operation, aiming to foster greater inclusivity and digital empowerment.

A specific commitment includes reaching 11 million additional active data users across the AXIAN Telecom footprint by 2025. This is one of the goals under our "Data4All Initiative", aimed at broadening digital access and empowering users with reliable data services. "Data 4 All" is one of AXIAN Telecom's core programs ensuring that more people access internet promoting digital inclusion. We are dedicated to breaking down barriers to entry, reducing coverage gaps and making smartphones and data plans more affordable for all.

Affordability remains an obstacle to mobile internet adoption. GSMA reports that by the end of 2022, 40% of the population covered by mobile broadband networks lacked access to a device. AXIAN Telecom's efforts to mitigate this barrier include initiatives to enhance handset affordability and increase data service accessibility.

In 2023, AXIAN Telecom distributed 417,000 devices to customers, emphasising our commitment to digital accessibility. Efforts to lower smart device prices, exemplified by products like Wikif Max in Madagascar, reflect our dedication to affordability. With a smartphone penetration of 50% of our subscriber base, we are having an yearly growth of 31% in our active data users and we are driving a significant shift towards digital connectivity. These initiatives highlight our mission to bridge the digital gap and promote inclusivity and accessibility in our communities.

ENHANCING DIGITAL LITERACY AND SKILLS

Having the technical skills to use telecommunications devices or services effectively can significantly increase adoption. Users who feel confident in their ability to navigate and utilise the technology are more likely to embrace it.

AXIAN Telecom is investing in programmes to improve digital literacy among target populations to remove barriers to adoption. By enhancing users' overall digital skills, they become more comfortable and adept at using telecommunication technologies.

In Togo, the deployment of the GSMA Mobile Internet Skills Training Toolkit as a pilot has led to an increase in digital literacy and access to online resources. Our field training team of 80 coaches succeeded in reaching tens of thousands of customers in the first days, helping digital inclusion and empowerment of local community.

PROMOTING LOCAL AND CUSTOMIZED CONTENT

Facilitating access to local content in our services portfolio or as part of our data packages is also part of our strategy to reduce the usage gap. This enhances cultural relevance, overcomes language barriers, promotes inclusivity, and strengthens community engagement.

We create service offerings that are relevant and simple and meaningful to customers. For example, Moozik is a mobile music application that distributes the largest Malagasy catalog, compensating artists. To facilitate wide-spread adoption of this service, we will launch a mobile data pack to make access to this service easier through smartphones, and to achieve the sustainable structuring of the music sector in Madagascar. We are aiming for 100,000 users by the end of 2024.

TARGETING WOMEN TO REDUCE THE GENDER USAGE GAP

One of our flagship CSR programmes in Tanzania targeting women and digital literacy is the Girls and Young Women Empowerment Programmes JOVIA deployed in collaboration with award winning NGO Apps & Girls. Every year about 300 young women follow an extensive digital skills training. In 2023, Tigo became a partner for the deployment of the African Girls Can Code Initiative (AGCCI) operated by UNWomen, ITU and African Union's in 11 African Countries.
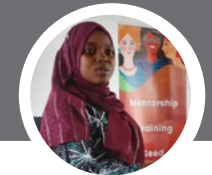
When I started training at Jovia, I had no idea that by the end of the programme, I would have a working project that solves a social issue using technology. I learned a lot of IT skills, especially different coding languages, like PHP, CSS, Java, C++, and HTML. I became a website designer using WordPress HTML and CSS languages. Through this knowledge I have been able to come up Mamahealth, a web-based platform that uses innovative mobile technology to help pregnant women and newborn mothers relieve stress and provide them with lifesaving personalised health information.

ASLATU NGUKU
Jovia Program Student

Fostering economic growth by providing connectivity, digital services

AXIAN Telecom is driving the digitisation of companies across its operational footprint, with a focus on empowering businesses through digital solutions and platforms. We do this by:

1. Providing value-added solutions that energise and safeguard business operations;

2. Empowering businesses through accelerated digitisation; and

3. Offering support through premium services, thereby nurturing success.

According to the GSMA, 78% of employees in low-income countries work for SMEs. We believe that supporting the growth of SMEs is vital for fostering inclusive and sustainable development. SMEs contribute to employment generation and economic diversification and innovation, thereby uplifting individuals and communities out of poverty while promoting economic resilience and stability. By enhancing access to finance, markets, and entrepreneurship opportunities, SMEs lay the foundation for long-term prosperity and shared economic growth. Connectivity is key to SMEs growth and success.

Our ambition is to become the best one-stop-shop partner for all business needs when it comes to connectivity and growth enablement to deliver the best digital customer experience. This includes large and small and medium-sized enterprises.

Our support to the private sector and the growth of enterprises is crucial. We know that enterprises need to have fast and reliable internet connections, safe access to the cloud, and good customer services.

Our commitment to supporting cashless and digital economies includes basic financial transactions, digital marketplaces, and creating opportunities for entrepreneurs, with a focus on empowering women entrepreneurs through CSR programmes for digital and entrepreneurship skills.

Promoting the expansion of Africa's private sector is imperative for socio-economic advancement. Today, the private sector's growth is intricately tied to digitising its operations and value chains. AXIAN Telecom supports this evolution by providing tailored, efficient, and secure services and products.

Specialised channels are dedicated to fostering SME growth, while regional sales teams provide localised assistance, bolstering market presence. For SME's, we provide:

• Connectivity

• Efficiency

• Support

• Autonomy – self service.

To accelerate our customer sales and signature process, we have introduced presales automation, docusign implementation and ticketing automation. We focus on business services to improve customer experience and reliability of our services. To help our customers enhance their business resilience, we are implementing training on customer-focused sales engineering expertise and have hired employees with specialist skills. StellarIX exemplifies AXIAN Telecom's commitment to facilitating digital transformation in Africa by providing:

• Neutral and multi-operator data center operations across key markets;

• World-class colocation, cloud, virtualisation, and interconnection solutions

• By 2023, StellarIX hosted 450 racks and achieved 1,400 kW in production, marking it as Madagascar's first private and neutral data center.

TIGO BUSINESS MJASIRIAMALI BOX

In September 2023, Tigo launched (SMEs) hybrid Summit to empower businesses across Tanzania. The event brought together over 500 SME owners for a half-day session featuring expert panels and innovative solutions. The event provided a platform for networking and learning, showcasing SMEs and partner solutions while offering insights from industry leaders on crucial topics including taxation, branding, connectivity, and digital skills tailored for business success. It served as a pivotal opportunity for SMEs to connect, gain valuable knowledge, and foster growth in Tanzania's business landscape.

Tigo's commitment to supporting SMEs extends beyond the event itself where the company unveiled MJASIRIAMALI BOX, the one stop-shop for communication services to empower SMEs with convenient and secure financial transactions, digital marketing solutions, communication tools and access to a broader customer base. The service comes with a router(4G/5G), Tigo PesaLipa Kwa Simu number, bulk SMS and SIM cards (loaded with talk time, SMS and GB's).

> SMEs play a critical role in driving economic growth and job creation in any country. We are proud to host this empowering event that brings together the brightest minds and resources in a bid to support the success of SMEs with knowledge, innovation and information. Our goal is to position Tigo as the go-to brand for Tanzanian entrepreneurs seeking to thrive in today's digital driven economy."

JOHN SICILIMA
Chief Officer for Tigo Business Tanzania

Connecting society: Digitising governements and public administrations

The digital transformation of government services represents a shift towards more accessible, efficient, and transparent public administration. By moving services online and enhancing connectivity, governments ensure that citizens, especially in underprivileged countries, can access essential services effortlessly. Digitisation is about growth, advancing education, enhancing governance, and increasing accountability. Our vision is to leverage technology to make government services more effective, affordable and inclusive, serving the population better.

We partner with governments to facilitate a wide range of digital government services, including:

- Facilitating tax payments: Simplifying the process of paying taxes through digital platforms. For example, Tigo has partnered with TRA in Tanzania in 2023.

- Promoting anti-bribery and good governance: Leveraging digital tools to enhance transparency and governance.

- Advancing health and higher education: Connecting major universities and healthcare facilities to improve the quality of education and healthcare through access to online resources and global networks. For instance, through a partnership with the Ministry of Higher Education, we provide free connectivity to more than 10 universities and training centers in Madagascar's major cities. This improves the quality of education by providing access to online resources, training, and global networks, thereby enriching learning experiences and preparing students for the future.

