Airtel Africa plc
Sustainability Report 2024
Transforming lives

About this report

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About Airtel Africa

Airtel Africa is a leading provider of telecommunications and mobile money services, with operations in 14 countries in sub-Saharan Africa. We provide an integrated offer to customers, including mobile voice and data services as well as mobile money services both nationally and internationally.

For more information about our business, see our Annual Report and Accounts 2024 on www.airtel.africa.

We're pleased to present Airtel Africa's Sustainability Report 2024, reflecting our commitment to environmental, social and governance (ESG) practices over the financial year 2023/24. This report details how we're implementing responsible business practices across our markets by focusing on our sustainability performance. It highlights our achievements and plans for future initiatives that will positively impact the environment and communities in which we operate.

In this report we demonstrate how we align our sustainability efforts with standards set by the Global Reporting Initiative (GRI) and the GSMA's recommendations for the telecommunications industry. We also adhere to the Task Force on Climate-Related Financial Disclosures (TCFD) and the London Stock Exchange (LSE) recommendations in the Annual Report to maintain transparency and accountability.

We recognise Airtel Africa's responsibility to implement climate change mitigation and environmental protection programmes. In addition, we focus on maintaining high corporate governance standards, the protection of human and labour rights and community development initiatives. The report outlines our progress toward the United Nations' Sustainable Development Goals (UN SDGs), highlighting our contributions to sustainable development.

Through internal controls and oversight by our Sustainability Committee and the Board of directors, we ensure the accuracy of our report, offering stakeholders insight into our sustainable development practices. We're improving our data collection methods and plan to introduce external assurance for our non-financial indicators in future reports, marking our commitment to sustainability in Africa.

We provide essential services to customers and societies across Africa.

Our purpose of transforming lives is at the heart of our sustainability strategy.

Making real and positive impact on people, communities and nations.

152.7 million
customers in 14 sub-Saharan markets

64.4 million
data customers

38 million
Airtel Money customers

Transforming lives

By increasing digital and financial inclusion, we're transforming lives – connecting people, delivering access to essential services and building better financial futures.

Digital inclusion is the first step towards financial inclusion. We support this by providing connectivity in our 14 markets – it is pivotal in addressing inequality and building better futures for communities across Africa.

We're reaching the financially excluded and bridging the digital divide.

Unlocking the potential of people and communities.

While providing opportunities and financial independence for women, especially in rural areas.

Bridging the digital gender divide in Zambia

In the face of Africa's soaring data demand, our mission is to bridge the digital divide, ensuring our products and services reach everyone, without exception. We are dedicated to inclusivity, breaking down gender barriers to connectivity. Central to this mission is mobile money, a catalyst for female financial empowerment. In Zambia, where 68% of our customers use mobile money services, we have seen a 44% growth in mobile transactions in 2023/24. Women represent 49.5% of our Airtel Money customers in the market – we're providing them with an opportunity to financially transact and access to essential services. Our distribution model further promotes female entrepreneurship, encouraging Zambian women to own and operate Airtel Money kiosks and mini shops: our Airtel Money agents network increased by 39.2% to over 162,500, out of which 38.5% are women. This is underlining our commitment to fostering economic empowerment, providing employment opportunities and enhancing entrepreneurial spirit among Zambian women.

38.5%

women agents selling our products and services in Zambia

Transforming lives

Our ongoing commitment is to create a diverse workforce and an inclusive culture, helping all our colleagues reach their full potential.

Our vision is to become an employer of choice, creating an environment where diversity and inclusion thrive alongside a culture dedicated to excellence, wellbeing, development and support. Our commitment is to provide opportunities for our people to develop their skills and experience, propelling them towards personal and professional growth.

Our business is expanding.

Our people are critical to the delivery of our business and sustainability strategies.

Providing our people with the opportunity to develop their careers and achieve their full potential.

Creating the future with the 'Women for technology' programme

We're passionate champions for gender equality and provide a supportive environment for our female colleagues. Through our 'Women for technology' programme, launched in October 2022, we fast track high-achieving women in technology functions to leadership roles. In 2023/24, we've seen a 21% rise in internal promotions from this group, evidencing our programme's effectiveness in advancing female talent. 'Women for technology' is a transformative one-year journey for women in network, engineering and digital roles, aimed at leveraging their high performance to address our key digital and technological challenges. With 54 participants to date, mentored by senior leaders and women Board members, they conclude their programme by pitching solutions to our executive team, showcasing their significant impact and Airtel Africa's commitment to gender balance.

28.3%

gender balance across our workforce

Airtel Africa's achievements are testament to its dedication to a comprehensive sustainability strategy and its strong sense of corporate responsibility.

> "
> **I'm proud to work with a company that demonstrates strong commitment to sustainability and whose values resonate deeply with my own. I'm privileged to represent the Board supporting Airtel Africa as it transforms lives across the continent.**
> "

Annika Poutiainen
Independent non-executive director and Airtel Africa's sustainability champion

8 May 2024

I'm delighted to introduce Airtel Africa's Sustainability Report 2024. The achievements detailed in this report are testament to Airtel Africa's ethos, characterised by professionalism and strong values. Through increasing digital and financial inclusion, improving access to education, addressing inequalities and fostering economic growth, Airtel Africa's commitment to transforming lives, providing better futures and opportunities for millions of people across the African continent is genuine and profound.

The development and implementation of an effective sustainability strategy presents considerable challenges, necessitating innovation, augmented governance and thorough integration into every aspect of the business. However, despite operating in 14 challenging sub-Saharan markets and serving 152.7 million customers, Airtel Africa has embedded sustainability into every aspect of its business, at every level.

Guided by CEO Olusegun Ogunsanya's leadership, Airtel Africa has continued to invest in targeted initiatives that support its sustainability goals. These strategic investments, which drive the company's response to its material topics, have accelerated progress towards Airtel Africa's milestones, while seamlessly blending business practices with sustainability objectives. Despite multiple challenges

on the continent, the company balances aspirations for economic development with environmental conservation efforts. Airtel Africa's commitment to energy efficiency not only mitigates its environmental footprint but also amplifies operational efficacy and fosters community wellbeing.

Among Airtel Africa's initiatives, its transformative five-year $57m partnership with UNICEF stands out, aiming to significantly increase access to quality education for millions of young people. The enthusiasm with which Airtel Africa's people have embraced this partnership signifies a deep-seated integration of the sustainability strategy into the cultural canvas of the company.

I'm proud to work with a company that demonstrates strong commitment to sustainability and whose values resonate deeply with my own. I'm privileged to represent the Board supporting Airtel Africa as it transforms lives across the continent. I'm particularly pleased that over the past year I've been involved in the internal 'Women for technology' mentorship programme. Alongside fellow women Board members, we've had the opportunity to share our knowledge and experience to help Airtel Africa's future women leaders navigate the challenges of the business world. Growing up, I was inspired by my mother's pioneering spirit, and, in a similar way, I hope that I can guide these ambitious women to reach their full potential.

Participating in COP28 with Airtel Africa, I was able to step back and look at the company's transformational journey objectively. With a burgeoning population and a disproportionate vulnerability to climate change, Africa's need for equitable access to clean energy and digital services is more pressing than ever. Airtel Africa's net zero ambition and its focus on renewable energy sources are vital components of its strategy to unlock the continent's immense potential. But this must also be balanced with building the skills of Africa's future workforce, opening up new opportunities for women and empowering an entire continent to reach its social and economic potential.

I commend Airtel Africa on the progress it has made over the past 12 months and look forward to ongoing advancements on its journey to transform lives across the continent.

Board visits to the markets

In 2023, our Board members visited Kenya and Nigeria, engaging directly with employees, partners and beneficiaries of Airtel Africa's initiatives. This included community schools and programmes aimed at increasing digital literacy and access to quality education. The Board members also visited one of the data centres and several shops allowing them to see, first-hand, our efforts to meet the rising demand for data and enhanced customer service. These interactions provided an invaluable insight into our operations and the ecosystems, enhancing the Board's understanding of our business model and continuous support for communities.

One of the highlights was the tour of the Women's Technology Empowerment Centre (W.TEC) in Lagos. W.TEC is a beneficiary of Airtel Nigeria's 'Touching lives' initiative. It was established to give women and girls the power to change their lives through developing IT skills which improve digital equality in technology. The Board members also met with Airtel Nigeria's Women's Council to highlight our commitment to building diversity and inclusion in the technology sector.

These visits provided our Board members with a deep understanding of how we operate on the ground, including our development of products and services to genuinely meet the needs of our customers, and the role we're playing in building social and economic opportunities for people across our markets.

CEO Q&A

Transforming lives through our sustainability strategy and climate action drives our business.

> " We harness the power of technology to catalyse positive change and contribute to the sustainable development of the communities we serve. "

Olusegun Ogunsanya
Chief executive officer

8 May 2024

Q. How will you look back at this year?

A. I'm very pleased to see the achievements the business has made against our sustainability goals and targets – this is a tribute to the hard work of our people. But while targets are vital to driving change, our overarching aim is far wider: to transform people's lives through connectivity, products and services to foster digital and financial inclusion. This is our commitment. Our targets guide us on our journey to achieving this commitment.

Our focus is on connecting the unconnected – and this year we've expanded our network further into the remote areas on the continent, bringing digital and financial inclusion to millions. Today, over 80% of the population within our 14 markets can access our network, with 4G coverage for 70.7% of the people in our markets, up 4.9% since last year. In 2023/24, we've also seen a significant growth in our Airtel Money customer base, up 20.7% on the previous year. This is helping to drive economic progress, especially among women in rural areas, enabling female financial autonomy and unlocking entrepreneurship.

Through our five-year $57m partnership with UNICEF, we're increasing access to quality education, connecting schools to the internet and opening up a world of digital learning, truly embodying our mission to transform lives. Also, our work in environmental stewardship – from improving our energy efficiency to aiming for ISO 14001 certification – has also set new standards in our operations. These efforts collectively reflect our dedication not just to growth, but to making a meaningful difference in the communities we serve.

Q. What challenges has Airtel Africa encountered in rolling out its sustainability initiatives, and how did you navigate those challenges?

A. The purpose of transforming lives has always driven everything we do at Airtel Africa and embedding sustainability initiatives into the fabric of our operations is essential. Through consistent work at all our operating companies (OpCos) and across every function, I can say with confidence that sustainability is fully integrated into our culture.

We're operating in 14 sub-Saharan markets with their respective challenges such as inflationary pressures, currency devaluations and high costs for transitioning to greener technologies while ensuring our supply chain is aligned with our ESG standards. Our approach, which is based on our business and sustainability strategies, robust business model and an ongoing focus on innovation, allows us to maintain steady progress towards our goals.

This year we continued to enhance our network reliability in response to climate challenges and driving the resilience of our supply chain. Our journey underscores the importance of adaptability, collaboration and a steadfast commitment to our core values in overcoming obstacles and accelerating our sustainability agenda.

Q. Education is a cornerstone of societal growth. How does Airtel Africa's emphasis on improving access to education align with its broader mission?

A. Education is the key that unlocks infinite potential, shaping the future of individuals and, by extension, the continent. At Airtel Africa, we believe in the transformative power of education to not only foster economic growth and reduce inequalities, but to pave the way for a more inclusive society. For example, through our partnership with UNICEF, we've connected almost 1,200 schools to the internet providing thousands of schoolchildren with quality educational resources free of charge. Through this and other partnerships, we're demonstrating our commitment to this cause. By bridging the digital divide, we're not just enhancing educational access – we're providing the next generation with the tools to thrive in the digital era.

This focus is a natural extension of our purpose to transform lives, demonstrating our belief in the power of technology to catalyse positive change and contribute to the sustainable development of the communities we serve.

Transforming lives is at the heart of our sustainability strategy.

Our sustainability strategy drives our commitment to increase digital and financial inclusion, improve access to education for millions of children and address gender-based inequalities across our markets. This is how we're transforming lives and unlocking opportunities for people in Africa.

Our sustainability strategy

The launch of our sustainability strategy in October 2021 marked our commitment to placing our core purpose – transforming lives – at the forefront of our corporate agenda. The strategy is built around a framework that represents our key focus areas and encompasses all our material topics. The framework allows the business to focus on the delivery of medium- to long-term goals that will improve our operations and services. It establishes a diverse and inclusive culture where our people can develop their skills and build flourishing careers. Our strategic frameworks ensure we create programmes and initiatives that capitalise on our network expansion to drive genuine digital and financial inclusion across the continent while reducing our environmental impact.

The delivery of our strategy makes a measurable contribution to six UN SDGs, addressing some of the most intractable challenges facing the world today. Underpinning this is our dedication to upholding the UN Global Compact's (UNGC) Ten Principles as Airtel Africa became a signatory to UNGC in 2021. We restate our commitment through our reporting and communications of progress (COP) annually.

'Our business' pillar	'Our people' pillar	'Our community' pillar	'Our environment' pillar

Nine dedicated workstreams

Data security	Diverse and inclusive workforce	Digital inclusion	Reduction of GHG emissions
Service quality	Training and development	Financial inclusion	Environmental stewardship
Supply chain	Healthy and safe work environment	Access to education	
	Employee engagement		

Our sustainability strategy is fully aligned with six UN SDGs.

Reducing inequality and creating opportunity are critical drivers for us. By expanding the availability of our mobile services, we ensure opportunities are accessible to all – SDG 10. The growth of our network also establishes essential infrastructure for financial inclusion and economic development which are at the heart of SDG 9. This supports our work to empower women, especially in rural areas, with the means for financial independence and business development, contributing directly to SDG 5. For SDG 8, we focus on facilitating economic growth by ensuring access to essential services for entrepreneurship and providing safe, rewarding employment opportunities. Looking to future generations, we are committed to increasing access to quality education across our markets through the provision of free internet and educational resources – SDG 4 – and are working to minimise the environmental impact of our operations – SDG 12 – through decarbonisation programmes, energy efficiency and waste reduction.

UN Sustainable Development Goals

UN SDGs	How we make an impact
SDG 4	**SDG 4: Quality education** By providing free access to the internet and online educational content, we're giving children the resources they need to improve literacy and educational outcomes. Direct financial and practical support for schools ensures education is available to some of the most vulnerable children.
SDG 5	**SDG 5: Gender equality** The expansion of our network, especially in rural areas, allows women to access the services they need for financial independence, increasing security for their families. And within our operations, we are committed to creating a culture where all employees, regardless of gender, have the opportunity to develop their skills and progress their careers to achieve their full potential.
SDG 8	**SDG 8: Decent work and economic growth** We're providing data and mobile money services to our customers driving entrepreneurial opportunities in our markets that are essential for economic growth. Through our own operations, we recruit locally, whenever possible, providing local people with rewarding employment and development opportunities.
SDG 9	**SDG 9: Industry, innovation and infrastructure** Our network and services combined with our continuous efforts to maintain the highest levels of data security and service quality provide the infrastructure which is essential for increased financial inclusion, access to education services, economic resilience and community growth.
SDG 10	**SDG 10: Reduced inequalities** Our products and services are available to all who are covered by our network, providing millions of people with new opportunities regardless of age, gender, disability, religion or any other status.
SDG 12	**SDG 12: Responsible consumption and production** We are committed to minimising the environmental impact of our operations by reducing our energy consumption, waste and use of natural resources, and by limiting our direct and indirect greenhouse gas (GHG) emissions.