- Providing tailored digitised services to improve civil status / administrative services. In 2013, a successful mobile birth registration programme was launched in Tanzania. This is a partnership between Tigo, state agency RITA, UNICEF and the Canadian Embassy Programme and has enabled the digitisation of birth certificates in all regions of Tanzania. The programme was finalised in 2023 and now covers 26 regions. In total, it has enabled the registration of 9,468,331 births which is 35% above initial target.

I took along all the information of my two children, and within a short time, I received the birth certificates there and then. I never thought that the process would be so easy and birth certificates would be free.

REHEMA SHABANI
beneficiary of mobile birth registration program in Tanzania

E-ID TOGO

The national biometric identification initiative, "e-ID Togo", is designed to revolutionise the administrative landscape of Togo by assigning a unique identification number (UIN) to every Togolese citizen or resident. This UIN, derived from comprehensive demographic and biometric data, will provide a robust and secure central database. This database will not only ensure the accuracy and reliability of identity verification but also facilitate access to a wide array of public, private, and social services.

Driven by the Togolese government's commitment to modernisation, the project aims to digitise public services and foster socio-economic and financial inclusion for the advancement of Togo. In 2023, Togocom was selected as the operational partner tasked with implementing this solution. Togocom's responsibilities include deploying specialised internet connections and establishing point-to-point fiber optic links. Additionally, they will set up a private Access Point Name (APN) and provide SIM cards equipped with Machine-to-Machine (M2M) plans, with bulk SMS services slated for extensive utilisation. This partnership marks a step towards realising the full potential of e-ID Togo and propelling Togo into a new era of technological advancement and inclusive growth.

Empowering fintech: a gateway to financial inclusion in Africa

In Africa's financial sector, fintech is a way to overcome traditional barriers to financial inclusion. Technological advancement is a tool for combating poverty, empowering individuals in remote areas to securely manage their finances from their mobile devices. Through fintech platforms, people without access to traditional banking services can engage in financial activities such as payments, savings, and accessing credit. Our vision is to leverage digital solutions to ensure safe, inclusive, and equitable financial access for all, especially previously marginalised members of society.

AXIAN Telecom's approach to democratising fintech involves several key initiatives:

- **Remittance services** for efficient money transfer services, enabling individuals to easily send and receive funds. MVola Comoros offers safe and affordable remittance channels between the Comorian diaspora in France & beyond and the Comorians living on the archipelago.

- **Financial education and literacy programmes** through digital channels, equipping individuals with skills to make informed financial decisions and manage their finances. MVola Madagascar has been leading different initiatives for financial education and upskilling: Nearly 300 direct beneficiaries of the awareness-raising activities during Global Money Week 2023.

  - Nearly 300 direct beneficiaries of the awareness-raising activities during Global Money Week 2023.

  - Nearly 10,200 views of online financial education content shared on MVola's social networks.

  - With the collaboration of NextA, 30 female MVola Cash Point managers received training in business management and business development.

- **Microfinance and credit solutions** through digital platforms and peer-to-peer lending networks, catering to the needs of small-scale entrepreneurs and individuals with limited resources. In Madagascar, MVola has launched the Advance Cash Point initiative to facilitate the deployment of its nano loans program and has successfully identified thousands of eligible cash points throughout the country.

- **Cash transfers as part of safety net projects** deployed by development agencies or organisations. Our mobile money operators help secure the transfers and provide tailored and secure services. In 2023 Mvola Madagascar partnered with multiple NGOs and development agencies (WFP, UNICEF) to provide cash transfers to the most underprivileged. In the Comoros, MVola was recruited by the World Bank to provide cash transfer payments to more than 13,000 people.

- Innovative products and services that serve financial inclusion. In November 2023, Tigo Pesa Launched a new service named Tigo Pesa Rafitu (Rafiki means Friend in Kiswahili). It is an innovative digital product which enables customers making mobile money transactions on WhatsApp. This tailored solution ensures more Tanzanians are included in the mobile money ecosystem and benefit from financial inclusion while making the process of transacting easy and available to customers at all touch points.

MVOLA'S CERTIFICATIONS

In June 2023 MVola, Madagascar's pioneering fintech solution, was awarded the international B Corp certification, marking it as the first in the Indian Ocean and the second fintech company in Africa to receive this accolade. This certification is a recognition of MVola's dedication since 2010 to offering affordable, high-quality financial services that generate positive societal and environmental impacts. This underscores our resolve to provide essential financial services and to conduct our business in a way that contributes to the broader good, setting a benchmark for responsible and inclusive fintech practices in the region. In September 2023, MVola achieved double GSMA certification for the International Transfers and Person-to-Person Transfers APIs. This dual certification confirms that MVola's mobile payment solutions comply with the industry's highest standards, whether in terms of security or access to the international market.

> This certification confirms MVola's commitment to providing efficient financial services to Malagasy people while placing societal and environmental impact at the heart of its business model.

LOUIS OLIVIER FAVOT
CEO MVola Madagascar

PART 2

OUR COMMITMENT TO PEOPLE

People are the cornerstone of our success, guiding our journey towards a more connected and sustainable future. Our people strategy is designed to cultivate a workforce that is highly skilled and motivated and aligned with our values and vision. We are dedicated to empowering our employees, providing them with the necessary environment, tools, and digital systems to excel in their roles. By fostering a positive and inspiring workplace we aim to nurture an internal pipeline of talent ready to meet the challenges of tomorrow. Our commitment extends beyond our organisation, aiming to make a positive impact on the communities we serve, enhancing their lives through our activities and initiatives.

OUR KEY SUSTAINABILITY ISSUES:

1. Ensuring inclusivity, equity and diversity in our workplace

2. Empowering our employees with training, career development and quality of life at work

3. Implementing strong health and safety measures

4. Protecting data, security, privacy for our people, customers and partners

5. Fostering community empowerment

Inclusivity, equity and diversity in our workplace

We believe that people are the essence of our business. Embracing a diverse and inclusive work culture means acknowledging, accepting, and celebrating the differences between individuals. These differences span across various dimensions, including age, religion, sexual orientation, gender identity, disability, cultural and ethnic backgrounds, traditions, and educational experiences. Our commitment is to engage everyone, at every level of the organisation, to foster an environment where listening and enabling employees to participate is paramount.

PROMOTING GENDER EQUITY

AXIAN Telecom is dedicated to advancing gender equity for both women and men, putting people at the centre of our HR policy. We are committed to promoting equity by ensuring equal pay for similar qualifications and aiming for a 50% female representation in our workforce. While we have achieved our overall parity goals, we recognise the need for increased efforts in technical roles. To address this, we are encouraging young women to enter technical fields and supporting women with high potential through mentorship and training programmes.

We ensure women's access to leadership roles, supported by coaching and initiatives like AXIAN University's dedicated leadership programme for women. Our HR department oversees the implementation of these policies, aiming for a 50% gender ratio by 2050. **Between 2022 and 2023 women in leadership positions at AXIAN Telecom increased by 3%** (from 29% to 32% - % women ExCo or Managers)

Furthermore, we maintain a strict policy against all forms of gender-based violence in the workplace, with zero tolerance for harassment, ensuring a supportive and respectful work environment

3,938
Total employee headcount

35%
Women All staff

39%
Average % Women in Executive committees

30%
Average % Women in managing positions

32%
Average % Women in leadership positions (managers, directors and ExCo members

FIGHTING AGAINST GENDER-BASED VIOLENCE AND HARASSMENT IN THE WORKPLACE

Our actions against workplace harassment include adherence to the UN's Women's Empowerment Principles (WEPs), internal programs such as Smile&Her to empower female employees, and a commitment to equal opportunities and fair employment practices. We engage in active listening through surveys and committees and educate our employees on gender-based violence with a training module aimed at building collective understanding and action against sexism. We have established clear and transparent processes for reporting incidents of gender-based and sexual violence, ensuring support and confidentiality for victims and witnesses. These initiatives, the Whistleblowing policy and the Speak-up platform are part of our broader effort to cultivate a safe, respectful, and inclusive workplace environment.