Internal assurance of the Sustainability Report 2024

In preparing the Sustainability Report 2024, we've focused on providing accurate data and clear, informative updates on our sustainable development activities and progress. This report underwent several internal reviews and control processes to ensure the accuracy of all the information and data it contains. The Board of directors and the Sustainability Committee have reviewed and approved this report to ensure that all material ESG data related to the Group's activities is adequately disclosed.

Our high priority material topics determine our sustainability strategy.

Our double materiality matrix
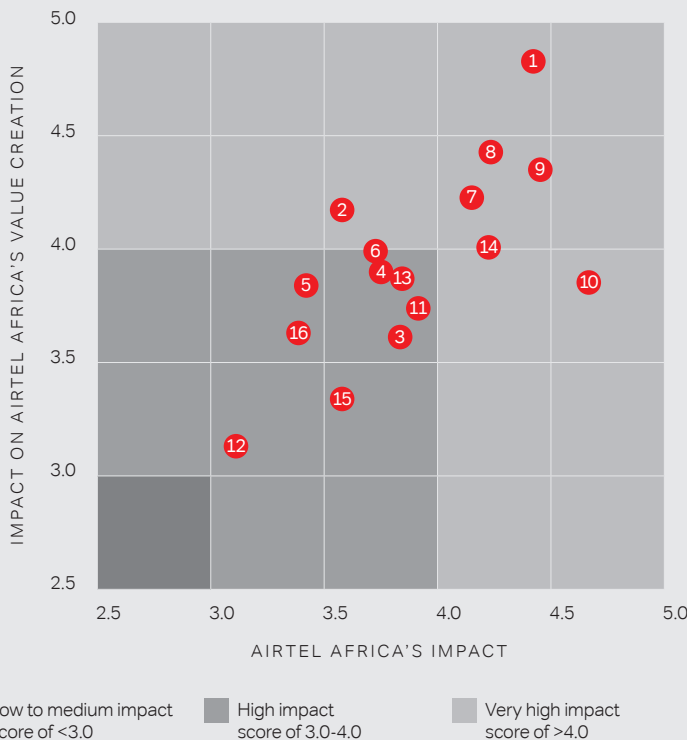
IMPACT ON AIRTEL AFRICA'S VALUE CREATION (y-axis: 2.5 to 5.0)

AIRTEL AFRICA'S IMPACT (x-axis: 2.5 to 5.0)

- Low to medium impact score of <3.0
- High impact score of 3.0-4.0
- Very high impact score of >4.0

1. Data security
2. Corporate governance
3. Diversity and inclusion
4. Ethical business practices and human rights
5. Ethical labour management
6. Education and digital literacy
7. Digital inclusion
8. Financial inclusion
9. Service quality
10. Supply chain management
11. Impact on local communities
12. Biodiversity
13. Health and safety
14. Technological innovation
15. Waste and waste management
16. Climate change

Top three impacts

For business and financial value creation

- Data security
- Financial inclusion
- Service quality

For society and the environment

- Responsible supply chain management
- Service quality
- Data security

Stakeholder groups

- Our customers
- Our people
- Our communities
- Partners and suppliers
- Governments and regulators
- Shareholders
- Media
- Non-governmental organisations (NGOs)

We are committed to transparent ESG reporting. Our internal and external stakeholders' perspectives are crucial in identifying our sustainability thresholds and social foundations for our strategy.

Methodology

In 2021 we undertook our first detailed materiality assessment, the results of which indicated those areas of our sustainability risks and also the opportunities where we could make a positive impact. The results of this assessment served as a foundation upon which we established our sustainability strategy. Furthermore, understanding of our material topics has driven the implementation of our sustainability strategy over the last two years. In Q4'24, we undertook a new materiality assessment to ensure that our programmes continue to meet stakeholders' views of our material topics.

Double materiality assessment

The Global Reporting Initiative (GRI) recommends a double materiality approach: it evaluates not only the impact of a company's operations on society and the environment but also how social and environmental issues can affect a company's financial and operational performance. Adopting this holistic approach ensures that our reporting is comprehensive, addresses our impact and challenges while informing our strategic decision-making.

Stakeholder engagement

Our first step was to align the potential impacts with current material topics and industry requirements, allowing us to develop a survey to gauge the importance of each issue. The survey targeted the audience groups identified in our stakeholder engagement policy.

The range of stakeholder groups engaged through this process covered our 14 markets as well as those stakeholders who engage with Airtel Africa at the Group level. We also engaged with our Board of directors and conducted an internal review among our Executive Committee (ExCo) members to assess the financial impact of ESG factors on our performance. The feedback we received from the internal and external consultation informed the creation of a new double materiality matrix for Airtel Africa. This was presented to – and accepted by – the Sustainability Committee. Our materiality assessment findings will guide our sustainability-related activities in 2024/25.
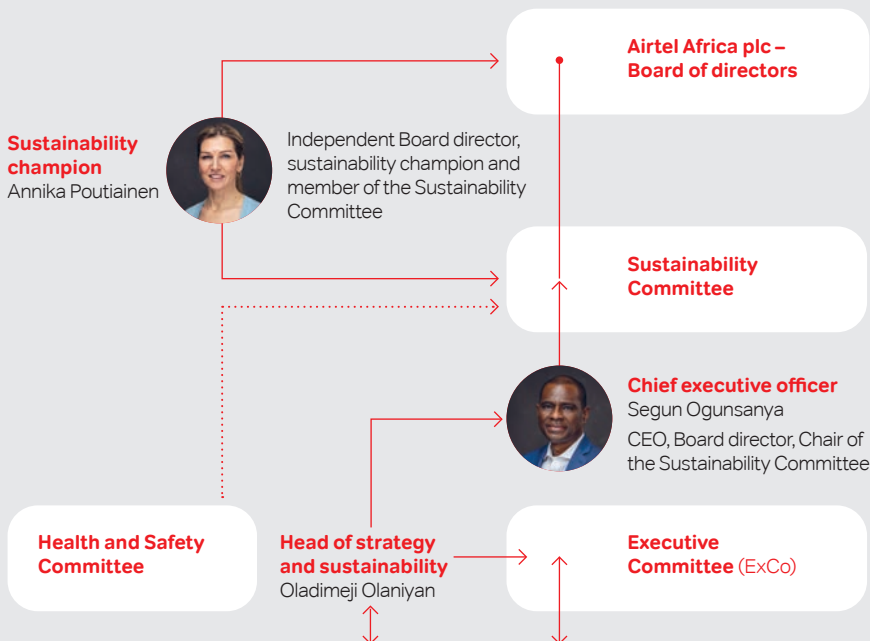
» For more information about our stakeholders' engagement policy, visit **www.airtel.africa**

An effective governance structure ensures our sustainability strategy is embedded, and maintained, throughout our business.
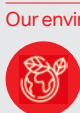
Sustainability governance

Robust sustainability governance is vital for the business. It guarantees that the sustainability strategy is integral to our corporate strategy while providing an oversight of the processes that deeply embed responsibility into all facets of our operations. It also helps to identify, monitor and mitigate ESG-related risks across our operations.

Sustainability champion
Annika Poutiainen

Independent Board director, sustainability champion and member of the Sustainability Committee

Airtel Africa plc – Board of directors

Sustainability Committee

Chief executive officer
Segun Ogunsanya
CEO, Board director, Chair of the Sustainability Committee

Health and Safety Committee

Head of strategy and sustainability
Oladimeji Olaniyan

Executive Committee (ExCo)

Our sustainability strategy

Our business | Our people | Our community | Our environment

GRI FRAMEWORK

GRI 2-9 Governance structure and composition

GRI 2-11 Chair of the highest governance body

GRI 2-12 Role of the highest governance body in overseeing the management of impacts

GRI 2-13 Delegation of responsibility for managing impacts

GRI 2-16 Communication of critical concerns

Board of directors

Our Board of directors has ultimate oversight of our sustainability strategy, its implementation across the business and the integration of related metrics into remuneration. The Board is updated on progress on a quarterly basis and approves actions as appropriate. The Board is also responsible for how we're managing climate-related risks and opportunities (CROs). It maintains this oversight through two of its committees: the Sustainability Committee oversees the implementation of our sustainability strategy while the Audit and Risk Committee oversees the management of our risks, including how we assess and mitigate CROs.

Sustainability Committee

The Sustainability Committee reviews, challenges and oversees the implementation of our sustainability strategy, internal reporting and balancing of non-financial targets as well as our commitments to delivering value for shareholders and other stakeholders. It is responsible for assessing Airtel Africa's impact in relation to the material topics identified through our materiality assessments. It oversees the development of programmes to mitigate any negative impact while monitoring progress and effectiveness closely, recommending adjustments, as necessary. The committee oversees gender balance matters, together with the Remuneration Committee, and the work of the Health and Safety Committee. The committee is chaired by the CEO and meets every other month while working closely with our Executive Committee (ExCo).

Executive Committee (ExCo)

ExCo is responsible for the delivery of our sustainability strategy and vision at the Group level. It's also in charge of implementing the strategy in all 14 markets and managing the workstreams that follow from this.

Head of strategy and sustainability

Our head of strategy and sustainability reports to the CEO and is responsible for integrating and embedding the sustainability strategy across our operations. This includes coordination of workstreams across functions and markets, collection and analysis of data and the overall delivery of our sustainability reports.

ESG risks and compliance

Our responsibility starts with managing and mitigating risks efficiently and transparently.

Our integrated approach embeds TCFD-related and other ESG risks within our enterprise risk management system, ensuring they are assessed alongside other enterprise risks. Within this framework, risks undergo an identification process using our established corporate risk management framework. This enables an effective approach to mitigate these risks across our operations.

Transition risks

The most significant transition risks for our business are direct carbon prices on our leased assets and network equipment as these would have the impact of increased operating costs and drive the potential introduction of carbon taxes in various countries.

Customer pressure
- Change in customer expectations regarding the Group's climate action leading to a decrease in sales negatively affecting revenues.

New regulations
- Introduction of carbon taxes in the Group's operating markets adversely impacting profitability.
- Lack of a credible action on climate change could result in increased stakeholder pressure negatively impacting our operations and, in turn, revenues.
- Increase in energy prices for use in logistics, own sites and leased assets in the event carbon taxes are imposed leading to an increase in cost.

Shareholder/stakeholder advocacy
- Increased requirements for mandatory disclosures of climate performance and climate risks with possible inaction leading to negative sentiments from customers, suppliers and bankers resulting in potentially decreased revenues and/or increased costs.

Reputation
- Damage to brand reputation arising from a perceived lack of action on climate initiatives.

Physical risks

Our key physical risks relate to climate change. An increase in river and coastal flooding in our operating markets has the potential to disrupt operations, damage physical infrastructure and negatively impact revenues. Higher air temperatures and extreme weather events may result in increased cooling requirements and, consequently, higher energy costs.

Flooding
- Increase in frequency and severity of flooding attributed to rising sea level and/or increases in rainfall could damage our infrastructure such as data centres, office buildings and tower sites.

Extreme weather events
- Increase in the frequency and severity of extreme weather events such as tropical storms, cyclones and typhoons could result in damage to our infrastructure.

Heat
- Increase in temperatures and the duration of high temperatures may result in increased cooling requirements for data centres and, consequently, operating costs in some of our markets.

Business disruptions
- Loss of revenue and productivity due to business disruptions attributed to climate-related physical events such as cyclones, coastal and river flooding.

Opportunities

Our most significant climate opportunities will result in increased market valuation from early transition to net zero, access to green financing opportunities, and improved cost efficiency from the adoption of energy efficient methods and environmentally friendly business processes.

Enhanced market valuation
- Improved ESG performance will have a positive effect on share price performance and investor perception.

Access to capital
- Increased access to, and lower cost of, sustainable financing options.

Cost efficiency
- Adopting renewable energy sources, such as solar and other environmentally friendly solutions, will enhance business processes.

Reputation
- Improved company reputation will help us to attract and retain customers and employees, reducing customer acquisition and human resources-related costs.

Other ESG risks

	Description
Data privacy and information security	• Developing and maintaining world-class data privacy and information security is our highest material topic and a key focus for Airtel Africa's executive leadership. • Cyberthreats and potential attacks on our systems and platforms may result in loss of sensitive data and exposed confidential information. • We continue to ensure confidentiality, integrity and guaranteed access to authorised users to our systems while investing in best tools, training and technology.
Responsible supply chain	• Ensuring all our suppliers are aligned with our ESG criteria, including employee rights, environmental protection and compliance with legislation and regulation. • Our supply chain represents a significant proportion of our ESG risk exposure – failure to address these risks or to have effective ESG controls may incur potential reputational damage.

ESG policies

Our ESG policies and procedures demonstrate our ongoing commitment to address the impact of our operations in 14 markets.

During 2023/24, we developed and published a number of standalone ESG-related policies which supplement the policies outlined in our Sustainability Report 2022. Our policies undergo thorough scrutiny and are approved by the Board of directors, ensuring alignment with our strategic objectives and industry best practice.

» For more information about our ESG-related policies, visit www.airtel.africa. These policies are also available on our internal portal for our people's reference

» For details about out Code of Conduct, visit www.airtel.africa

Scope	Critical areas	Responsibility
Anti-bribery and corruption policy		
Ensuring the company operates to the highest ethical standards and is legally compliant	Bribery, corruption, anti-competitive behaviour.	Chief compliance officer
Code of Business Ethics for partners and suppliers		
The standards we require of our suppliers to maintain a productive, ethical and responsible partnership	Legislation, ethical conduct, anti-corruption and bribery, intellectual property, fair business practice, labour and human rights, prohibition of child and forced labour, discrimination, health and safety, EMF safety, fair remuneration living and working conditions, working hours, freedom of association, responsible sourcing, environmental responsibility, data privacy and information security, tax evasion, and sanctions and trade control.	Chief supply chain officer
Community grievance mechanism		
The processes to capture, assess and respond to any community concerns arising from our operations	Managing complaints and grievances, enhancing conflict resolution, transparency and accountability, and emerging environmental and social grievances in project areas.	Audit and Risk Committee
Environmental policy		
Our commitments to environmental protection and to minimising any negative environmental impact	Network, supply chain, reduction of GHG emissions, environmental stewardship, protection of natural resources and prevention of biodiversity loss.	Head of strategy and sustainability
Human rights policy		
Our commitment to observing, protecting and promoting human rights	Discrimination and harassment prevention, inclusivity, workplace safety, freedom of association, freedom of expression, fair and equitable compensation, forced labour prohibition, and opposition to the exploitation of children.	Chief compliance officer
Responsible marketing policy		
Ensuring our marketing, communications and advertising are not misleading	Compliance with laws and regulations, transparency, approval processes, respect for stakeholders, non-discrimination, and ethical attitudes.	Chief commercial officer Head of branding Vice president – communications and CSR
Modern slavery policy statement		
Upholding human rights and denouncing slavery, child labour, forced labour, inhuman treatment or dangerous or inhumane working conditions	Human rights, ethical business practice, ethical labour management, responsible supply chain management, zero tolerance to modern slavery, human trafficking, forced labour and child labour.	Chief compliance officer
Stakeholder engagement policy		
Ensuring we understand stakeholder views and expectations	Local development plans and goals, social needs, partnerships, environmental stewardship, anti-discrimination.	Group company secretary
Whistleblowing policy		
Upholding high standards of transparency and integrity	Health and safety, ethical business practices, bribery and corruption, sexual harassment and bullying, and discrimination.	Audit and Risk Committee

Human rights – our approach

We are committed to promoting and protecting human rights in all our operations.

We ensure our employees, business partners and other stakeholders respect the human rights of everyone with whom they engage.

MATERIAL TOPIC: ETHICAL BUSINESS PRACTICE

>> To download human rights policy and our modern slavery statement which is updated annually, visit www.airtel.africa

GRI FRAMEWORK

GRI 3-3 Management of the material topic

GRI 407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk

GRI 408-1 Operations and suppliers at significant risk for incidents of child labour

GRI 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour

Critical areas	Preventative measures	Fundamental human rights
Data privacy In our day-to-day activities, we handle and process customers' personal data. We have a responsibility to ensure that we're fair, lawful and transparent in our actions.	• We fully recognise our responsibility to protect our customers' personal data. • We implement market-leading data security systems to ensure our customers' data is safe. • We continuously monitor for emerging threats and implement appropriate information security measures, deploying the best-in-class technologies, training and robust and automated processes.	Privacy
Supply chain We work with more than 2,700 partners and suppliers. We must ensure that we're a reliable and ethical partner and that our vision is shared by everyone in our supply chain.	• Our suppliers are obligated to follow our commitment to human rights and employment rights. • We conduct thorough due diligence before entering into contractual relationships with suppliers of goods and services. • Alignment with our Code of Conduct is a fundamental requirement for all our contracts.	Freedom from discrimination, equality between men and women, just and favourable conditions at work, the right to form trade unions, freedom to choose and accept work, freedom of association and freedom from slavery.
Our people We employ more than 4,130 people full-time. We're responsible for protecting and promoting their human rights.	• We adhere to the labour laws in the countries where we operate. • We oppose slavery in any form. • Compliance with our Code of Conduct and related annual training is mandatory for all employees. All new hires must also complete online training. • We treat our employees with care and we respect their right to freedom of voice and association. • We're opposed to discrimination of any kind.	Freedom from discrimination, equality between men and women, just and favourable conditions at work, the right to form trade unions, freedom to choose and accept work, freedom of association, freedom from slavery.
Health and safety The lives, health and wellbeing of everyone we work with is of critical importance, and we're fully responsible for ensuring our working environment is safe.	• We seek to operate in full compliance with all legislation pertaining to health and safety. • We have developed and implemented policies, procedures and training to ensure the highest standards of health and safety – for both our employees and contractors.	Just and favourable conditions at work, and health.
Care for the environment Protecting natural resources is vital for us as natural capital forms a key part of the environment in which our colleagues and customers live.	• We've developed a decarbonisation strategy aimed at reducing our carbon footprint and ensure we meaningfully contribute to addressing climate change. • We continually explore and implement measures to manage the impact of our waste. • We're conscious of – and respect – the natural resources we use in our business operations and day-to-day activities.	A healthy environment, including clean air, water, and a stable climate.

Transforming lives across Africa

We established our sustainability goals and targets to minimise our impact on the environment and maximise the positive impact we bring to individuals, families and communities across the African continent.

Sustainability KPIs

Scope 1 and 2 emissions

128,503

tCO_2e
(114,842 in 2022/23)

Total energy consumption

244,458,323

kWh
(192,097,364 in 2022/23)

Population covered by mobile network

80.4%

(79.5% in 2022/23)

Gender balance

28.3%

(26% in 2022/23)

"

At Airtel Africa, we're dedicated to transforming the lives of millions of people through digital and financial inclusion, access to quality education and environmental protection. For us, sustainability is about so much more than achieving our targets – it's about building better futures.

"

Oladimeji Olaniyan
Head of strategy and sustainability

Our sustainability strategy

Our business

We are committed to providing Africa with safe, reliable and resilient telecommunications to drive economic growth and development.

Goals

- Data security
- Service quality
- Supply chain

SDG alignment

8 DECENT WORK AND ECONOMIC GROWTH   9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

» We describe progress of 'Our business' pillar on **pages 16-21**

Our people

Our people are at the heart of our sustainability journey. By fostering an environment of diversity, inclusion and continuous learning, we're not just investing in our people – we're nurturing future leaders and innovators who will drive our business forward.

Commitments

- Diverse and inclusive workforce
- Training and development
- Healthy and safe work environment
- Employee engagement

SDG alignment

5 GENDER EQUALITY   8 DECENT WORK AND ECONOMIC GROWTH

» We decribe progress of 'Our people' commitments on **pages 22-27**

Our community

Our dedication to supporting communities is brought to life through bridging digital and financial divides, and enhancing access to education. Through strategic partnerships and programmes, we're opening doors to new possibilities, empowering individuals and communities to shape their own futures.

Goals

- Digital inclusion
- Financial inclusion
- Access to education

SDG alignment

4 QUALITY EDUCATION   5 GENDER EQUALITY   10 REDUCED INEQUALITIES

» We describe progress of 'Our community' pillar on **pages 28-33**

Our environment

Recognising the important role we play in environmental protection, we are committed to minimising our impact on the continent. Through initiatives aimed at reducing our GHG emissions and promoting circular economy, we're working towards a greener, more sustainable future for all.

Goals

- Reduction of GHG emissions
- Environmental stewardship

SDG alignment

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

» We describe progress of 'Our environment' pillar on **pages 34-39**

Our timeline to date

| 2021 | 2022 | 2023 | 2024 |

Oct Nov Dec | Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec | Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec | Jan Feb Mar Apr May Jun Jul

Publication of the sustainability strategy, setting medium- to long-term goals and targets.

Publication of our first Sustainability Report, including baseline scope 1, 2 and 3 emissions.

Publication of 'Our journey towards a net zero future' setting out our decarbonisation strategy for scope 1 and 2 emissions.

Publication of the reduction of our scope 3 emissions programme as part of 'Our journey towards a net zero future'.

Publication of the Sustainability Report 2024.

Our business

We are committed to providing Africa with safe, reliable and resilient telecommunications to drive economic growth and development.

Addressing our material topics

🛡️	Data security goal	» page 18
📡	Service quality goal	» page 19
🔀	Supply chain management goal	» page 20

Supporting the UN SDGs

Our ambition is to increase digital inclusion in Africa through the expansion and enhanced reliability of our network. This will provide connectivity to contribute to the economic growth of individuals, families, communities and nations across the continent.

SDG 8 – Decent work and economic growth
We're providing data and mobile money services to our customers driving entrepreneurship that is essential for economic growth. Through our own operations, we recruit locally, whenever possible, providing local people with rewarding employment and development opportunities.

SDG 9 – Industry, innovation and infrastructure
Our network and services, combined with our continuous efforts to maintain the highest levels of data security and service quality, provide the infrastructure which is essential for increased financial inclusion, access to education services, economic resilience and community growth.

Data security goal

> ## We are committed to developing and maintaining world-class data privacy and security controls.

It is our highest material topic and a key focus for the executive leadership of Airtel Africa. We will continue to deliver this goal through investment in technology and expertise, updated processes and consumer awareness.

MATERIAL TOPIC: DATA SECURITY

Our focus areas

Confidentiality

Protecting information from exposure to an unauthorised party and keeping sensitive information private as well as introducing encryption services to protect data at rest or in transit.

Integrity

Ensuring the constant reliability of our data, network and systems. This includes introducing proactive measures to restrict unapproved changes while also having the ability to recover data that has been lost or compromised.

Availability

Guaranteeing our authorised users have access to the systems, platforms and data that they need to perform their daily tasks as well as resolving hardware and software conflicts to build resilience in design. This is supported by regular maintenance to keep systems up to date and available.

> ## Our commitment to data security and privacy ensures that customers, partners and regulators view us as a leader in anticipating and mitigating risks, aiming for world-class excellence in information safety.

Prashant Nair
Chief information security officer

Our progress

TARGET 1 COMPLETION BY 2025
Best tools and technologies

In 2023/24, we continued to invest in the application of industry-leading security technology. We've integrated a comprehensive suite of security solutions, including cloud-based attack surface management, advanced web protection suites, privilege identity management and a cyber threat intelligence platform. These tools are critical in identifying vulnerabilities, enforcing security policies and ensuring swift response to potential threats.

We're pleased to report that Airtel Africa has successfully attained ISO 27001 and ISO 22301 certifications which demonstrate our compliance with international standards and commitment to data privacy and security.

TARGET 2 COMPLETION BY 2024
Best security experts and partners

We've strengthened our security position by hiring industry-leading security experts and developing partnerships with specialised security providers. We've increased our information security workforce by 71%, bolstering our capabilities to address emerging cybersecurity risks.

Building our internal expertise will continue to be our focus as we are committed to developing and maintaining the best in-house team and skill set. To further support this ambition, continual training is vital in ensuring our security experts remain at the forefront of industry knowledge and ahead of any emerging risks. In 2023/24, training has been completed in several key areas, including threat intelligence, dark web monitoring, endpoint security, web attack protection and application security.

Our partnerships with external security service providers and assessors bring an independent perspective, enriching our processes and ensuring robust and efficient security measures.

TARGET 3 COMPLETION BY 2024
Security in software development

During the reporting period, we've implemented solutions for early detection of security vulnerabilities in our software code bases and conducted regular testing to emulate potential hacking attempts. This proactive approach allows for timely mitigation of emerging risks, enhancing the security of our applications. We're now focusing on the rollout of new solutions for security evaluation of application programming interfaces (APIs) to further strengthen our software development security practices.

TARGET 4 COMPLETION BY 2025
360-degree awareness and data privacy certification

We've worked hard to establish a culture of risk awareness throughout Airtel Africa during 2023/24. We've continued to conduct regular

information security awareness sessions and phishing simulation exercises: eight OpCos have participated in the information security awareness week, and all employees have completed mandatory online training.

The development and dissemination of security-related information through different channels is proving successful: 12 OpCos have completed a tabletop exercise, and all our employees receive information security mailers regularly. We've enhanced customer security awareness by providing essential resources in English and French, empowering customers to navigate the digital landscape with confidence.

In July 2023, our SmartCash PSB business in Nigeria was recertified as a PCI DSS Level 1 organisation: this certification is mandatory for all companies involved in payment card processing as it provides our customers with assurance that their data is fully secure. In January 2024, SmartCash PSB also achieved its first ISO 27001 and 22301 certifications highlighting our commitment to maintaining the highest standards of data security and resilience against cyberthreats.

TARGET 5 COMPLETION BY 2025
Resilience of processes

To ensure the resilience of our processes, we've meticulously benchmarked our information security programme against internationally recognised standards, such as NIST CSF and ISO 27001, ensuring a process of continuous assessment of our information security management systems. We've implemented an incident response process, and a breach attack service simulation exercise has reinforced our capacity to handle unforeseen circumstances, providing continuity and integrity of our services.

Target timeline

2022	2023	2024	2025	2026	2027	2028	2029	2030	2031
		2 3	1 4 5						

Our KPIs

2,993
external security tests as of 31 March 2024

30
ISO certifications across 14 OpCos

25%
increase in number of security applications and platforms

0
successful breaches of our security platforms

Service quality goal

Our goal is to provide underserved communities with access to reliable network and connectivity across our 14 markets.

Providing network accessibility to rural areas is a key component of digital inclusion, and we continue to advance this goal through the rollout of new infrastructure sites and technology, improved fibre connectivity and capacity delivered through programmes with clear targets and timelines.

MATERIAL TOPIC: SERVICE QUALITY

Our focus areas

Accessibility

Rolling out new sites and modernising existing sites in our markets to increase the percentage of the population to at least 88% who have seamless access to our services.

Delivery

Extending our latest technology services and products to all customers, improving the quality of the network services, and enhancing the customer experience.

Reliability

Increasing fibre connections to sites and establishing disaster recovery plans to guarantee reliable connectivity and high bandwidth capacity for our customers.

"

Enhancing our network coverage, introducing innovative services and ensuring the reliability and resilience of our network, we're paving the way for a digitally inclusive future.

"

Razvan Ungureanu
Chief technology officer

Our progress

We're delivering on our promises to connect underserved communities, enhance our network services and increase coverage, especially in hard-to-reach areas. As of 31 March 2024, 80.4% of people in our markets can access our network and we added 921 new sites in rural areas. We're also expanding our 5G footprint in Kenya, Nigeria, Tanzania, Uganda and Zambia. Our ongoing investment in network modernisation boosts speed, capacity and coverage, underpinning our commitment to address the demand for data and enhance our technology offerings.

TARGET 1 COMPLETION BY 2030

Enhancing our network quality and coverage

In 2023/24, we made significant progress in enhancing our network's reach and efficiency. Our ongoing improvements in reach and reliability have helped us grow our customer base to 152.7 million across our 14 operating markets. Our 4G network now reaches 70.7% of people in our markets (up 4.9% since 2022/23) and 5G covers 4.14% of our customers, predominantly in urban areas. Major milestones such as the implementation of LTE and VoLTE technologies have also enhanced our network's performance and reliability. For example, Airtel Africa's licence renewal in Malawi for another decade demonstrates our commitment to creating a digital future, ensuring uninterrupted services and expanded coverage. Through these efforts, we continue to increase our customer base while ensuring seamless service continuity and speed.

Expansion of coverage

Total sites	34,534
Sites on 3G	33,909
Sites on 4G	32,800
Sites on 5G	1,034

TARGET 2 COMPLETION BY 2030

Pioneering innovative service offerings

Innovation has been marked by significant milestones, including the completion of our 5G RAN technology proof of concept in Kenya, Nigeria, Tanzania, Uganda and Zambia. This is a significant achievement which, coupled with the commercial launch of VoLTE across several markets, demonstrates our ongoing commitment to providing customers with superior quality of service. We continue to develop innovative products and data solutions for corporate and SME customers. VoLTE, which is now live in several markets, ensures high-definition calls at no extra cost and highlights our pursuit of excellence in customer experience. While these developments illustrate our commitment to incorporating future technologies, they also

signify our determination to continue to develop service quality and reliability, building our customers' trust and satisfaction.

TARGET 3 COMPLETION BY 2030

Ensuring service reliability and resilience

The highest quality of service and reliability depends on our network being ready for any eventuality, either foreseen or unforeseen – and we've made genuine progress to ensure an ongoing and reliable service. As of 31 March 2024, fibre connectivity covers 22.3% of our sites, significantly bolstering our ability to guarantee service continuity. We've also built on our environmental efficiency by adopting eco-friendly power solutions across many of our sites and we've established key partnerships to drive increased performance and reliability. And to reflect our proactive stance on incorporating emerging technologies such as AI to fortify resilience, we've participated in various global technology events, including the GITEX Global CTO World Congress, to ensure we keep up to date with innovations.