Inclusivity, equity and diversity in our workplace

ENSURING FAIR COMPENSATION AND BENEFITS

Aligned with our business ethos, AXIAN Group's compensation and benefits policy adheres to international standards and local laws across the countries we operate in. Our commitment to non-discrimination ensures equitable remuneration for all employees, regardless of gender, race, disability, age, religion, political opinion, or other criteria. Our remuneration package includes fixed salaries, variable pay, and a range of benefits, governed by the International Labour Standards Convention 095.

GUARANTEEING AN INCLUSIVE WORKPLACE CULTURE

At AXIAN Telecom, our dedication to diversity extends to respecting the origin, ethnicity, religions, and cultures of all our employees within the workplace. In 2023, AXIAN Telecom witnessed the presence of 32 distinct nationalities among employees, illustrating our steadfast commitment to cultivating a genuinely inclusive workplace environment. Through internal initiatives such as cultural awareness programs and diversity training, we actively promote understanding and appreciation for the diverse backgrounds of our workforce. Our aim is to create a workplace where every individual feels valued, respected, and empowered to contribute their unique perspectives to our shared success.

Ensuring the seamless integration of expatriate workers is a key focus for AXIAN Telecom. We provide comprehensive welcome programs, which encompass language courses and cultural sensitivity training, aimed at facilitating their adaptation to both the workplace and their new host countries.

S M I L E & HER

Smile&Her is an internal initiative that focuses on empowering women with skills, fostering the right attitude, and providing unwavering support to drive their success in STEM fields.

Smile&Her is a group initiative open to all interested women across the organisation.

Under the Smile&Her we prioritise four pillars:

1. Professional Growth: We empower women with the technical skills and knowledge needed to excel in STEM careers through mentorship, training, and hands-on experience.

2. Personal Growth: We foster a positive and inclusive environment that nurtures personal growth. This includes building confidence, resilience, and a sense of belonging, essential for thriving in any field.

3. Growing AXIAN: We recognise that empowering women benefits not only the individuals but also our organisation. Diverse perspectives and talents drive innovation and success.

4. Impacting Others: Beyond our organisation, we extend our efforts to impact others positively. Smile&Her participants are encouraged to share their knowledge, mentor aspiring young women in STEM, and contribute to the broader community.

After one year at AXIAN Telecom, I was promoted to Director of Transformation at Togocom. This demonstrates that at AXIAN Telecom, the fact that I am a woman has not been a barrier to international mobility. I am a mother of a son who accompanies me on my travels, and AXIAN Telecom has been understanding and a great support in helping me balance professional and family obligations. As a woman, I am very sensitive to 'women empowerment' issues and involved in several impactful projects within and outside the Group. I am a member of the Smile&Her team, which works to provide more keys to women at AXIAN Telecom for their personal and professional fulfilment. As part of this initiative, I see the support that Top Management provides, and that is aligned with the group's impact objectives. I am the initiator of the Sepopo project at Togocom, and with a dozen colleagues, we work to strengthen the autonomy and fulfillment of women at Togocom by fostering mutual aid, creativity, and innovation

STELLA WANDJI
Director of Transformation at Togocom

Empowering our employees: Training, career development and quality of life at work

Our vision is to be recognised as a preferred employer, one that actively involves and nurtures employees, unlocking their capabilities to contribute to company growth, adapt, and innovate. We believe development thrives in an open, fearless, and empowered culture, fostering trust and respect, and empowering individuals to deliver on business priorities. Our focus is on cultivating a diverse talent pool for the future and nurturing essential skills, with career development support designed as a process to develop an employee's skills in alignment with new responsibilities. This includes providing planned training that considers the urgency of learning — short, medium, and long term—to enable employees to envision their career trajectory clearly.

QUALITY OF LIFE AT WORK

Achievements in becoming a top employer, as evidenced by certifications obtained by TOA Madagascar, Telma, Tigo, highlight our efforts in improving the employee experience and adapting our HR procedures to be sustainable and more inclusive. In Antananarivo, Telma's headquarters are providing employees with different services and premises to help them to have a better work-life balance and improve quality of life at work. Telma is subsidising a nursery for children as young as three months old. Employees also have access to a gym in the building, a cafeteria and kitchens.

These efforts have led to significant improvements in our HR KPIs, market attractiveness, reduced voluntary turnover rates, and increased employee retention rates. Our company's Net Promoter Score (NPS) – a metric that organisations use to measure customer loyalty toward the brand – has also seen positive growth, reflecting our employees' favorable perception of our corporate culture and HR practices. These achievements stem from in-depth data analysis, effective communication, and a commitment to continuous improvement and innovation.

WORKING ENVIRONMENT AND OFFICES

We strive to create environments where people thrive, not just work. This includes focusing on employee engagement, enhancing facilities such as the new Canteen in Togo and the new Tigo offices, to foster a workspace that supports productivity and wellbeing.

TRAINING OPPORTUNITIES AND SKILL DEVELOPMENT PLANS

To maintain operational excellence and agility in their respective sectors, we commit to developing training programs that cater to the needs of our businesses and the personal development of our employees. We utilise innovative tools to construct training plans that address these needs. Furthermore, we support and develop collaborative and digital learning methods, such as e-learning, share and learn sessions, lunch and learn sessions, mentoring, online knowledge communities, and MOOCs.

Our goal is to align training with our strategy and needs, and to provide a harmonised training management process. Training management spans a three-year plan and varies according to the type of training courses provided to employees

CAREER MANAGEMENT AND SKILLS ASSESSMENT PROCEDURE

We incorporate several criteria to plan employees' career paths. Merit, skills, potential, career development, career path by business line, and job seniority are analysed to ensure each employee has a defined career path within AXIAN Telecom group.

LEADERSHIP DEVELOPMENT TOOLS

Leadership development strategies include maintaining and enhancing competencies in leadership skills, inclusive leadership, mentoring and coaching, and succession planning for critical positions.

AXIAN University: Corporate training and knowledge center

Our corporate training and knowledge center exemplifies our commitment to empowering our employees with continuous learning opportunities. Through digital learning resources and e-learning modules covering topics like climate change, human rights, and the circular economy, we equip our staff with essential skills and knowledge for the future. AXIAN University, along with localised training and growth options provided by our OpCos, focuses on skills and development crucial for growth, ensuring our team members are well-prepared to meet the challenges and opportunities of the future.

4,285
employees trained

74,584
hours of training

TRAINING CATALOGUE CONTAINS
217
Hard-skills trainings,

51
Soft skills

As Human Resources Director at Telma Madagascar, I'm delighted to share our experience with Top Employer certification, which we recently renewed for the third time in 2024 (for the year 2023). The road to this certification can be long and demanding, but it is also extremely rewarding. Every HR process is scrutinised to understand its impact on our organisation and on the lives of our employees. The annual audit carried out by the Top Employer Institute enables us not only to assess ourselves, but also to compare our practices with those of other leading companies. This process drives us to maintain and continually improve our human resources standards, which translates into a better, more rewarding work experience for our employees. It also reinforces our position as an employer of choice in the marketplace As we celebrate these successes, we remain resolutely committed to continuing on this path of progress, with the aim of maintaining an exceptional working environment and first-rate collaborative experience for all our employees.

GAEL VOCA
HR Director
Telma Madagascar

Health and safety

Our vision is to be recognised as a preferred employer, one that actively involves and nurtures employees, unlocking their capabilities to contribute to company growth, adapt, and innovate. We believe development thrives in an open, fearless, and empowered culture, fostering trust and respect, and empowering individuals to deliver on business priorities. Our focus is on cultivating a diverse talent pool for the future and nurturing essential skills, with career development support designed as a process to develop an employee's skills in alignment with new responsibilities. This includes providing planned training that considers the urgency of learning—short, medium, and long term—to enable employees to envision their career trajectory clearly.

We have a number of procedures and initiatives in pace to ensure health and safety. These include:

1. RISK ASSESSMENTS AND AUDIT-MONITORING MECHANISM

- We perform thorough and systematic risk assessments for routine activities and projects. For each specialised activity we adopt stringent health and safety protocols and emergency scenarios. We review and update safety procedures on a regular basis in accordance with industry best practices and evolving risks.

- Conduct regular safety audits and inspections: AXIAN Telecom regularly reviews and inspects workplaces and equipment to ensure compliance with our safety standards and identify any potential hazards that may have emerged.