We're dedicated to ensuring our customers remain connected, regardless of environmental or macroeconomic challenges, underpinning our promise to continuously improve service and the reliability of our network.

Target timeline

2022	2023	2024	2025	2026	2027	2028	2029	2030	2031
						1	2	3	

Our KPIs

80.4%
total population covered by our network

70.7%
4G coverage

34,500+
total number of infrastructure sites

22.3%
sites connected to fibre network

80.3%
data centres connected to fibre network

Supply chain management goal

> Our goal is to ensure all our suppliers are aligned with our ESG criteria, including around employee rights, environmental protection and compliance with legislation and regulation.

Our stakeholders hold us accountable for this and we will hold our suppliers accountable for upholding high standards in human and labour rights, environmental performance as well as business ethics.

MATERIAL TOPIC: SUPPLY CHAIN

Our focus areas

Enhanced due diligence

Continuously increasing the disclosures that we require of potential vendors before they are given a contract and throughout the onboarding process.

Ongoing ESG compliance

In addition to existing mandatory certifications and compliance with our Code of Conduct, reviewing ESG standards, policies and controls, and implementing a detailed declaration process for our partners and suppliers.

Our progress

We recognise that to effect real and lasting change, we need to work with our suppliers to ensure they understand and maintain the same values and standards as us. This is why our Code of Conduct is so important, setting out our expectations of suppliers. As a responsible organisation we look further than our own business and we aim to drive change and positive improvement through our entire supply chain. We've been achieving this through dedicated programmes developed to increase supplier disclosures and we continue to monitor their environmental, social and governance (ESG) performance.

TARGET 1 COMPLETION BY 2023
Enhancing supplier due diligence

In line with our target delivery date, we've made significant progress in the integration of additional compliance measures, particularly within our supplier registration form. We've introduced environmental and social criteria into this form, a foundational step towards ensuring that our suppliers embody our dedication to sustainability. Our annual ESG self-assessment questionnaire (SAQ), which was conducted in October 2023, was pivotal providing us with deeper insights into the ESG developments within our supply chain and highlighting areas for future improvements.

A landmark of the past year was our first roundtable with our top tier partners which we held in November 2023. This served as a precursor to the launch of our scope 3 decarbonisation strategy and underscored our commitment to engaging our suppliers in our journey towards reducing greenhouse gas (GHG) emissions across our value chain.

Looking ahead, we're set to continue our engagement with suppliers through initiatives such as the rollout of additional sites with 'green' solutions. This will help to minimise their environmental impact and demonstrate that, for Airtel Africa, improving environmental and social performance is critical to compliance with our Code of Conduct.

TARGET 2 COMPLETION BY 2025
Strengthening value chain resilience with a forward-looking approach

Challenges relating to climate, increase in the price of fuel and other commodities, and economic pressures arising from inflation and currency devaluation in some of our markets impact our supply chain and Airtel Africa itself. To ensure we can rely on our supply chain, we've focused on building resilience through targeted capital expenditure while continuing to roll out fibre infrastructure, enhancing our retail presence and optimising solutions.

Our partnerships in action

Partnership with American Tower Corporation (ATC)

Our partnership with ATC, aimed at enhancing infrastructure and reducing our scope 3 emissions, has progressed in the reporting year. We work with the towercos to reduce our environmental footprint and in 2023/24, this programme continued with the rollout of renewable energy across our network in Kenya, Niger, Nigeria and Uganda: together we deployed 'green' solutions on 1,073 infrastructure sites.

For example, we're addressing the high cost of diesel, particularly in Nigeria, through the rollout of lithium-ion batteries which has the added benefit of reducing our environmental impact. We've increased the strength of our value chain's resilience and this will continue to be a significant focus going forward to ensure all parties are prepared for any future or emerging potential issues.

Target timeline

2022	2023	2024	2025	2026	2027	2028	2029	2030	2031

(1) 2023 (2) 2025

Our KPIs

0

breaches identified through whistleblowing mechanism

62%

ESG survey response rate from the top 100 suppliers demonstrates active engagement and ongoing collaboration to improve ESG practices across our value chain

Our focus on improving our supply chain for the future

The progress we've made in 2023/24 is testament to our commitment to responsible business practices and sustainability. Through our efforts to enhance supplier due diligence and improve the resilience of our value chain, we're not only advancing our sustainability goals but also reinforcing the robustness of our business for the future. As we look ahead, our focus remains on fostering sustainable practices, building effective partnerships, and positively impacting the environment and society.

What we learnt from our suppliers: key findings from our annual ESG SAQ

General sustainability commitments and policies

100%
of suppliers who responded to our ESG SAQ have established a code of conduct

55%
have a grievance mechanism for local communities in place

90%
have an ESG framework or policy

54%
have publicly committed to sustainability through their policies or sustainability reporting

Environmental

82%
have recycling schemes and waste reduction initiatives

54%
track energy consumption and conduct onsite energy audits

36%
measure scope 1, 2 and/or 3 greenhouse gas emissions

28%
developed and published decarbonisation strategy or a roadmap to net zero

Social

95%
have written policies on labour and health and safety standards

95%
have policies that prohibit child labour

98%
have policies that prohibit workplace harassment

100%
provide health and safety training to employees

84%
conduct annual health and safety audits

78%
invest in community development projects

Governance

98%
have anti-bribery and corruption policies and procedures

97%
have data security systems

95%
undertake regular stakeholder engagements

54%
monitor ESG performance of suppliers

39%
require suppliers to publicly disclose ESG data

Membership of the Joint Audit Corporation (JAC)

Last year, as a member of the Joint Audit Cooperation (JAC), we embarked on a journey to enhance our environmental, social and governance (ESG) practices through rigorous audits of our suppliers.

By 31 March 2024, we had successfully completed five audits. This process is crucial for Airtel Africa as it offers insights into our suppliers' sustainability practices, assessing their energy use, waste management, labour practices and compliance with laws and regulations. Such evaluations are instrumental in identifying potential risks that could affect our operations or reputation.

Our affiliation with JAC – a collective of telecom service providers who share resources and best practices across the ICT supply chain internationally – enables us to uphold high ESG standards across our supply chain. The audits not only reflect our commitment to sustainability but also reinforce our dedication to responsible business practices.

This continuous effort underscores our commitment to fostering a sustainable, risk-managed supply chain that aligns with our ESG standards.

"

We view our suppliers as partners, and I'm delighted that over the past year we've introduced processes and events that provide us with shared goals. Working together, we aim to improve the environmental and social performance of the entire value chain.

"

Ramakrishna Lella
Chief supply chain officer

Our people

Our culture is critical to the delivery of our business and sustainability strategies.

Our commitment is to create a working environment where every one of our people can achieve their full potential.

Addressing our material topics

Diversity and inclusion		›› page 24
Training and development		›› page 25
Health and safety		›› page 26
Employee engagement		›› page 26

Supporting the UN SDGs

We contribute to the economic development of individuals, families, communities and nations through the provision of rewarding employment, comprehensive training and supporting entrepreneurship across our markets. We are committed to creating an inclusive working environment that fosters the development of all our people.

SDG 5 – Gender equality
The expansion of our network, especially in rural areas, allows women to access the services they need for financial independence, increasing security for their families. And within our operations, we are committed to creating a culture where all employees, regardless of gender, have the opportunity to develop their skills and progress their careers achieving their full potential.

SDG 8 – Decent work and economic growth
We're providing data and mobile money services to our customers driving entrepreneurship which is essential for economic growth. Through our own operations, we recruit locally, whenever possible, providing local people with rewarding employment and development opportunities.

Our commitment to creating a diverse and inclusive workforce

We continue to implement a broad range of policies, programmes and engagement initiatives to help us create a high performance working culture.

We are committed to equality in our workforce, aiming to achieve this through recruitment and programmes that provide training and advancement for everyone, regardless of gender, nationality or disability.

MATERIAL TOPIC: DIVERSITY AND INCLUSION

"

Building strong leaders at every level is key to sustaining our growth and resilience.

"

Rogany Ramiah
Chief human resources officer

Our progress

As of 31 March 2024, we're pleased to report that our overall gender balance has increased to 28.3% (26% in 2022/23), a clear indication of our dedication to creating an attractive workplace for women. This progress builds upon our foundational efforts to develop a more inclusive working environment. For example, our 'Women for technology' programme, launched in October 2022, specifically targets high-performing women, aiming to fast-track them into leadership roles within the technology focused areas of our business. This programme has benefited 54 participants, leading to a 21% increase in internal appointments from this cohort as of 31 March 2024. This not only reflects the success of the programme in nurturing female talent but also underscores our broader commitment to gender equality.

In 2023/24, we have been focused on appointing women to senior positions and we're pleased to report that 35.4% of all senior hires have been women. For example, we appointed our first woman managing director of Airtel Madagascar in February 2024. These appointments are testament to our commitment to enhancing the gender balance of our organisation. Our efforts also led to an increase in the representation of women in the senior management band to 22.3%, up from 19.5% in the prior year. To ensure continuous growth in diversity, we have revised our executive leadership's key result areas (KRAs) within the business to include metrics on diversity. This progress is regularly tracked and reported to the Sustainability Committee, demonstrating our commitment to transparency and accountability in our diversity and inclusion initiatives.

Growth in senior female appointments

Q1 2024	24%
Q2 2024	24.3%
Q3 2024	43.2%
Q4 2024	51.2%
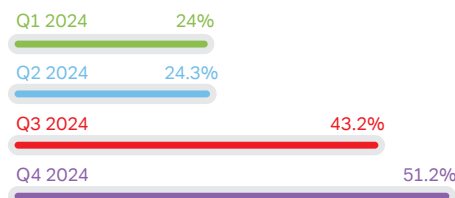
Our talent acquisition efforts have been further enhanced by key senior appointments, introducing fresh thought leadership into our business. This is supporting us with a future-ready talent pipeline. Additionally, our expansion of talent includes recruitment into new business areas, such as fintech, enterprise, Telesonic (fibre company) and Nxtra by Airtel, our newly launched data centre business.

Representation of diverse communities and social groups

We recognise the importance of diversity as a key driver of success across the 14 sub-Saharan markets in which we operate. In 2023/24, we have enriched our organisation with a broader spectrum of perspectives and ideas by increasing the number of nationalities within our business from 39 to 43. This enhancement stems from our belief in the critical role of diversity of thought in fostering innovation, which is indispensable to our business and sustainability strategies.

Looking ahead, we will remain focused on building an even more diverse workforce and deepening inclusivity within the Airtel Africa culture. We aim to target talent acquisition, retention and growth, enhancing performance and rewards as well as automating our HR systems for ease of use and access. This automation will ensure we can efficiently track key indicators of our diversity, equity and inclusion (DEI) progress, helping to ensure Airtel Africa remains a vibrant and welcoming place for all.

» For more information about our Code of Conduct and to download the modern slavery statement, see www.airtel.africa

Equal opportunity statement

We recognise that we can scale new heights only when we operate in an environment where human rights are promoted and protected. We are committed to respecting and upholding human rights in our operations and ensuring that our employees, suppliers and business partners, at all times, respect the human rights of their colleagues and others with whom we interact and work. We are also committed to providing an inclusive culture and work environment, where each employee has an equal opportunity to reach their full potential.

We encourage cultural inclusion and diversity in our workforce. We will conduct our business in a way which respects human rights. We are committed to combatting any form of slavery, trafficking, child labour, forced labour, inhuman treatment or working conditions that are a threat to life or hinder the physical, emotional and/or mental wellbeing of a person. At Airtel Africa, we ensure that all of us embrace the strength of our differences. We provide equal access to opportunity and treat each other with respect and care. We foster sensitivity and open communication and measure performance of our employees based only on their achievements and contribution towards organisational objectives. We're focused on building a workplace that promotes diversity and appreciates individual differences.

GRI FRAMEWORK

GRI 3-3 Management of material topics

GRI 201-3 Defined benefit plan obligations and other retirement plans

GRI 401-1 Total number and rate of new employee hires during the reporting period, by age group, gender and region

GRI 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees

GRI 401-3 Parental leave

GRI 404-1 Average hours of training per year per employee

GRI 404-2 Programmes for upgrading employee skills and transition assistance programmes

GRI 404-3 Percentage of employees receiving regular performance and career development reviews

GRI 405-1 Diversity of governance bodies and employees

Provision of best practice training and development

> We are committed to providing best practice training and development for our people.
>
> Airtel Africa is dedicated to fostering an environment of continuous learning and development across our entire workforce. To facilitate this, we allocate resources towards both functional and leadership training programmes aimed at supporting professional advancement.
>
> **MATERIAL TOPIC:** TRAINING AND DEVELOPMENT

Our progress

Our dedication to learning and development is a cornerstone of our strategy to equip our people with the necessary competencies to excel in a dynamic economic and business landscape. Our efforts have been particularly focused on enhancing functional capabilities and fostering leadership qualities. This strategic emphasis is crucial as we adapt our product offerings to meet the demands of an ever-changing market, ensuring our team is fully prepared to drive innovation and sustain growth across our operations.

Our approach encompasses comprehensive upskilling and reskilling initiatives, developed to prepare our employees for long-term success in their respective careers. Additionally, we're dedicated to empowering women entrepreneurs, actively working to elevate their representation within the realms of technology and engineering through targeted training programmes.

To ensure our development initiatives remain relevant and effective, we undertake regular assessments of our employees' learning requirements, refining our programmes to meet these evolving needs.

Learning and development initiatives

Our learning and development initiatives have been instrumental in enabling us to build skills and capabilities across our organisation: as of 31 March 2024 238,475 courses have been completed by our people. We are particularly proud of our two key leadership development programmes:

1. Executive development

A group of our senior business leaders are currently undergoing a comprehensive coaching programme, designed to refine their leadership skills and strategic thinking.

2. Senior leadership development programme

This programme has enrolled 100 senior employees for leadership coaching, focused on enhancing their capabilities to drive performance and innovation.

Improving functional capability

- **Engineering academy**: our online learning platform has been enriched with over 15,000 courses, ensuring our teams have access to the latest knowledge and skills in their respective fields.

- **Network skills**: through partnerships with Nokia, Ericsson and Huawei, we've facilitated the completion of 3,515 courses, significantly upgrading the skills within our network functions.

- **IFRS training**: specifically curated for our finance employees, this training has been added to our learning platform to ensure our team is up to date with the latest international financial reporting standards.

- **Fintech**: we've developed content focusing on anti-money laundering, cybersecurity, fraud management and risk and compliance to equip our fintech talent with the necessary skills for the ongoing development of our Airtel Money business.

Airtel Africa mobility programme

The Airtel Africa mobility programme is a key initiative to support talent retention, development and succession planning. It is designed to provide exposure to a wide range of operations, culture and learning opportunities. This programme offers our high potential and top-performing talent accelerated career development opportunities through long- and short-term assignments across our organisation.

As of 31 March 2024, 31 employees have benefited from this programme, gaining invaluable first-hand experience. Eligibility for the programme is based on high-performance ratings and demonstrated leadership qualities, ensuring that those with the greatest potential are given the opportunity to thrive.

Our commitment to maintaining a healthy and safe working environment

Our commitment to maintaining a healthy and safe working environment remains steadfast: all people have the right to be safe and healthy at work.

We continue to ensure that our working environments conform to the highest standards of health and safety for our employees and contractors alike. This is supported by improved policies and full compliance with legislation and regulation.

MATERIAL TOPIC: HEALTH AND SAFETY

Our progress

Employee health and safety are critically important to Airtel Africa and remain one of our key priorities and material topics. The Board of directors and the Sustainability Committee review the implementation and performance of our health and safety management system, ensuring we do everything possible to protect our people. They regularly receive comprehensive updates on health and safety, closely monitoring incidents and accidents while overseeing the implementation of safety measures.

We routinely undertake audits to assess potential risks, implementing tailored health and safety processes and procedures for our offices and operational sites. Key risks include ergonomic, physical, psychosocial, biological and chemical hazards. We ensure all employees receive the necessary information, supervision and ongoing training to support their health, safety and wellbeing at work. Regular feedback sessions help identify areas for improvement, ensuring our health and safety monitoring, processes and policies remain effective.

Our commitment to continually improving our health and safety performance is grounded in our safety, health and security policy, accessible to all employees through our internal portal. Our health and safety management system outlines the processes to identify, report, address and mitigate any potential health and safety risks. Regular reviews of this system ensure it stays relevant and aligned with our evolving needs.

The physical, mental and emotional wellbeing of our people is also crucial to us. All employees have access to comprehensive medical insurance, fully funded by Airtel Africa, providing confidential access to medical and psychological care. We also offer wellness programmes and support services to promote a healthy work-life balance.

Over the past year, we've intensified our commitment to maintaining a healthy and safe working environment, launching initiatives to ensure our employees' wellbeing. These efforts have reinforced our safety culture and enhanced health and safety standards across our operations.

- **Fire drills and emergency training**
  We conducted comprehensive fire drills and emergency training, enhancing our emergency preparedness. These drills, conducted across our operational sites, have equipped our teams to respond effectively to emergencies.

- **Medical roadshows**
  In collaboration with our medical aid partner, we organised medical roadshows across our OpCos. These included wellness check-ups and follow-up appointments with licensed medical practitioners, ensuring our employees' physical wellbeing. The roadshows have received positive feedback for promoting health awareness and preventive care among our workforce.

- **Medical and life insurance benefit**
  We've improved our medical and life insurance benefits, providing employees with access to high quality and competitive benefits, reflecting our commitment to their health and wellbeing.

GRI FRAMEWORK

GRI 3-3 Management of material topics

GRI 403-1 Occupational health and safety management system

GRI 403-2 Hazard identification, risk assessment, and incident investigation

GRI 403-3 Occupational health services

GRI 403-4 Worker participation, consultation, and communication on occupational health and safety

GRI 403-5 Worker training on occupational health and safety

GRI 403-6 Promotion of worker health

GRI 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships

GRI 403-8 Workers covered by an occupational health and safety management system

GRI 403-9 Work-related injuries

Engagement with our employees

Our culture is critical to our ability to deliver on our purpose and business strategy. Ultimately, this is underpinned by an unwavering commitment to our values.

We are committed to maintaining the highest level of employee engagement. We continue to expand our range of channels to provide every employee with a voice and ensure they are heard.

MATERIAL TOPIC: EMPLOYEE ENGAGEMENT

Our progress

Employee engagement continues to be a fundamental focal point of our HR strategy, which we use to foster a transparent, inclusive and supportive workplace. We've actively pursued various initiatives to ensure that our teams feel valued, heard and motivated.

Our engagement efforts are underpinned by the belief that a well-informed, supported and motivated workforce is the key to our continued success. We remain committed to enhancing our engagement initiatives, ensuring our people feel valued and respected.

Engagement activities

Our approach to employee engagement is multifaceted, focusing on direct communication, health and wellness, and comprehensive updates on company policies, appointments and governance. Among the significant activities we have undertaken over the past year were HR roadshows covering financial and medical wellness as well as an understanding of policies and governance documents. These initiatives have been crucial in clarifying company policies and ensuring employees remain well-informed.

One-on-one meetings between line managers and their direct reports have been instrumental in addressing both business matters and personal concerns. This has enhanced the direct line of communication and support within our teams. Additionally, we've maintained regular interactions with the Board of directors. Our chief human resources officer (CHRO) regularly presents a comprehensive 'people' update to the Board, ensuring strategic alignment on HR matters. Building on this, some of our Board members visited Kenya and Nigeria in 2023, strengthening their interactions with the local teams.

Town halls, including those led by our Chair at both Group and OpCo levels, have provided platforms for direct dialogue and feedback. These town halls, which are also attended, from time to time, by the Board members have been important in the development of a sense of unity and purpose across the business.

Addressing concerns of our employees

During 2023/24, we addressed concerns raised by our employees and contractors, particularly around the high cost of living and changes in socio-political environments. To respond to these concerns, we've implemented various interventions within our pay structures to provide support and mitigate the impact on our workforce.

Leadership and development

Our annual leadership conclave has consistently emerged as a cornerstone event, facilitating a platform for leaders at various levels to synchronise with the overarching vision and goals of the company. These are attended by the Chair, executive leadership, country management and other senior employees. The Board members are also invited to this important event. The conclave includes a ceremony to recognise our exceptional talent while awarding and celebrating the accomplishments of our OpCos.

This environment motivates our teams to strive for excellence and continuous improvement.

Our KPIs

28.6%
gender balance across 14 OpCos

28.5%
gender balance of our leadership in 14 OpCos

$1.2m
total investment into training and development programmes in 2023/24

27%
gender balance of our Board members

330,942
total learning hours in 2023/24

43
nationalities in our workforce

0.79
total recordable injury frequency rate (TRIFR)

GRI FRAMEWORK
GRI 2-29 Approach to stakeholder engagement

Transforming lives spotlight

Empowering women at Airtel Nigeria

Our commitment to empowering women is exemplified by the Airtel Nigeria's women network, a pioneering initiative designed to provide women with the support to realise their full potential. Airtel Nigeria's women network builds an encouraging and enriching environment for women through regular engagements and mentorship programmes. Quarterly sessions provide a vibrant platform for the members to collaborate, contribute to the company's culture and support each other. This year's launch of executive roundtable discussions introduced the members to aspirational industry leaders, supporting professional growth.

In July 2023, this holistic approach to empowerment has earned Airtel Nigeria's women network the International Finance Corporation (IFC) award for outstanding initiatives in female empowerment and leadership. We continue to develop a supportive and inclusive environment as women's success is integral to our corporate culture.

Our community

Supporting communities across Africa is central to our purpose of transforming lives.

Addressing our material topics

Digital inclusion goal	>>	page 30
Financial inclusion goal	>>	page 31
Access to education goal	>>	page 32

Supporting the UN SDGs

Our purpose is to transform the lives of individuals, families and communities across Africa building opportunities for better futures. This means increasing digital and financial inclusion, especially among women, to address gender inequality and empower women. And focusing on the next generation – we make sure that more children than ever have access to high quality educational resources so they can reach their full potential.

SDG 4 – Quality education
Through the provision of free access to the internet and online educational content, we're giving children the resources they need to improve literacy and educational outcomes. Direct financial and practical support for schools ensures education is available to some of the most vulnerable children.

SDG 5 – Gender equality
The expansion of our network, especially in rural areas, allows women to access the services they need for financial independence, increasing security for their families. And within our operations, we are committed to creating a culture where all employees, regardless of gender, have the opportunity to develop their skills and progress their careers achieving their full potential.

SDG 8 – Decent work and economic growth
We're providing data and mobile money services to our customers driving entrepreneurship essential for economic growth. Through our own operations, we recruit locally, whenever possible, providing local people with rewarding employment and development opportunities.

Digital inclusion goal

Our goal is to significantly improve digital inclusion across Africa.

The expansion of our network is critical to digital inclusion. It is supported by increasing penetration of mobile telephony, smartphones and home broadband in rural areas through the provision of retail and support services.

MATERIAL TOPIC: DIGITAL INCLUSION

Our focus areas

Rural penetration

Increasing the penetration of mobile telephony in rural areas – a vital first step towards digital inclusion. For people to buy, use and understand their devices and digital services they must have access to local retail and support.

Affordable products

Ensuring we offer, and continue to develop, a range of attractive and affordable options for home broadband and smartphone purchase.

Payment solutions

Expanding and developing convenient payment solutions for our customers so that they're able to access digital services as and when they need to.

> "
> Africa's remarkable potential can only be unlocked through enhanced infrastructure and connectivity. Digital inclusion is at the heart of bridging inequalities, empowering communities and individuals to forge brighter futures.
> "

Anthony Shiner
Chief commercial officer

GRI FRAMEWORK

GRI 3-3 Management of material topics

Our progress

With the demand for data expanding across sub-Saharan Africa, we've continued to invest in our network providing more people than ever with access to digital services, particularly in rural areas. We're pleased to report that as of 31 March 2024, our data customer base grew by 17.8% from 54.6 million in the prior reporting period, and now stands at 64.4 million. Central to that achievement has been the 9.5% increase in the number of infrastructure sites to 34,500+, with 921 sites added in rural areas. Our 4G services are available in all 14 markets, providing our customers with access to reliable high-speed data services.

Our network expansion is having a transformative impact on digital inclusion in the communities we serve. In 2023/24, we significantly increased our exclusive franchise stores, adding almost 28,000 kiosks and mini shops, 1,600 Airtel Money branches (AMBs) and 59,500+ activating outlets (an increase of 20%) to meet our customers' needs. We've made strong progress and our ongoing work towards increasing digital inclusion resulted in Airtel Africa welcoming its 150 millionth customer in December 2023.

TARGET 1 COMPLETION BY 2025

Rolling out retail and support centres for new users in rural settings

For people to buy, use and understand their devices and digital products, they need local access to retail services as well as affordable smartphones and customer support. To meet these needs, in 2023/24, we enhanced our distribution channels making our services more visible and accessible, especially in rural areas, where the impact of telecommunications serves as a catalyst for empowerment and progress. Smartphone penetration increased to 40.5%, of which 75.1% are 4G enabled smartphones, providing our customers with access to trade, healthcare, education while transforming remote and rural areas by fostering economic growth. The proximity of retail and customer support outlets is making it easy for our customers to join the digital world.

TARGET 2 COMPLETION BY 2025

Full range of digital services

Our strategy to make digital services more accessible has been bolstered by the establishment of partnerships with original equipment manufacturers (OEMs) as well as handset financing companies, designed to make smartphones more affordable on the continent. Increasing 4G sites alongside simplifying customers' journeys, reducing pain points and implementing a multi-channel distribution strategy are pivotal in driving bundle and wallet transaction growth which increased by 85% in 2023/24.

Growth in the use of our self-care app MyAirtel – up year-on-year by 97% – highlights our success in broadening access to digital and mobile money services.

TARGET 3 COMPLETION BY 2025

Convenient payment solutions

Convenient payment solutions are critical to providing access to digital services. This is why, in 2023/24, we continued to focus on ensuring our customers have uninterrupted access to our services 24/7. This is particularly important in pre-paid markets, where digital service continuity is directly linked to the availability of credit. As we look ahead, our aim is to expand these payment solutions further, enhancing the convenience and accessibility of our digital services around the clock. This will involve innovative approaches to payment methods, ensuring our digital services are as accessible as possible to all segments of our customer base.

Creating a more inclusive digital world

Our ongoing efforts to increase digital inclusion demonstrate our commitment to not just connect people, but to enrich their lives through technology. As we move ahead, our focus on expanding network coverage, increasing access to digital services and enhancing payment solutions remains unwavering. Our vision for a more inclusive digital world, where everyone can benefit from the digital age, continues to guide our efforts.

Target timeline

1 2 3

2022 2023 2024 2025 2026 2027 2028 2029 2030 2031

Our KPIs

64.4 million
data customers as of 31 March 2024

66%
population covered in rural areas

1.9 million
recharge selling outlets

53.2%
digital recharge contribution to overall recharges

40.5%
smartphone penetration

Financial inclusion goal

Financial inclusion is key to driving equality and economic growth in our markets.

In sub-Saharan Africa, mobile payments are the cheapest, safest and most efficient way of sending and receiving money. We're advancing financial inclusion across Africa with Airtel Money. We focus on empowering communities, particularly women, through access to affordable financial products and services. Our aim is to meet the needs of the un- and under-banked population, fostering financial confidence and literacy.

MATERIAL TOPIC: FINANCIAL INCLUSION

Our focus areas

Affordability

Developing products and services that are tailored to the needs and income-levels of the un- and under-banked is crucial to our work. We provide our customers with transactional accounts enabling savings, payments, insurance and remittances or foreign exchange (FX) facilities. We have also established affordable lending programmes through multi-lateral partnerships.

Accessibility

This means ensuring that our products and services are where our customers are. To achieve this, we've established a broad-based and easy to access fintech ecosystem and deepened our distribution to create density.

Awareness

We're working to empower our customers with the knowledge, tools and confidence they need to use financial products in a responsible way.

"

By empowering individuals to manage their finances through digital services, we help them build secure financial futures while supporting economic transformation and prosperity across the continent.

"

Ian Ferrao
CEO, Airtel Money

Our progress

To genuinely increase financial inclusion across our markets, we listen to our customers which allows us to develop the right products and services to meet their needs. We've accelerated the rollout of exclusive Airtel Money branches (AMBs) and kiosks over the last year, expanding our presence in both urban and rural areas. Our technology services remain stable and reliable, and our 4G coverage stands at 70.7% as we continue to build capacity to provide our customers with high-speed connectivity. Airtel Money is also readily available via our self-care app MyAirtel which customers can access 24/7 to transfer money, pay bills or make purchases, including airtime.

We ensure our agents have attractive margins – this has resulted in growth of our Airtel Money agents by 53.1% to 1.4 million, improving our customer service, providing employment opportunities and enhancing financial inclusion for predominantly unbanked populations, especially in rural areas. Our focus on these core areas has had a positive impact: our Airtel Money customer base grew by 20.7% to 38 million and transaction value grew to $112bn.

TARGET 1 COMPLETION BY 2025

Enhance use of digital payments by deepening ecosystem build

By strengthening our distribution channels and increasing float availability, we continued to expand our mobile money services across our markets. As of 31 March 2024, to support our customers, we grew our AMBs by 9% to over 19,500 and our kiosks and mini shops grew by 45% to over 89,500.

We also increased customer access to financial services by integrating with national payment systems several markets, coupled with the introduction of various insurance and investment products available directly to our customers for the first time. And in Nigeria, with the accelerated rollout of our SmartCash PSB offers, we've improved our platform to drive financial inclusion in our markets.

TARGET 2 COMPLETION BY 2025

Drive economic empowerment of women

Central to our strategy is the economic empowerment of women. As of 31 March 2024, approx. 38% of our Airtel Money customers were women. While our products and services are available to all, we have extended microcredit to thousands of women supporting their entrepreneurial activities. The number of women agents and micromerchants* has also increased from 23% to 26% in the past year, demonstrating our commitment to bridging the digital gender divide and providing rewarding employment opportunities.