2. EMPOWERING EMPLOYEES

- Invest in safety training and education: We provide ongoing training programmes on various safety topics relevant to specific roles and the overall work environment. This includes training on safety practices, emergency response, and risk awareness.

- Risk awareness: We encourage employees to actively identify risks in their work environment in order to foster a sense of ownership and vigilance.

- Reporting mechanisms: We have established communication channels for employees to report safety concerns. Reporting is easy and non-punitive.

3. ACTIVE PARTICIPATION

- Safety meetings: We hold regular safety meetings where employees actively participate to discuss incidents, near misses, and preventative measures.

- Safety committees: Our safety committees involve employees from various departments to actively participate in identifying safety concerns, suggesting improvements, and developing safety initiatives.

- Decision making: AXIAN Telecom employees contribute to safety-related decisions so that their insights can lead to practical improvements.

- Promoting a culture of safety leadership: Leaders at all levels are encouraged to actively champion safety initiatives, demonstrate safe work practices, and hold themselves and others accountable for upholding safety standards.

Our 2023 Lost-time injury frequency rate (LTIFR), per 200,000 hours worked (including contractors), has decreased by -50% vs 2022.

Evolution of lost-time injuries (LTI), excluding fatalities

	2023	2022
Employees	2	4
Contractors	5	10
TOTAL	7 (-50% vs 2022)	14

2023 health and safety training metrics

Training topic	Number of employees trained	Total training hours
Working at height	203	2,330
Permit to work	78	252
Electrical work	90	1,354
Risk assessment	338	954
ISO 14001 & ISO 45001	106	1,790
Other health & safety trainings	2,365	10,360
TOTAL	3,180	17,039

The HSE training sessions we attended significantly improved our practices within the company. Their advanced level and emphasis on prevention inspired us to prioritise the HSE culture, thus ensuring the health and safety of our employees. We noticed positive changes in employee behavior, with a better appreciation for innovative practices such as the TOP-SET system (for incident investigation). The knowledge gained has been successfully applied, particularly in identifying and rectifying poor practices. Furthermore, these training sessions strengthened our safety and environmental culture. They underscored the importance of raising awareness at all levels of the company, ensuring alignment with performance standards.

ANDRY TAHINA
SHEQ & CSR Manager,
Camusat Madagascar

Protecting data, security and privacy for our people, customers and partners

In a period when technology and innovation are constantly altering our world, AXIAN Telecom has made data protection, security, and privacy its priority.

We recognise the growing concerns about online safety and security and are dedicated to establishing strong data protection measures to restore faith in digital technology. Our goal is to maintain confidentiality while also empowering users to control the use of their personal data.

Aligning our business operations with suitable regulatory and legislative frameworks in our markets is critical for cultivating a culture of protecting the personal information entrusted to us. We advocate for internet access as a fundamental human right and are committed to protecting digital human rights such as freedom of expression, information privacy, communication, and information security.

AXIAN Telecom is dedicated to protecting the privacy and security of its customers' data. This commitment includes improving information and cybersecurity safeguards, as well as increasing the safety of mobile services. Additionally, we promote digital human rights while actively encouraging health, safety, and overall well-being.

As part of our corporate social responsibility efforts, stringent security procedures are implemented at all levels of information processing to meet industry standards:

- We are dedicated to transparency by outlining how personal data is gathered, stored, and handled.

- We agree not to automatically share data with service providers or third parties unless required by law or for vital business purposes.

- We work to continue to respect data subjects' rights to access, rectify and erase their personal data.

- We are committed to complying with legislation: our customer services systems comply with data protection norms.

Furthermore, we are dedicated to teaching both our employees and communities about the importance of internet safety. We have included online safety as a key component of our CSR approach, including collaborations with local and international NGOs and institutions. Our goal with several projects is to educate users, particularly children and teenagers, about best practices for online security and privacy. We actively engage in events such as Safer Internet Day to raise worldwide awareness and give easily available online safety training via our digital channels. We remain committed to promoting awareness about the online safety of women and girls, recognising their increased vulnerability to online harassment.

Our privacy and security framework is built on four pillars:

- Safeguarding privacy and ensuring the security of customer data

- Ensuring the security of networks and devices to maintain secure communications

- Shielding consumers from unlawful activities and behaviors that are harmful to society

- Fulfilling legal obligations

Two meta compliance and cyber security training campaigns were conducted on 2023.

PARTICIPATION RATE ON CYBERSECURITY TRAINING CAMPAIGNS (INTERNAL EMPLOYEES)

94.5%
QUARTER 2

93.5%
QUARTER 4

Reaching out to our communities

In 2023, AXIAN Telecom embarked on a new Corporate Social Responsibility (CSR) journey, highlighting programmes aimed at increasing digital and financial inclusion, particularly among the most vulnerable groups.

This transition signalled a departure from traditional Corporate Social Investment (CSI) approaches, which were primarily concerned with philanthropy, in favour of a more strategic approach consistent with our corporate strategy and industry trends.

The new CSR strategy reflects our commitment to using digital technologies to generate new possibilities and empower communities throughout our operational regions. Our CSR programmes, which focus on women and youth development through Information and Communication Technology (ICT), aim to bridge the digital divide and promote economic resilience.
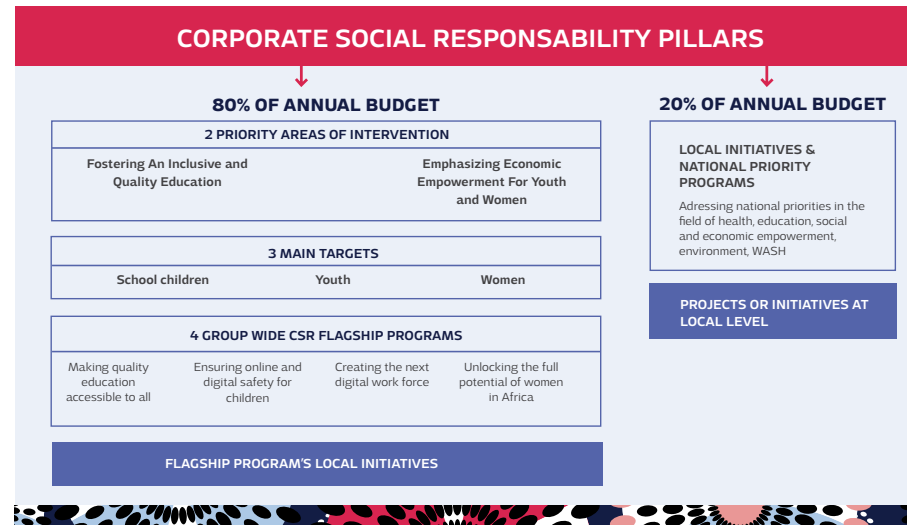
Our CSR strategy is built around a commitment to supporting long-term programmes that align with our commercial goals while also addressing social challenges. By incorporating CSR into our daily activities, we hope to use our goods and services to promote digital and financial inclusion across the continent.

The year 2023 was dedicated to defining our new CSR strategy and engaging the CSR teams and top management of Axian Telecom and its subsidiaries. In the last quarter of 2023, the roadmaps for 2024 were validated, and discussions with potential partners are currently under assessment.

Collaboration among our local teams, as well as AXIAN Telecom group validation, are critical to the success of our CSR approach. This ensures that our programmes are relevant, effective, and cost-efficient.

Previously each operational companies of the AXIAN Telecom group followed their planned CSI roadmaps. Historically, in Madagascar, Telma, TOA, and Mvola have received support from AXIAN Foundation in implementing their social responsibility plans:

- For instance, the SEKOLY TELMA program, established in 2015 with AXIAN Foundation, focuses on constructing new public educational facilities in rural or remote areas to replace deteriorating buildings or address educational deficiencies. The program also aims to improve teaching conditions by providing quality school equipment and academic support through partnerships. Since 2015, 155 schools have been built or renovated in Madagascar, with 126 being public. The program has benefitted 30,600 individuals, with 51% being girls. Additionally, it has engaged over 40 partner associations and NGOs.