As Airtel Money is becoming the currency of choice in our markets, our microloan and international money transfer (IMT) products have grown significantly and transaction value increased by 70% and 40%, respectively.

* data excludes Uganda and the Seychelles

TARGET 3 COMPLETION BY 2025

Promote household savings through innovative deposit products

To encourage household savings, we've launched several innovative products. For example, our Airtel Vikoba savings product, launched in partnership with TCB in Tanzania, supports digital savings among women. Micro-savings accounts and the waiver of certain fees have also been instrumental in providing financial services to those with limited income. And our focus on launching affordable and accessible lending products, insurance, savings and remittances growth, alongside virtual 'card to wallet' services, has played a pivotal role in supporting financial inclusion.

Focus on partnerships

Partnerships are critical to advancing our financial inclusion goals. In addition to our work with TCB in Tanzania, we are working with Absa Bank Zambia, a leading provider of digital insurance technology, to develop digital insurance products powered by inclusivity solutions. We are also working with KCB to expand our agents' network through its existing network in Kenya.

Facilitating payments in Tanzania

We are committed to providing services that meet our customers' needs. An example of this is the partnership that Airtel Tanzania has formed with CRDB Bank in 2023 which allows customers to pay school fees directly from their Airtel Money wallets. In 2023/24 digital payments have been made to more than 150 schools in Tanzania. This aligns with our financial inclusion strategy and contributes to the national agenda for digital inclusion.

Target timeline

Our KPIs

38 million

Airtel Money customer base

$2.0

average revenue per user (ARPU)

24.9%

mobile money customer base penetration

$262

transaction value per customer per month

Access to education goal

We are committed to transforming lives through access to quality education.

Our goal is to transform the lives of over one million children through access to quality education by 2027.

MATERIAL TOPIC: EDUCATION AND DIGITAL LITERACY

Our focus areas

Partnerships

A landmark partnership with UNICEF will provide children with free access to zero-rated educational content and connectivity in 13 out of our 14 countries of operation. We're committed to working in collaboration: we will maintain our local partnerships and will look for opportunities to build relationships with potential new partners.

Connectivity for education

Where network services exist, we will work with schools to ensure they have the equipment necessary to connect to the internet.

'Adopt a school' programme

We will continue to build long-term relationships with schools most in need to provide them with whatever support that is necessary to deliver quality education.

Our progress

Our work to develop access to education for children and students across Africa remains at the heart of our business and critical to our corporate purpose of transforming lives. Through our three targets we're providing more children than ever with connectivity they need to use online education resources.

TARGET 1 COMPLETION BY 2027

Our partnership with UNICEF

Over the past 12 months, our landmark five-year partnership with UNICEF has made remarkable progress in transforming digital learning across Africa. This partnership represents Airtel Africa's $57m investment into improving the educational experience and outcome of children. We've connected almost 1,200 schools to the internet, providing schoolchildren with access to quality digital education. Through our collaboration, thousands of teachers now have internet access, enhancing the learning experience for students. Additionally, in 2023/24, we've zero-rated 25 educational websites across our markets, providing free access to essential government-approved learning resources.

Another example of our efforts is the SmartWASOMI programme in Tanzania. This programme, together with UNICEF, aims to connect 3,000 public secondary schools to our 4G network and enable access to digital learning platforms for the students free of charge. Through the pilot phase, we already connected 50 secondary schools providing training to 2,000+ teachers and benefitting more than 55,000 students.

This progress demonstrates our ongoing commitment to leverage technology for educational advancement, ensuring children in Africa have the tools they need for a brighter future.

TARGET 2 COMPLETION BY 2027

Connect 1,400 schools to the internet

In 2023/24 we continued to provide connectivity to schools, free of charge, via other partnerships.

In Nairobi, Kenya, for example, as part of our partnership with American Tower Corporation (ATC) we've connected 10 schools to the internet, providing over 14,800 students with access to online educational content and the necessary equipment for digital access and learning.

In Uganda we've connected 10 schools and 14 public libraries to support out-of-school learners. We've trained teachers and established ICT clubs to help students get the maximum value from internet connectivity. This model has proved successful, and we will be expanding it to other markets in the coming year.

TARGET 3 COMPLETION BY 2027

Adopt and support schools in every market

Our ambition is to significantly increase the number of schools we adopt across all our markets, providing support that is tailored to each school's specific needs. We are pleased to report that we continue to progress delivery of this target. For example, in Kenya we support St Michael's Secondary School in Mukuru, managed by Mukuru Promotional Centre, a non-profit organisation focused on community initiatives. And in Madagascar, we adopted two primary schools in Mananjary and Manakara, building new classroom blocks, upgrading school facilities and transforming the learning environment in the process. Airtel Nigeria is proud to have seven adopted schools which continue to benefit from our ongoing support.

Target timeline

2022 2023 2024 2025 2026 2027 2028 2029 2030 2031

Our KPIs

1.7 million

peak number of schoolchildren who have accessed the internet and online educational platforms in 2023/24

25

zero-rated educational platforms free for schoolchildren to access

587,000+ GB

volume of data distributed under this programme free of charge to the users

13

countries where our partnership with UNICEF has been launched

Our partnership with UNICEF in action

Our landmark partnership with UNICEF is a testament to Airtel Africa's dedication to driving access to education through digital channels. In 2023/24, our efforts have not only connected over a million children to digital learning platforms but have also developed environments where education can thrive through technology.

While connecting schools to the internet is a critical first step, our commitment extends beyond connectivity – it's about creating impactful societal changes. For instance, in Nigeria, our partnership has been instrumental in connecting 960 schools to the internet, resulting in over a million learners accessing digital platforms. This achievement was amplified by our targeted campaigns, supporting UNICEF's 'Learning Passport' initiative and fostering a culture of digital learning.

While our collaborative efforts have not been without challenges, our determination to bring digital learning resources to young people across the continent is constant: our journey has been a learning curve, propelling us to innovate and adapt for greater impact.

Championing every child's right to education is an important element of our partnership with UNICEF and we are pleased to add our voice to advocate for education in Africa as a powerful tool in transforming futures and maximising potential.

In October 2023, our CEO Segun Ogunsanya stood alongside UNICEF in Rwanda to call for vital changes within the educational sector. And in February 2024, we held our annual Airtel Africa/UNICEF convention in Dubai (UAE). This was a cornerstone event which reinforced our partnership's foundation and set a collaborative tone for the third year. It provided a unique forum for both parties to align on strategic directions, tackle implementation challenges, and share insights on advancing digital education across Africa.

Our partnership with UNICEF is more than a commitment to connect schools – it's a pledge to nurture the minds of Africa's youth, ensuring they have the knowledge and skills to succeed in an increasingly digital world. We remain dedicated to bridging the digital divide, championing innovative education solutions and making a lasting difference in the lives of millions of children across Africa.

> **In an era where Africa's youthful vibrance signals unparalleled growth, education provides the greatest opportunity to harness this demographic dividend. Our partnership with UNICEF is advancing digital education – shaping the continent's future leaders and contributing to SDG 4.**

Emeka Oparah
Vice president – communications and CSR

> **Africa is facing a learning crisis, and there are solutions that represent an incredible investment in the children of today and the Africa of tomorrow. The partnership with Airtel Africa is a pioneering step for digital learning.**

Gilles Fagninou
UNICEF Regional Director of West and Central Africa

Transforming lives spotlight

Connecting schools to the internet in the Republic of the Congo

In 2022, the government of the Republic of the Congo launched a programme to transform education through technology, making distance learning a possibility for many children. Our partnership with UNICEF supports that strategy and is transforming educational experiences for children. Since launching in March 2022, we've made a good progress: 10,000 schoolchildren have been granted access to the internet free of charge by Airtel Congo in Brazzaville, Pointe Noire and Dolisie.

We met with Sarah Douabele, a 13-year-old 8th grader at St. Exupery School in Brazzaville who told us how access to the internet and online education resources is fundamentally changing the way children learn.

"Having access to internet and online resources that we can use for research and courses has made a big difference me, my classmates and my entire school. Technology is a big part of our daily school experience. We all have tablets and there's a room just for laptops, which has really changed the way we learn. Instead of always writing in notebooks, we use our tablets to follow our teachers' online instructions. This way, we're learning to be more independent, a skill that's really important for our futures."

Mobile technology and the internet are opening up new opportunities for skill development and education in the Republic of the Congo and the rest of African continent. We're proud to continue contributing to digital literacy in our markets – helping students achieve academic growth and learn to use digital tools effectively.

Watch Sarah's story on
www.airtel.africa

GRI FRAMEWORK

GRI 3-3 Management of material topics

Our environment

For Airtel Africa, environmental protection is non-negotiable – it is a pressing reality.

We're working to address and minimise the impact of our operations on the environment. To achieve this we're measuring and deploying more energy efficient solutions to address our greenhouse gas (GHG) emissions, supporting our journey towards our 2050 net zero ambition.

Addressing our material topics

Reduction of GHG emissions		» page 36
Environmental stewardship		» page 38

Supporting the UN SDGs

SDG 12 – Responsible consumption and production
We are committed to minimising the environmental impact of our operations by reducing our energy consumption, waste and use of natural resources, and by limiting our direct and indirect greenhouse gas (GHG) emissions.

Reduction of greenhouse gas (GHG) emissions goal

Our ambition is to achieve net zero greenhouse (GHG) gas emissions by 2050

Our near-term target is, by 2032, to reduce our scope 1 and 2 carbon emissions intensity by 62% from our baseline and continue rolling out robust engagement programmes with our partners and suppliers to reduce our scope 3 emissions.

MATERIAL TOPIC: CLIMATE CHANGE

Since publication of our baseline emissions in October 2022, we've made significant progress. We've formulated our scope 1 and 2 decarbonisation strategy, including setting targets and focusing on projects and initiatives aimed at reducing carbon emissions across our operations.

We've engaged with our partners and suppliers – it's vital that we understand, encourage and support their decarbonisation programmes as this represents Airtel Africa's scope 3 emissions profile. We recognise that we need to continue to review and evaluate our programmes as renewable energy and new energy conservation technologies develop across the industry.

Our progress

In May 2023, we published our 'Journey towards a net zero future' in which we outlined the scenarios for the reduction of scope 1 and 2 emissions and set out a near-term target to reduce our emissions intensity by 62% from March 2022 baseline. In November 2023, we the publication was updated to include a clearly defined scope 3 strategy which sets out our partners and suppliers' engagement programme (PSEP). This programme will contribute to our collaborative efforts to reduce carbon emissions across the entire value chain.

We continue to monitor climate change as an emerging risk and as part of our risk review process. We mitigate physical climate risks though our business continuity management processes as well as our current initiatives to address transition risks.

» For more details about our TCFD disclosures and climate-related risks, see our Annual Report and Accounts 2024, **pages 63-70**

Our decarbonisation strategy

Our strategic framework for an integrated emissions reduction programme is focused on abatement, avoidance, neutralisation and compensation. We're focusing on initiatives to prevent the release of GHG emissions that are created through our business operations as well as using new technology, processes, systems and equipment that will prevent the creation of additional GHG emissions.

One of the biggest challenges in sub-Saharan Africa is access to electricity and the reliability of the grid[1]. This means that the telecom operators in the region must primarily rely on emissions-intensive diesel generators where alternatives are less feasible. As we increase capacity of our mobile switching centres (MSCs) and data centres (DCs) to meet Africa's growing demand for data, together with continued network expansion, our scope 1 and 2 emissions increased by 11.9% in 2023/24 while we continue to source new energy solutions. We're improving our energy use by reducing the reliance on diesel generators and building energy efficiency into our equipment, systems and assets across our operations.

Scope 1 and 2 emissions

This year we've been focusing on increasing the efficiency of our existing DCs and MSCs[2]. This involved increasing operational effectiveness by consolidating assets, improving space efficiency for better uptime, 'right sizing' and extending the life cycle of equipment. We continue to grow our business which has led to a 12.7% increase in IT load across our switching centres. However, despite this, our MSC-based emissions increased only by 5.9% reflecting the improved energy efficiency measures we've taken over the year. In addition, we're pleased to report that as of 31 March 2024, the power usage effectiveness (PUE) of our MSCs was reduced by 15% to 1.91 from our baseline of 2.24 in March 2022.

Our focus remains on reducing emissions by converting off-grid sites to on-grid and rolling out hybrid infrastructure sites. And we already see the benefits – by modernising our network infrastructure while deploying energy efficient equipment, we can maintain network stability using considerably less energy.

Scope 3 emissions

We continue to establish effective partnerships and increase collaboration with our partners and suppliers aimed at best practices and fostering collective efforts towards the reduction of our scope 3 emissions, representing over 88% of our total emissions. As scope 3 emissions data requires collection and verification from external partners, we're only able to report this with a lag of one year to ensure data has been subjected to reasonable internal verification before it's reported.

Climate advocacy spotlight

Our dedication to supporting climate action on the African continent

In December 2024, at COP28 (UAE), Airtel Africa co-hosted the African Private Sector Reception in association with the UN Global Compact's Africa Business Leaders Coalition (ABLC). It was aimed at aligning the private sector's environmental initiatives with African governments' policies, increasing collaboration and driving the mobile industry towards net zero emissions by 2050. The event brought together CEOs, heads of state and international delegates, highlighting the crucial role of public-private partnerships in leveraging solutions for climate action. At this event we also unveiled our scope 3 emissions reduction programme, following a milestone roundtable with top tier partners in November 2023.

In addition, our Board member Annika Poutiainen and CEO Segun Ogunsanya participated in the COP28 Presidency's CEO-level climate forum, marking our support for global climate objectives. This session united business and philanthropy leaders under the COP28 Presidential Action Agenda for net zero and environmental sustainability.
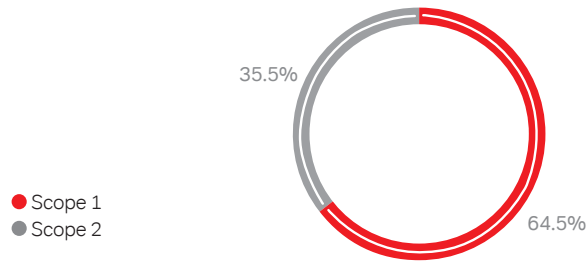
Building state-of-the art sustainable data centres to serve our customers

As the demand for data across Africa continues to grow, so does the need for more data centres. In addition to the work we're doing to make our existing data centres more energy efficient, we're also focusing on our future assets where low carbon energy solutions are built in from the outset.

In December 2023 we launched our new data centre business, Nxtra by Airtel. Through this business we aim to create one of the largest networks of data centres in Africa with high-capacity facilities in major cities complementing our existing sites. We're taking great care to incorporate modern energy efficiencies into our operations.

» For more details about our 'Journey towards a net zero future', visit **www.airtel.africa**

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1   According to GSMA's 'Mobile Net Zero 2024' report, the lack of reliable electricity grids has resulted in scope 1 emissions – primarily from diesel generators – to increase by more than 60% between 2019 and 2022 globally.
2   41 mobile switching centres (MSC) are in scope for this programme.