- ACT, our employee volunteering programme in Madagascar and Togo, saw 453 volunteers from AXIAN Telecom companies in Madagascar in 2023, with 65% being women and 35% men. A total of 83 volunteering activities were proposed, amounting to 1,810 hours of volunteering during work hours. Examples of activities include reading workshops in public primary schools and with partner associations, reading and gaming workshops with NGO Madagascar Alzheimer, and beach cleaning in Fort Dauphin for Environment International Day.

CORPORATE SOCIAL RESPONSABILITY PILLARS

80% OF ANNUAL BUDGET

2 PRIORITY AREAS OF INTERVENTION

Fostering An Inclusive and Quality Education	Emphasizing Economic Empowerment For Youth and Women

3 MAIN TARGETS

School children	Youth	Women

4 GROUP WIDE CSR FLAGSHIP PROGRAMS

Making quality education accessible to all	Ensuring online and digital safety for children	Creating the next digital work force	Unlocking the full potential of women in Africa

FLAGSHIP PROGRAM'S LOCAL INITIATIVES

20% OF ANNUAL BUDGET

LOCAL INITIATIVES & NATIONAL PRIORITY PROGRAMS

Adressing national priorities in the field of health, education, social and economic empowerment, environment, WASH

PROJECTS OR INITIATIVES AT LOCAL LEVEL

Going forward, AXIAN Telecom aims for 80% of its annual CSR spending to focus on its CSR flagship programs which are intended to not only help the most vulnerable people, but also to provide individuals with the skills and chances they need to enhance their livelihoods:

- Flagship 1: making quality education more accessible through digital tools,

- Flagship 2: safeguarding children's online safety

- Flagship 3: developing a digital workforce, and

- Flagship 4: empowering women in Africa through digital and financial literacy

These initiatives help us achieve our overall objective of supporting sustainable development and social progress by addressing important Sustainable Development Goals (SDGs) such as quality education (SDG 4), gender equality (SDG 5), decent work and economic growth (SDG 8), and reduced inequalities (SDG 10).

Results achieved in 2023, showcase the impact of AXIAN Telecom's initiatives in promoting digital and financial inclusion across our operational regions:

- Girls and Young Women Empowerment Programs with Apps & Girls in Tanzania directly benefited 272 out of school young women.

- Since the inception of the Tigo e-school program in 2020 in Tanzania, 38 schools have been connected to the internet.

- Through the Connect To Learn program, a partnership with Ericsson, 5 schools provided connectivity and online training to 3,700 individuals in 2023.

- In Madagascar, 61,000 beneficiaries gained access to internet connectivity provided to partner schools, universities, and training centers.

- A partnership with the US Embassy in Madagascar resulted in more than 10,000 annual visitors to the American Corner Majunga, equipped with Telma connectivity to facilitate e-learning sessions.

As we move forward, our CSR roadmaps for 2024 remain consistent with our new strategy, showing our continuous commitment to generating positive change and making a real impact in the communities we serve.

École 42, a new coding school in Antananarivo, Madagascar

École 42 is a renowned coding school founded in France, with a unique and innovative approach to education. Unlike traditional institutions, École 42 emphasises peer-to-peer learning and project-based learning rather than lectures and exams.

École 42 opened its door in September 2023. It made Madagascar the second African country to join the world's largest network of digital academies, offering free trainings and courses that are innovative and open to all, regardless of prior education or age.

This program was made possible thanks to TELMA's investment as part of its CSR strategy

The promise of 'breaking codes' was catchy, but in reality, we were often confronted with the limits of those same codes. In the early days, and beyond, at 42, our experiences often felt like a series of challenges and confrontations with these established norms. However, among the many lessons I took away from my time at 42, one of the most valuable is this: with will and determination, nothing is out of reach. This belief has propelled us into a vast ocean of learning, where every day brings its own new challenges that we welcome with enthusiasm.

SALOHY ANDRIANIRIANAVALONA

22, student at École 42

OUR COMMITMENT TO THE ENVIRONMENT

At AXIAN Telecom, effectively managing environmental impact is paramount for addressing sustainability challenges in Africa, especially within developing countries where AXIAN Telecom operates. These regions are especially vulnerable to climate change, including desertification, drought, and flooding, all of which have profound impacts on local communities and their means of living. Recognising the role of climate action in safeguarding future socioeconomic development, AXIAN Telecom prioritises mitigating risks and ensuring operational continuity.

Protecting the planet is integral to AXIAN Telecom's success. We understand the importance of balancing the reduction of our carbon footprint with expanding connectivity, leveraging digital networks and technologies as tools to combat climate change, while uplifting societies.

Through digitisation, AXIAN Telecom champions initiatives that promote sustainable living, such as mobile money services that minimise the necessity for cash transactions and contribute to forest conservation efforts. By implementing measures to reduce its environmental footprint, AXIAN Telecom not only mitigates risks but also fosters trust among its customers and stakeholders, thereby ensuring the company's long-term sustainability.

OUR KEY SUSTAINABILITY ISSUES:

1. Committing to climate action
2. Improving operations management
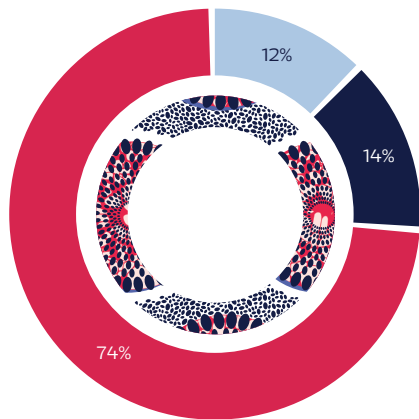3. Conserving biodiversity

Environmental footprint   UTOPIES©

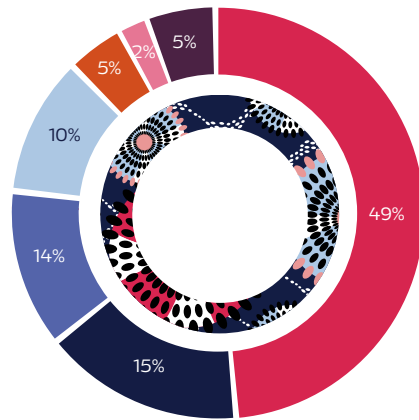Without the impact of mobile money – not included in the SBTi trajectory

328,430 tCO2e
through cluster activity
[vs. 244,374 tCO2e in 2022]
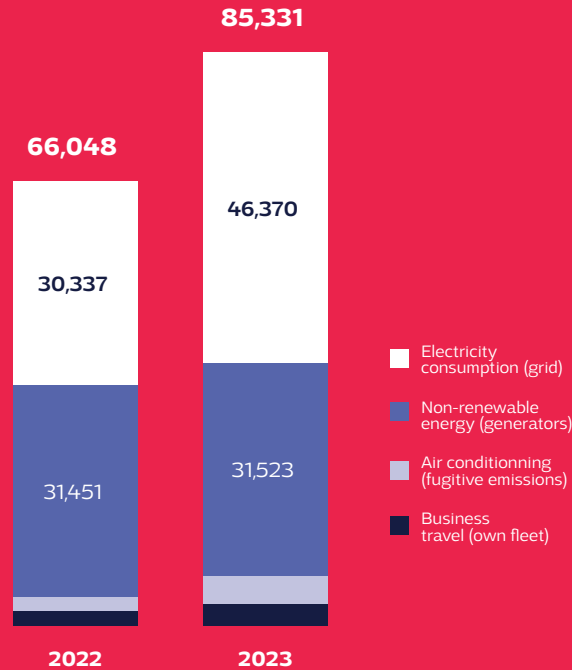
79 tCO2e
Per cluster employee

12% Scope 1
14% Scope 2
74% Scope 3

49% Purchased goods & services
15% Use of sold products
14% Electricity consumption
10% Direct emissions from stationary combustion units
5% Fuel and energy-related activities (not included in scope 1 or scope 2)
2% Capital goods
5% Others (cooling, commuting, business travel)

In 2023, there will be a relatively significant increase in Scopes 1 and 2 emissions. The SBTi reduction trajectory has therefore not begun this year.

Fossil fuel emissions from generators have remained relatively stable despite the growth in activity. The grid connection has certainly influenced electricity emissions upwards. It can therefore be estimated that the use of the electricity grid limits the growth in emissions as diesel generators have a greater impact than electricity. The use of PPA purchases could reduce the impact of electricity.