Total scope 1 and 2 emissions in 2023/24 (tCO₂e)

- Scope 1
- Scope 2

35.5%

64.5%

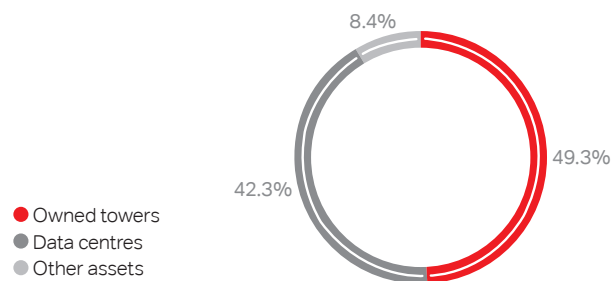| Emissions scope	Total emissions (tCO₂e)
Scope 1	82,870
Scope 2	45,713
Scope 3	n/a*
Total	**128,503 (+11.9%)**

* Our 2023/24 scope 3 emissions will be published when the full data is available from our partners, and fully verified. In 2022/23 our scope 3 emissions were 856,996 tCO₂e (2021/22 baseline: 792,336).

Total scope 1 and 2 emissions by source (tCO₂e)

1.3%

35.5%

63.2%

- Diesel
- Electricity
- Other sources
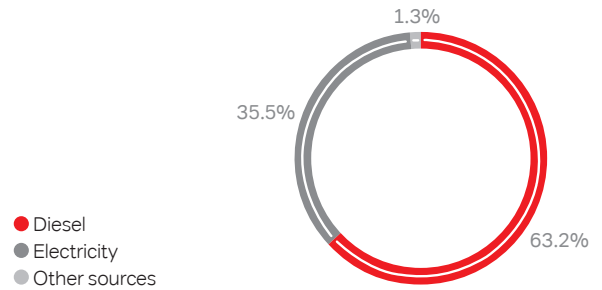
Emissions scope	Total emissions (tCO₂e)
Diesel	81,275
Electricity	45,632
Other sources	1,596
Total	**128,503**

Total scope 1 and 2 emissions by activity (tCO₂e)

8.4%

49.3%

42.3%

- Owned towers
- Data centres
- Other assets

Emissions scope	Total emissions (tCO₂e)
Owned towers	63,383
Data centres (inc. MSCs)	54,299
Other assets (buildings, shops, fleet)	10,822
Total	**128,503**

Total scope 1 and 2 emissions by region (tCO₂e)

25.1%

56.0%

18.9%

- Nigeria
- East Africa
- Francophone Africa
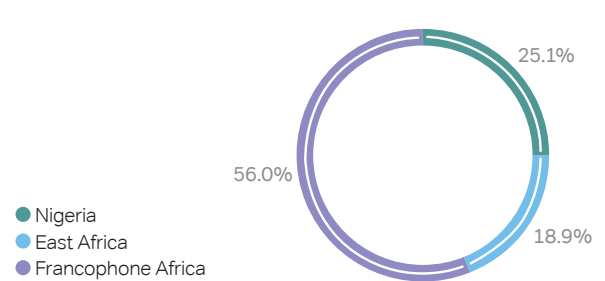
	Total emissions (tCO₂e)
Nigeria	32,205
East Africa	24,345
Francophone Africa	71,953
Total	**128,503**

Environmental stewardship goal

It is essential we reduce waste and conserve natural resources.

Our goal is to eliminate hazardous waste from our operations, significantly reduce our non-hazardous waste and to minimise our water consumption. We achieve these goals through the development and implementation of programmes designed to replace damaging materials, expand recycling schemes and build employees' awareness of the need to protect natural resources.

MATERIAL TOPIC: CIRCULAR ECONOMY

Our focus areas

Elimination of hazardous waste from our operations

Airtel Africa continues to eliminate hazardous waste, particularly lead from batteries, by adhering to stringent disposal regulations and partnering with accredited disposal firms.

Reduction in non-hazardous waste

We continue to improve the reuse and recycling of non-hazardous waste throughout our operations. Our strategy encompasses expanded waste management schemes and increases the procurement of materials that can be reused or recycled.

Protection of natural resources

Airtel Africa does not consume or pollute significant amounts of water through its operations. Our proactive water conservation programmes include rainwater harvesting and water-saving practices, underscoring our commitment to safeguarding natural resources.

Our progress

We're pleased to report that we've made significant progress towards enhancing our environmental performance and responsible business practices over the past year, focusing on water conservation, waste management, battery replacement and the development of our environmental and social management system (ESMS).

Water management and conservation efforts

Despite not being a large consumer of water, we put in place measures to reduce water usage and support community-based water conservation projects. Our water usage baseline as of 31 March 2024 is 123.36 megalitres per year and we've started a programme to collect data and report water usage in all OpCos. Most of the water we use is for cleaning and drinking sourced from local government organisations, boreholes and drinking water vendors. We discharge water used for cleaning to municipal sewers for treatment and, to reduce consumption further, we have installed water efficient fixtures in our facilities. This year, to increase awareness of water conservation, we run targeted campaigns for all our employees.

Waste management

Our strategic approach to waste reduction has progressed in 2023/24, with expanded recycling initiatives and strategic partnerships with suppliers, including ZTE, Huawei and Ericsson to ensure the responsible recycling of the end-of-life equipment. We're pleased to report that 99.3% of our hazardous waste materials are now recycled or reused. Another key sustainability milestone has been the elimination of single-use plastics in all our offices, replacing plastic items with those made from recyclable materials. For more detailed information, see tables on page 39.

Battery replacement

In line with our commitment to minimise our environmental footprint, our programme to replace lead batteries with sustainable alternatives resulted in 4,565 end-of-life batteries replaced with 3,022 lithium-ion alternatives in 2023/24. This transition not only boosts our network's efficiency but is also a significant step towards reducing our GHG emissions and achieving lead-free operations by 2040.

Environmental and social management system (ESMS)

In 2023/24, we progressed the implementation of our environmental and social management system (ESMS) significantly. Through comprehensive training and capacity-building, aligned with the International Finance Corporation's (IFC) performance standards and the World Bank Group's environmental, health and safety guidelines, we've reinforced our commitment to adhere to the highest standards of environmental management. We've now started to work towards ISO14001 certification which reflects our dedication to environmental stewardship and our continuous drive for improvement in our environmental performance.

Collaborations for environmental management

In 2023/24, we deepened our commitment to environmental stewardship, through

Transforming lives spotlight

World Wetlands Day

A focal point of our water and natural resources conservation efforts was the celebration of World Wetlands Day on 2 February 2024. Airtel Kenya, in collaboration with the National Environment Management Authority, Kenya Forest Service and the Kileleshwa's Residents' Association, led a tree planting event at Nairobi's Dik Dik Gardens. This event was not merely about planting trees: it also served as a platform for educating our employees and the community about the vital role that wetlands play in maintaining biodiversity, supporting climate resilience and providing essential freshwater sources. These efforts reflect our commitment to protection of natural resources, with a strategic aim to achieve a significant reduction in our water consumption by 2030.

partnerships established at COP27 and reaffirmed during Africa Climate Week. Our collaborations aim, by 2050, to cut down open waste burning in Africa by 60%, an achievement that will improve livelihoods and reduce pollution. In partnership with the United Cities and Local Governments of Africa, Engineering X and others, we pledged our technological resources to support air quality monitoring in Nairobi, Kenya.

In collaboration with American Tower Corporation (ATC), Airtel Kenya installed air quality monitoring sensors provided by the Stockholm Environment Institute on selected base transceiver stations (BTS) around Nairobi. This initiative not only supports our environmental management ambitions but also provides Nairobi City County with vital, real-time data for decision-making – demonstrating the essential role of digital infrastructure in promoting a sustainable, circular economy.

GRI FRAMEWORK
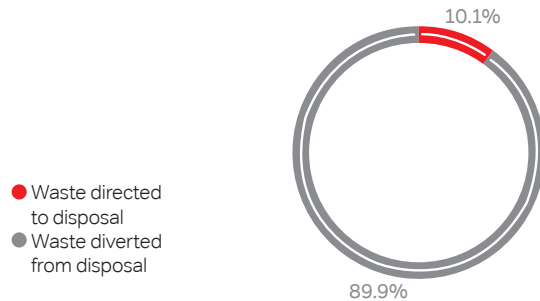**GRI 306-1** Waste generation and significant waste-related impacts
GRI 306-2 Management of significant waste-related impacts
GRI 306-3 Waste generated
GRI 306-4 Waste diverted from disposal
GRI 306-5 Waste directed to disposal

Total waste generated in 2023/24*

10.1%

● Waste directed to disposal
● Waste diverted from disposal

89.9%
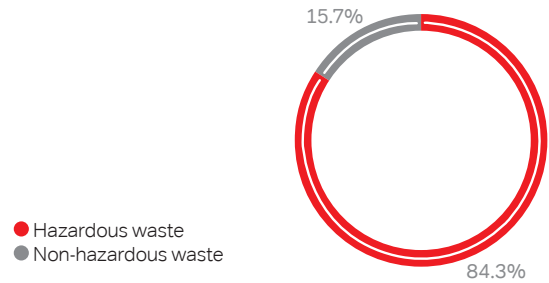
Waste category	Tonnes
Waste directed to disposal (landfill or incineration)	63.9
Waste diverted from disposal (recycled and reused)	567.1
Total	**631.0**

1 Electronic waste collected by the equipment manufacturers for recycling, recovery and reuse.

2 Only waste that has been disposed is recorded. Any waste held in our warehouses temporarily hasn't been included (batteries and any other electronic waste scheduled for disposal).

* This data does not include UK and Channel Islands, India, UAE and The Netherlands.

Waste generated by type

15.7%

● Hazardous waste
● Non-hazardous waste

84.3%

Waste category	Tonnes
Hazardous waste (network waste and batteries)	531.6
Non-hazardous waste	99.4
– paper, cardboard and wood	29.0
– construction metals (kiosks, etc.)	17.2
– other waste* (general office mix)	53.2
Total	**631.0**

* Other waste category includes mixed office building waste, such as pruned tree branches and other soil debris.

GSMA metrics

In 2023/24 we've started to adopt the GSMA's 'ESG metrics for the mobile industry'. The following table constitutes our disclosures based on currently available data in accordance with GSMA's recommendations. We have plans in place to collect and disclose additional data in coming years.

Number of GSMA indicator	Airtel Africa's disclosure/comment
GSMA-ENV-01 Science-based targets	
	We recognise the importance of independent verification of decarbonisation plans and roadmaps. However, we're not yet in the position to apply for SBTi verification of our scope 1, 2 and 3 emissions targets.
GSMA-ENV-02 Scope 1, 2 and 3 emissions	
GSMA 1.2a scope 1 and 2 GHG emissions	See page 37 (GRI 305-1, 305-2, 305-3)
GSMA 1.2b scope 3 GHG emissions	
GSMA-ENV-03 Energy consumption	
GSMA 1.3a Total energy consumption	See pages 14, 43 (GRI 302-1)
GSMA 1.3b Network energy consumption	n/a
GSMA 1.3c Network energy mix	n/a
GSMA-ENV-04 Materials repaired or reused	
GSMA 1.4a Network equipment repaired or reused	
GSMA 1.4b Handsets and other customer premises equipment (CPE) repaired or reused	This information is not available for 2023/24.
GSMA-ENV-05 Waste generated	
GSMA 1.5a Total waste generated (tonnes) per 1GB	0.00000016

Number of GSMA indicator	Airtel Africa's disclosure/comment	
GSMA 1.5b Network waste (tonnes) per 1GB	0.00000014	
GSMA 1.5c Handset and other CPE (tonnes) per 1GB	n/a	
GSMA 1.5d All other waste (tonnes) per 1GB	n/a	

GSMA-ENV-06 Materials recycled

GSMA 1.6a Network waste recycled	520 tonnes	
GSMA 1.6c All other waste recycled	47 tonnes	

GSMA-INC-01 Population covered by mobile network

GSMA 2.1 Percentage of population covered by operator's mobile network	80.4%	

GSMA-INC-02 Device and subscription affordability

GSMA 2.2a Cost of the most affordable smartphone, as percentage of monthly GDP per capita	14.1%	
GSMA 2.2b Average cost of 1GB of data, as percentage of monthly GDP per capita	0.00203%	

GSMA-INC-03 Digital skills programmes

GSMA 2.3 Number of people (excluding employees) who have completed a basic, intermediate or advanced digital skills training programme (as per ITU definition), divided by total subscribers	Data collection process is being established to improve accuracy.	

GSMA-INT-01 Customer data incidents

GSMA 3.1a Number of data breaches, per million subscribers		
GSMA 3.1b Percentage of data breaches involving PII		
GSMA 3.1c Number of customers affected, per million subscribers	No reported incidents	
GSMA 3.1d Number of regulatory actions for data protection violations (e.g., marketing-related complaints, data breaches), per million subscribers		

GSMA-INT-02 Digital rights policy

GSMA 3.2 Digital rights policy	3.2 Is there a policy specifically covering digital rights protection and transparency, privacy, freedom of expression, government mandates to shut down or restrict access, and/or government requests for data? (yes/no)	No. We're planning to publish our standalone digital rights policy in 2024/25.

GSMA-INT-03 Online safety measures

GSMA 3.3 Do you have controls or programmes in place to improve online safety for children and other vulnerable groups? (yes/no)	3.3 Do you have controls or programmes in place to improve online safety for children and other vulnerable groups? (yes/no)	Yes. For more information, visit www.airtel.africa

GSMA-SUP-01 Sustainable procurement policy

GSMA 4.1a	4.1a Do you have a sustainable procurement policy in place?	Yes. For our 'Code of Business Ethics for partners and suppliers', visit www.airtel.africa
GSMA 4.1b	4.1b If yes, how many of the following elements does it cover? (a) organisational governance, (b) human rights, (c) labour practices, (d) environment, (e) fair operating practices, (f) consumer issues, (g) community involvement and development.	Our Group policies cover a, b, c, d, e, f, g.

GSMA-SUP-02 Supplier assessments

Not disclosed in 2023/24

ESG data

All of the ESG data is presented on a consolidated basis and corresponds to the parameters of the financial reporting unless otherwise specified.

Human resources

GRI 2-7

Breakdown of employees by gender

	2022/23	2023/24
Number of male permanent (on-roll) employees	2,958	2,964
Number of female permanent (on-roll) employees	1,042	1,168
Total number of permanent employees (on-roll)	**4,000**	**4,132**
Number of male temporary (off-roll) employees	5,075	5,103
Number of female temporary (off-roll) employees	3,494	2,285
Total number of temporary (off-roll) employees	**8,569**	**7,388**
Number of male employees (on-roll and off-roll)	8,033	8,067
Number of female employees (on-roll and off-roll)	4,536	3,453
Total number of employees (on-roll and off-roll)	**12,569**	**11,520**

'Permanent employees' include all full-time employees. 'Temporary employees' include all off-roll/short-term contract employees. 'Total number of employees' is a sum of both permanent and temporary employees.

GRI 2-8

Workers who are not employees
See GRI 2-7 above.

GRI 2-30

Employees covered by collective bargaining agreements

	2022/23	2023/24
Percentage of total employees covered by collective bargaining agreements (on roll employees)	20%	20%

Airtel Africa respects the legal rights of its employees to join trade unions and labour organisations. Airtel Africa ensures compliance with applicable local laws and does not discriminate based on an employee's decision to join a labour organisation.