85,331

46,370

66,048

30,337

31,451

31,523

2022   2023

Electricity consumption (grid)
Non-renewable energy (generators)
Air conditionning (fugitive emissions)
Business travel (own fleet)

Committing to climate action

Telecommunications, while vital for connectivity and development, also contributes to global warming through energy consumption, infrastructure deployment, and electronic waste.

The ICT sector is estimated to contribute between 1.8% to 2.8% of global greenhouse gas emissions[1]. In African countries, where AXIAN Telecom operates, the impacts of global warming are particularly pronounced due to extreme weather events, water scarcity, and agricultural disruptions. These events disproportionately affect marginalised populations, heightening socio-economic disparities and threatening livelihoods. By acknowledging these impacts and committing to climate action, AXIAN Telecom aims to mitigate its environmental footprint and contribute positively to the resilience of African communities. Our commitment to environmental sustainability extends across all facets of our operations, as we endeavor to drive positive change in the telecommunications industry. Efforts towards climate change mitigation take various forms and require collaboration with stakeholders, including suppliers, customers, competitors and specialised agencies. Collectively, these partnerships enable us to implement effective strategies, leverage expertise, and drive impactful action towards a sustainable future.

[1] More emissions than meet the eye: decarbonizing the ict sector, Allianz SE | Munich | Jul 04, 2023

Our core principles guiding us through this sustainability journey

LEARNING FROM INDUSTRY PEERS AND EXPERTS	CONTINUOUS IMPROVEMENT
Gathering insights and best practices through benchmarking and continuous expert dialogues.	Monitoring metrics, identifying areas for enhancement, and implementing corrective actions
ADAPTING TO LOCAL CONTEXTS AND REQUIREMENTS	STRIVING FOR GLOBAL STANDARDS
Addressing challenges posed by diverse industry landscapes and regulatory constraints across countries of operation.	Tailoring to local contexts while meeting international climate change and ESG norms, in alignment with stakeholder expectations

Committing to climate action (cont.)

COMMITTING TO SBTI

After measuring its carbon footprint since 2019 with the help of experts, in 2023, AXIAN Telecom submitted its emissions reduction near-term trajectory to the Science-Based Target Initiative (SBTi), aligning objectives with the urgency of climate action. By 2024, AXIAN Telecom commits to ensuring emissions reduction strategies are scientifically sound. Through the SBTi commitment and objective simulations, AXIAN Telecom intends to chart roadmaps and investment plans up to 2030 for each operational company of the AXIAN Telecom group, in line with the Paris Agreement.

While already making strides, we are intensifying efforts to optimise resource use and minimise waste across operations. Moreover, stakeholder engagement will foster collaboration and accountability as we take climate action.

SCIENCE BASED TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

IMPROVING MONITORING AND REPORTING

We have continued to prioritise transparent reporting on our climate-related initiatives and our progress towards achieving Science-Based Targets, ensuring stakeholders have access to accurate and up-to-date information. Since 2019, we have publicly published our carbon footprint assessment and methodology.

After joining the GSMA in 2022, AXIAN Telecom has undergone the Carbon Disclosure Project (CDP) assessment exercise, a global initiative that assesses the environmental performance of companies. This questionnaire has enabled AXIAN Telecom to understand the characteristics of a climate strategy that is fully integrated into a company's strategy, and to measure AXIAN Telecom's performance in this regard. This exercise has enabled us to draw up an action plan to improve our climate strategy, from measures and targets to strategy and governance, while reducing and controlling risks.

AXIAN Telecom received a D rating (i.e in the "Disclosure" category), indicating that while the Company has offered basic information regarding its carbon emissions, energy consumption, and sustainability initiatives, there remains substantial room for improvement. Specifically, there is a need to heighten awareness of climate change effects (C: Awareness), implement adaptation and mitigation plans (B: Management), and establish ambitious yet realistic targets to effectively reduce climate change impacts (A: Leadership).

Following our response to the CDP assessment, we formulated an action plan for enhancement. A key aspect of this plan involves incorporating climate transition risks, chronic physical risks, and acute risks into our Group risk register. Each operational company updates this register more than once a year, enabling us to gain deeper insights into the exposure of our activities to climate change effects and to implement necessary measures accordingly.

SUSTAINALYTICS

AXIAN Telecom scored

Sustainalytics gives a rating on a numerical scale from 0 (lowest risk) to 100 (highest risk). The lower the

The rating was based on following criteria, called material

ESG issues

Data privacy and security

Product governance

Human capital

Carbon

22.5   **MEDIUM RISK**

STAKEHOLDER ENGAGEMENT FOR SUSTAINABILITY

We recognise that safeguarding the planet requires collective action and collaboration with stakeholders. We are committed to forging partnerships with suppliers, customers, government entities, and non-governmental organisations to amplify our impact and mobilise action towards common sustainability objectives. We maintain regular communication channels with our stakeholders to foster transparency and inclusivity.

In April 2023, AXIAN Telecom organised a Climate Workshops in Madagascar, providing a platform for dialogue and knowledge sharing on climate-related issues. Soliciting feedback on our environmental initiatives allows us to refine our strategies and enhance their effectiveness. We uphold transparency by reporting on stakeholder input and the actions taken based on this feedback.

Since joining GSMA in 2022, AXIAN Telecom has actively participated in the GSMA Climate Task-Force through our Impact and Sustainability team. Here, we collaborate with peers, exchange experiences, and harness industry best practices.

Through these efforts, we strive to create value for all stakeholders while advancing our shared environmental goals. As active members and participants in the Sustainability Working Group of the World Broadband Association, we prioritise energy efficiency and environmental stewardship within the telecommunications industry.
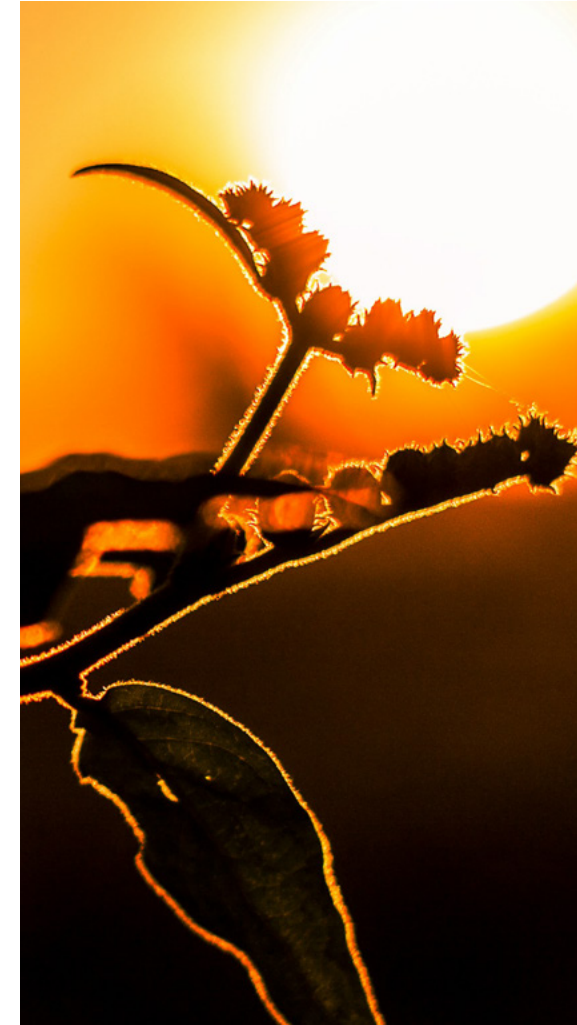
Improving operations management

One of our key strategies involves measuring and reducing greenhouse gas emissions associated with our operations.

This includes implementing energy-efficient technologies, optimising infrastructure and adopting renewable energy sources. We prioritise minimising emissions and environmental impact by optimising transportation and distribution processes, leveraging alternative fuels, efficient routing and energy use and sustainable packaging practices.

Improving energy performance is a priority for AXIAN Telecom and requires a diversified approach. This includes:

1. IMPROVING ENERGY EFFICIENCY OF PASSIVE ASSETS

- Improving quality and yield of solar panels installed: 154% increase in performance per m² between panels with the lowest yields and those with the highest.

- Using vegetable-based fuels at certain sites in Madagascar (50 sites), with new sites planned, and use of wind power at 1 site, with plans to install new hybrid sites.

- Increasing connections to the national grid, notably in Uganda, with a clear improvement over the past year: +15% of sites connected to the grid, and soon no sites remaining unconnected to the grid or unsolarised.

- Solarising 7 Telma data centers, and new projects are underway in Tanzania and Madagascar to reduce reliance on Gen Set and fossil fuel, thus the carbon footprinting and the overall energy bill by leveraging solar resources. Two projects are focused on major sites, particularly the connection of the GALAXY MSC2 site and the SALASALA site in 2024-2025.

- Improving battery efficiency through a progressive transition of the entire battery inventory to Lithium-ion technology, which offers enhanced performance compared to the previously used lead-acid technology..

2. IMPROVING MEASUREMENT QUALITY AND ENERGY DATA CONSOLIDATION

- Harmonising all TOA operational companies onto a single monitoring system, gradually

achieving 100% monitoring coverage across TOA sites.

- Implementing standardised energy activity tracking across all towers owned by AXIAN Telecom, with a centralised tracking dashboard (Phase 1/2 of the project completed yet).

3. ENHANCING EFFICIENCY OF ACTIVE ASSETS WITH OUR PARTNERS

We are engaging with Ericsson and Nokia towards implementing energy-saving features on the network, deploying more efficient technologies (5G network up to 30% more efficient than 4G LTE) along with the implementation of energy-saving features (software and hardware) on networks in Tanzania, Senegal, Madagascar, and Togo. 100% of sites in Senegal, Tanzania, and Madagascar already have micro sleep TX mode implemented on antennas, contributing to energy consumption reduction (up to 13% improvement in consumption).

We have significantly improved data center room design with the creation of new IT rooms featuring fully contained cold aisles, such as the new room at Galaxy MSC2 or SALASALA in Tanzania. This type of containment brings significant cooling efficiency improvement, up to 7% in dimensioning.

4. EFFICIENTLY MANAGING ENERGY

Implementation of ISO 50001 performance Implementation of ISO 50001 performance standards on energy management systems is in progress. Energy management must be a priority, which is why STELLAR-IX in Madagascar is working on implementing these standards for the MSC2 site management as a pilot project before

extending it to the management of new and future sites. In 2024 we aim to continue implementing ISO energy management systems and solarisation of our operations.

5. REDUCING WASTE AND RECYCLING PROGRAMMES

Eliminating plastic packaging and user manuals for sim cards in Tanzania and packaging in Senegal.

6. REDUCING CARBON FOOTPRINT

In order for our operational companies to understand the main sources of emissions and the priority areas for reduction, we have shown a breakdown of our 2023 carbon footprint by scope and category.

We held a climate workshop during the year with AXIAN TELECOM teams and introduced a climate course for AXIAN TELECOM senior management.

In Madagascar, we have implemented an employee commuting system to reduce our carbon footprint while prioritising the safety and wellbeing of our workforce.

M'BALIK offers alternatives to carbon-based energy sources through cost-effective domestic solar kits that are deployed throughout Madagascar. In 2023, 64,000 households were equipped with MBalik solar home system kits and total coverage now stands at 44% in urban areas, 29% in suburban areas and 27% in rural areas.

Sustainable Infrastructure

	Total Towers	Off grid sites with solar panels	% Off grid with solar panels
ToA Madagascar	1,840	1,141	92%
ToA Uganda	407	292	94%
ToA Tanzania*	425	143	98%
Togocom	1,018	325	87%
Free Senegal	8	-	-
TOTAL	**3,698**	**1,902**	**92%**

* Carve-out from Tigo Tanzania ongoing, not completed as of Dec 31st 2023

7. MONITORING RESOURCE USE

We take a proactive approach to measuring resource usage across all our operational companies through our Health, Safety, Environment, and Social (HSES) management system. This allows us to collect and monitor data related to resource consumption (water, electricity, fuel and waste), enabling us to track our environmental footprint. This monthly data collection process is standardised across all operational companies, ensuring consistency and accuracy.

Improving operations management (cont.)

CLIMATE ACTION SCORECARD

We have turned our vision into concrete actions via our scoring system, so that we can measure, monitor and improve our impact achievements.

Since2021, each beginning of year, a list of impact objectives has been validated by each AXIAN TELECOM group company management. The scoring covers the following impact priorities: Talent & Entrepreneurship, Population & Inclusion, Innovation & Infrastructure, and Environment. All employees contribute to these objectives throughout the year, followed by an annual assessment. The supporting documents are internally audited and the impact rating is part of the annual appraisal for all employees.

At the beginning of 2023, entities set environmental targets for reducing their consumption of resources compared with the previous year. The Impact Manager and the entity's CEO are responsible for monitoring these indicators and ensuring that targets are met. This encourages companies to better measure and control their energy resources, and to define and manage reduction action plans across all their operations.

VALOMADA

Valomada, founded in 2015, is a company specialised in the recycling of electrical waste and equipment in Madagascar. This includes collection, dismantling, sorting of materials such as plastic, ferrous metals, printed circuits, and cables. These materials are then packaged and exported to the Morphosis plant in France for proper treatment.

Valomada has established a successful collaboration with AXIAN Telecom, particularly with Telma and Togocom, as part of the circular economy approach, contributing to the promotion of sustainability in the telecommunications sector in Africa. In Togo, over 15 tonnes of electronic waste were exported to the plant in France in 2023, paving the way for an upcoming mission planned in Senegal. The collaboration between Telma, Togocom, and Valomada has significantly increased the recycling rate of electrical waste in the serviced regions, demonstrating the positive impact of their joint efforts on the environment and society.

> The collaboration between AXIAN Telecom, Telma, Togocom, and Valomada represents a remarkable success in promoting circularity and sustainable development. By working together, these entities have successfully implemented efficient electric waste collection and recycling programmes, helping to reduce the environmental impact of end-of-life electronic equipment. This collaboration has also raised awareness about the importance of recycling and environmental preservation, while creating economic opportunities in the recycling sector.

THEO GALLART
Founder of Valomada

Conserving biodiversity

INTEGRATING BIODIVERSITY CONSIDERATIONS INTO CORPORATE DECISION-MAKING PROCESSES

We recognise the crucial role of biodiversity conservation in achieving our sustainability goals. We pledge to incorporate biodiversity considerations into our corporate decision-making at every level, from project planning to product development. Through proactive measures, such as conducting environmental impact assessments, we aim to minimise negative impacts on biodiversity and ecosystems.

AXIAN Telecom actively contributes to the 2030 objectives outlined in the Kunming-Montreal Global Biodiversity Framework, aimed at halting and reversing biodiversity loss while fostering societal benefits. Our approach involves implementing strategies and initiatives aimed at minimising environmental degradation, preserving biodiversity, and promoting sustainable practices throughout operations and supply chains.

- We develop and implement tools and methodologies to integrate the mitigation hierarchy (avoidance, reduction, and compensation) throughout the entire project lifecycle, encompassing project design, site selection, and the operation and maintenance phases.

- We implement environmental impact assessment, critical habitat assessment, biodiversity management plan to safeguard and preserve critical habitats, species, and ecosystems affected by our operations. This involves forming partnerships for reforestation projects, collaborating with protected area managers to designate and manage protected areas, and actively preserving natural habitats.

- We adopt specific operational procedures for activities located within sensitive areas.

- We engage with stakeholders, including local communities, international organisations, NGOs, governments, and environmental organisations, to gain input, build partnerships, and address concerns.

- We collaborate with suppliers and partners to promote sustainable sourcing practices, reduce deforestation, eliminate illegal wildlife trade, and ensure the responsible use of natural resources throughout our supply chain. This is upheld through our code of conduct and our Health, Safety, Environment, and Social (HSES) policy.

- We provide transparent and accurate reporting on corporate environmental performance, including biodiversity conservation efforts and environmental impact reduction initiatives, and keep track of progress toward sustainability goals.

- Each year, every entity establishes a reforestation target, specifying the number of trees to be planted. In addition, certain entities, such as Mvola and Telma, organise dedicated tree-planting days involving their employees.

- With reforestation being an indicator in the IMPACT scorecard. A biodiversity action plan was initiated in 2024 which facilites advancements in our reforestation strategy by reducing service providers

TELMA'S REFORESTATION PROGRAMMES IN MADAGASCAR

115
farmers

AND LOCAL FARMERS INVOLVED IN REFORESTATION PROGRAMMES

182.5
metric tons of CO_2

EXPECTED TO BE CAPTURED IN 5 YEARS

PARTNER: BÔNDY A LOCAL ENVIRONMENTAL CONSERVATION NGO

Pulse has teamed up with Bôndy, a major player in the environmental and social fields, to develop the first CO_2 footprint calculator for private individuals.

The aim is to strengthen its economic, social and environmental impact by encouraging everyone to play an active part in the fight against global warming. The user-friendly and accessible tool enables users to measure their greenhouse gas emissions according to their consumption habits and suggests carbon reduction and offsetting solutions. Pulse is focusing on the eco-design of the emissions calculation and offsetting tool, while Bôndy is contributing its social and environmental expertise. The Mvola and/or BniPay platforms will be used as payment methods for the trees.

In a perspective of responsible environmental management, it is essential to have a comprehensive database on what has been degraded in sensitive areas and to compensate for what has been impacted (based on the area and type of habitats).

By collecting data on the deterioration of natural habitats, considering their size and type, we can accurately quantify the impact of our activities. Using this information, we can then develop targeted compensation strategies aimed at restoring or protecting damaged habitats.

This may include replanting native plant species, restoring wetlands, or creating biological corridors to facilitate species migration. By integrating this approach into our environmental management, we are committed to minimising our ecological footprint and preserving the biodiversity of the sensitive areas where we operate.

By working in partnership with local communities, conservation experts, and environmental authorities, we can ensure responsible management of natural resources and contribute to the preservation of fragile ecosystems for future generations.
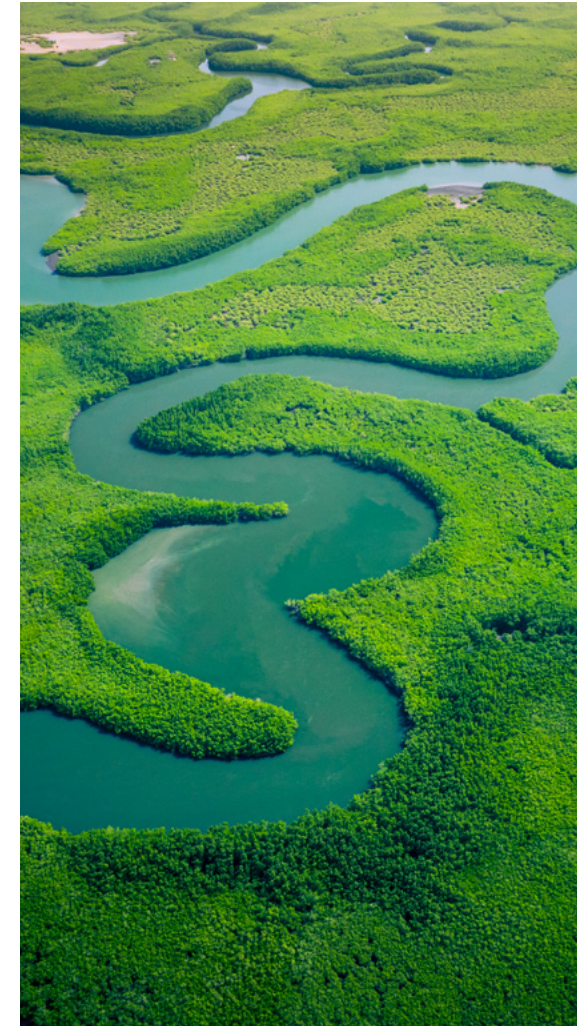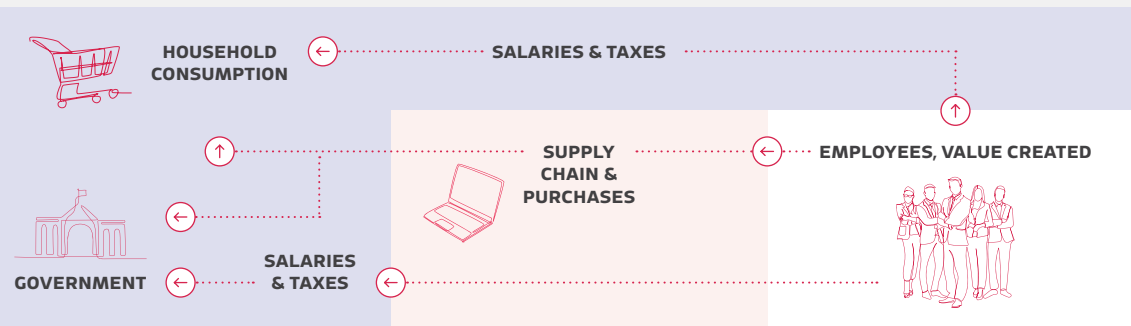
APPENDIX

Appendix

METHODOLOGY NOTES

Impact of operations

Impact of financing & advances

ECONOMIC IMPACTS OF HOUSEHOLD & GOVERNMENT EXPENDITURES

Our **salaries and taxation**, as well as the salaries and taxes paid across our **supply chain**, support household consumption and government expenditures. They constitute the induced impacts **of household and government expenditures.**

ECONOMIC IMPACTS OF SUPPLIERS

Our **purchases** generate economic activity throughout the supply chain, and constitute an **indirect economic impact**.

AXIAN Telecom EMPLOYEES

Our **employees** and our **value creation** constitute a **direct impact**.

CASH FLOWS

- Purchases
- Salaries
- Taxation
- Value added

CASH FLOWS

- Financing
- Advances

ECONOMIC IMPACT OF SUPPLIERS

Our **employees and our value creation constitute a direct impact. The financing from BNI and advances from MVola support various expenditures for our beneficiaries** (businesses, professionals, individuals, etc.). They create economic activity that others across supply chain thrive and generate an **economic impact**.

ECONOMIC IMPACTS OF HOUSEHOLD & GOVERNMENT EXPENDITURES

These **financing and advances support salaries, taxation**, and therefore household consumption and public expenditures. These are economic **impacts, household and public government expenditures**.

Appendix

METHODOLOGY NOTES

For a comprehensive assessment, Utopies uses two complementary tools: The Carbon Balance® V8 spreadsheet + the local FOOTPRINT® model

I. « PHYSICAL » DATA

Analysis of physical data using the Carbon Footprint spreadsheet, emission factors from the spreadsheet and from Ademe. We also utilise the Ecoinvent database to access several thousand additional emission factors.

Ecoinvent - the world's most consistent & transparent life cycle inventory database.

For example:

- Employee mobility (km by type of transportation)
- Electricity consumption (total kWh)

These data are then translated into carbon impacts using indicators from reputable databases (Ademe, IPCC, etc.).

II. FINANCIAL DATA

Developed by UTOPIES, the macroeconomic model LOCAL FOOTPRINT® is based on a hybrid analysis (input-output tables* + LCA**) and allows for assessing carbon impacts through financial equivalence across the entire supply chain.

LOCAL FOOTPRINT® integrates socio-economic indicators (employment and GDP) and environmental indicators (GHG emissions and raw materials).

For example, expenditures on raw materials are translated into carbon impacts using statistics from the input-output database 'EXIOBASE.'

Thus, when collecting physical data is too lengthy or impossible, LOCAL FOOTPRINT® is an excellent alternative.

PRINCIPLE OF FINANCIAL EQUIVALENCE
X € PAID TO SUPPLIERS

X TCO2E
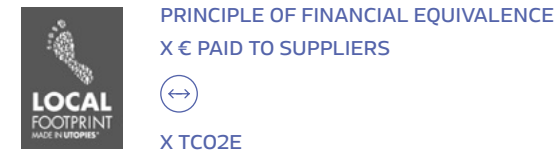
* Input-Output Tables (IOT) describe the sales and purchase transactions between producers and consumers in an economy. They illustrate the flows of sales and purchases of goods and services for intermediate and final consumption, recorded by production activities (standard sector-by-sector tables) or by product transactions (standard product-by-product tables)—OECD definition.

** Life Cycle Assessment (LCA) is a standardized evaluation method (ISO 14040 and ISO 14044) used to conduct a multi-criteria and multi-stage environmental assessment of a system (product, service, company, or process) throughout its life cycle.

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