GRI 405-1

Diversity of governance bodies and employees

Breakdown of employees by age

	Under 30 years old	30-50 years old	Over 50 years old	Total
2022/23				
Executive management*	0	117	38	155
Managers	28	1,485	182	1,695
Administrative	397	1,673	80	2,150
Total	**425**	**3,275**	**300**	**4,000**
2023/24				
Executive management*	0	130	44	174
Managers	35	1,563	233	1,831
Administrative	382	1,650	95	2,127
Total	**417**	**3,343**	**372**	**4,132**

* Group and OpCo-level Executive Committees (ExCo), excluding country MDs.

Breakdown of employees by gender category

	Male	Female	Total
2022/23			
Executive management*	113	42	155
Managers	1,344	351	1,695
Administrative	1,501	649	2,150
Total	**2,958**	**1,042**	**4,000**
2023/24			
Executive management*	128	46	174
Managers	1,394	437	1,831
Administrative	1,442	685	2,127
Total	**2,964**	**1,168**	**4,132**

* Group and OpCo-level Executive Committees (ExCo), excluding country MDs.

GRI 405-2

Ratio of basic salary and remuneration of women to men
Not disclosed

GRI 401-1

New employee hires and employee turnover

New hired employees by gender

	2022/23	2023/24
Male	558	342
Female	192	228
Total	**750**	**570**

New hired employees by age group

	2022/23	2023/24
Under 30 years	212	153
30-50 years old	522	401
Over 50 years old	16	16
Total	**750**	**570**

Employee turnover* by gender (%)

	2022/23	2023/24
Male	19.89	15.79
Female	6.79	5.63
Total	**26.68**	**21.42**

Employee turnover by age group (%)

	2022/23	2023/24
Under 30 years	4.16	3.63
30-50 years old	21.47	16.84
Over 50 years old	1.05	0.95
Total	**26.68**	**21.42**

* The turnover rate is calculated based on the number of employees as of 31 March 2024 compared to the number of employees as of 31 March 2023.

GRI 401-3

Parental leave

Number of employees that were entitled to parental leave, by gender

	2022/23	2023/24
Female	1,042	1,168
Male	2,958	2,964
Total	**4,000**	**4,132**

Number of employees that took parental leave, by gender

	2022/23	2023/24
Female	46	48
Male	89	139
Total	**135**	**187**

Number of employees that returned to work in the reporting period after parental leave ended, by gender

	2022/23	2023/24
Female	46	34
Male	89	127
Total	**135**	**161**

Number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work, by gender

	2022/23	2023/24
Female	33	n/a
Male	65	n/a
Total	**98**	**n/a**

GRI 404-1

Training and development

Average training hours by gender

	Total annual training hours	Number of on-roll employees	Average training hours
2022/23			
Female	16,492	1,042	15.8
Male	38,753	2,958	13.1
Total	**55,245**	**4,000**	**13.8**
2023/24			
Female	46,811	1,168	40.1
Male	70,758	2,964	23.9
Total	**117,569**	**4,132**	**28.5**

Note: data is based on Airtel Africa's online self-learning platform as well as instructor-led trainings.

Average training hours by employee category

	Total annual training hours	Number of on-roll employees	Average training hours
2022/23			
Executive management*	1,364	155	8.8
Managers	9,235	1,695	5.5
Administrative	44,646	2,150	20.8
Total	**55,245**	**4,000**	**13.8**
2023/24			
Executive management*	2,660	174	15.3
Managers	14,228	1,831	7.8
Administrative	100,681	2,127	47.3
Total	**117,569**	**4,132**	**28.5**

* Group and OpCo-level Executive Committees, excluding country MDs.

Note: data is based on Airtel Africa's online self-learning platform as well as instructor-led trainings.

GRI 404-3

Percentage of employees receiving regular performance and career development reviews
All Airtel Africa's on-roll employees are covered by an annual performance assessment process.

Environment

GRI 306-3

Waste composition, tonnes

	Waste generated	Waste diverted from disposal	Waste directed to disposal
2022/23			
Hazardous waste (network waste and batteries)	n/a	n/a	n/a
Non-hazardous waste	n/a	n/a	n/a
Total	**n/a**	**n/a**	**n/a**

	Waste generated	Waste diverted from disposal	Waste directed to disposal
2023/24			
Hazardous waste (network waste and batteries)	531.6	526.7	4.9
Non-hazardous waste	99.4	40.4	59.0
Total	**631.0**	**567.1**	**63.9**

GRI 306-4

Waste diverted from disposal (tonnes)

	Onsite	Offsite	Total
2022/23			
Hazardous waste			
Preparation for reuse	0	665.1	**665.1**
Recycling	0	9.9	**9.9**
Other recovery operations	0	0	**0**
Total	**0**	**675.0**	**675.0**
Non-hazardous waste (other waste, including office mix)			
Preparation for reuse	0	299.0	299.0
Recycling	0	12.2	12.2
Other recovery operations	0	0.1	0.1
Total	**0**	**311.3**	**311.3**
Total waste prevented in 2022/23 (hazardous and non-hazardous)	**0**	**986.3**	**986.3**
2023/24			
Hazardous waste			
Preparation for reuse	0	526.7	526.7
Recycling	0	0	0
Other recovery operations	0	0	0
Total	**0**	**526.7**	**526.7**
Non-hazardous waste (other waste, including office mix)			
Preparation for reuse	0	0	0
Recycling	0	20.3	20.3
Other recovery operations	0	20.0	20.0
Total	**0**	**40.3**	**40.3**
Total waste prevented in 2023/24 (hazardous and non-hazardous)	**0**	**567.1**	**567.1**

GRI 306-5

Waste diverted from disposal (tonnes)

	Onsite	Offsite	Total
2022/23			
Hazardous waste			
Incineration (with energy recovery)	n/a	n/a	n/a
Incineration (without energy recovery)	n/a	n/a	n/a
Landfilling	n/a	n/a	n/a
Other disposal operations	n/a	n/a	n/a
Total	**n/a**	**n/a**	**n/a**

Non-hazardous waste (other waste, including office mix)

	Onsite	Offsite	Total
Incineration (with energy recovery)	n/a	n/a	n/a
Incineration (without energy recovery)	n/a	n/a	n/a
Landfilling	n/a	n/a	n/a
Other disposal operations	n/a	n/a	n/a
Total	**n/a**	**n/a**	**n/a**

	Onsite	Offsite	Total
2023/24			
Hazardous waste			
Incineration (with energy recovery)	0	4.9	4.9
Incineration (without energy recovery)	0	0	0
Landfilling	0	0	0
Other disposal operations	0	0	0
Total	**0**	**4.9**	**4.9**

Non-hazardous waste (other waste, including office mix)

	Onsite	Offsite	Total
Incineration (with energy recovery)	0	0	0
Incineration (without energy recovery)	0	56.3	56.3
Landfilling	0	7.6	7.6
Other disposal operations	0	0	0
Total	**0**	**63.9**	**63.9**

GRI 301-1, 301-2

Materials used by weight or volume
Not applicable

GRI 301-3

Reclaimed products and their packaging materials
Not applicable

GRI 302-1

Energy consumption (total in 2023/24)
244,458,323 kWh

GRI 303-3

Total water withdrawal from all areas with water stress, megalitres*

	Freshwater (≤1,000 mg/L total dissolved solids)
2022/23	
Municipal and borehole	n/a
Third-party water (drinking water)	n/a
Total	**n/a**

	Other water (>1,000 mg/L total dissolved solids)	Freshwater (≤1,000 mg/L total dissolved solids)	Other water (>1,000 mg/L total dissolved solids)
2023/24			
Municipal and borehole	0	121.3	0
Third-party water (drinking water)	0	2.0	0
Total	**0**	**123.3**	**0**

* The data provided are estimates due to most facilities not having meters or using common washrooms and waterpoints. Estimates are based on the number of seats in the office multiplied by 50 litres per person for a consumption of 23 days per month as a baseline. All data on water consumption is classified as freshwater (≤1,000 mg/L total dissolved solids). UK and Channel Islands, Dubai (UAE), India and The Netherlands are not included. This data is for the financial reporting period from 1 April 2023 to 31 March 2024 and constitutes baseline consumption (see page 38).

Note: we developed the methodology and established the data collection process for GRl 303-3 in 2023/24.

GRI 303-4

Total water discharge, megalitres*

	Freshwater (≤1,000 mg/L Total dissolved solids)	Other water (>1,000 mg/L Total dissolved solids)
2022/23		
Municipal sewer systems	n/a	n/a
2023/24		
Municipal sewer systems	123.3	0

GRI 303-5

Total water consumption in areas with water stress, megalitres

	Freshwater (≤1,000 mg/L Total dissolved solids)	Other water (>1,000 mg/L Total dissolved solids)
2022/23		
Municipal and borehole	n/a	n/a
Third-party water (drinking water)	n/a	n/a
Total	**n/a**	**n/a**
2023/24		
Municipal and borehole	121.3	0
Third-party water (drinking water)	2.0	0
Total	**123.3**	**0**

Supply chain

GRI 204-1

Proportion of spending on local suppliers*

	2022/23	**2023/24**
Proportion of procurement budget spent on local suppliers	70%	72%

* any supplier that is registered in the country of operation.

GRI 308-1

New suppliers screened using environmental criteria
Airtel Africa is currently screening all its suppliers and vendors against economic sanctions databases and requires all suppliers to abide by the Code of Conduct. We're currently improving our screening processes for environmental criteria.

GRI 308-2

Negative environmental impacts in the supply chain and actions taken
Not disclosed

GRI 414-1

New suppliers screened using social criteria
All suppliers and vendors are required to abide by the Code of Conduct (for more information, visit www.airtel.africa).

GRI 414-2

Negative social impacts in the supply chain and actions taken
Not disclosed

Health and safety

GRI 403-9(a)

Work-related injuries (employees)

	2022/23	2023/24
The rate of fatalities due to work-related injury (per 1,000,000 hours worked)	0	0.04
The rate of high-consequence work-related injuries (per 1,000,000 hours worked)	0	0
The rate of recordable work-related injuries (per 1,000,000 hours worked)	0	0.79

GRI 403-9(b)

Work related injuries (non-employees)
Not disclosed

Governance

GRI 206-1

Legal actions for anti-competitive behaviour, anti-trust and monopoly practices

	2022/23	2023/24
Number of legal actions pending or completed during the reporting period regarding anti-competitive behaviour and violations of anti-trust and monopoly legislation in which the organisation has been identified as a participant.	2	4
Main outcomes of completed legal actions, including any decisions or judgements.	2	1
Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption.	0	0
Public legal cases regarding corruption brought against the organisation or its employees during the reporting period and the outcomes of such cases.	0	0

Communities

GRI 203-1

Infrastructure investments and services supported ($m)*

2022/23	
Investments in community services and infrastructure	1.00
Financial contribution to UNICEF*	1.30
Total	**2.30**

2023/24	
Investments in community services and infrastructure	0.55
Financial contribution to UNICEF*	1.40
Total	**1.95**

* The Seychelles are excluded from the UNICEF programme. We contribute to other community-focused programmes and initiatives in the Seychelles outside of our landmark partnership with UNICEF.

GRI disclosures index

GRI standard	Disclosure	Location in the report/comment	Omission		
			Requirement(s) omitted	Reason	Explanation
GRI 2: General disclosures 2021	2-1 Organisational details	Annual Report and Accounts 2024, 'Corporate governance' on pages 94-107			
	2-2 Entities included in the organisation's sustainability reporting	The report covers all 14 OpCos. Annual Report and Accounts 2024, 'At a glance' on pages 2-3			
	2-3 Reporting period, frequency and contact point	Sustainability reporting is aligned with the financial reporting: 1 April to 31 March. Annual Report and Accounts 2024, 'General shareholders' information' on page 254			
	2-4 Restatements of information	See 'Our journey towards a net zero future', p.5 for adjustment of our baseline scope 3 emissions			
	2-5 External assurance	Not disclosed during this reporting period	All requirements	Information incomplete	Airtel Africa will consider obtaining external assurance at the future date.
	2-6 Activities, value chain and other business relationships	'Supply chain management' goal on pages 20-21			
	2-7 Employees	'Our people' commitments on pages 22-27 ESG data on page 41			
	2-8 Workers who are not employees	ESG data on page 41			
	2-9 Governance structure and composition	Sustainability governance on page 10 Annual Report and Accounts 2024, 'Corporate governance' on pages 94-107			
	2-11 Chair of the highest governance body	Annual Report and Accounts 2024, 'Corporate governance' on pages 94-107			
	2-12 Role of the highest governance body in overseeing the management of impacts	Sustainability governance on page 10 Annual Report and Accounts 2024, 'Corporate governance' on pages 94-107			
	2-13 Delegation of responsibility for managing impacts	Sustainability governance on page 10 Annual Report and Accounts 2024, 'Corporate governance' on pages 94-107			
	2-14 Role of the highest governance body in sustainability reporting	Sustainability governance on page 10 Annual Report and Accounts 2024, 'Corporate governance' on pages 94-107			
	2-15 Conflicts of interest	Annual Report and Accounts 2024, 'Corporate governance' on pages 94-107			
	2-16 Communication of critical concerns	Annual Report and Accounts 2024, 'Corporate governance' on pages 94-107			

GRI standard	Disclosure	Location in the report/comment	Omission		
			Requirement(s) omitted	Reason	Explanation
GRI 2: General disclosures 2021 continued	2-17 Collective knowledge of the highest governance body	Annual Report and Accounts 2024, 'Corporate governance' on pages 94-107			
	2-18 Evaluation of the performance of the highest governance body	Annual Report and Accounts 2024, 'Corporate governance' on pages 94-107			
	2-19 Remuneration policies	Annual Report and Accounts 2024, 'Remuneration report' on pages 146-165			
	2-20 Process to determine the remuneration	Annual Report and Accounts 2024, 'Remuneration report' on pages 146-165			
	2-21 Annual total compensation ratio		All requirements	Not applicable	Quoted companies with more than 250 UK employees are required to report each year on the difference in pay between their CEO and their UK employees. Airtel Africa is outside the scope of this requirement, given its small number of UK employees, therefore, we will not be disclosing our pay ratio for the reporting period.
	2-22 Statement on sustainable development strategy	Our sustainability strategy on page 8			
	2-23 Policy commitments	Sustainability governance on page 10			
	2-24 Embedding policy commitments	Sustainability governance on page 10			
	2-25 Processes to remediate negative impacts	ESG policies on page 12 ESG risks and compliance on page 11			
	2-26 Mechanisms for seeking advice and raising concerns	ESG policies on page 12 Also, see 'Community grievance mechanism' on www.airtel.africa			
	2-27 Compliance with laws and regulations	ESG risks and compliance on page 11 Annual Report and Accounts 2024, 'Corporate governance' on pages 94-107			
	2-28 Membership associations	Annual Report and Accounts 2024, 'Stakeholder engagement' on pages 114-125			
	2-29 Approach to stakeholder engagement	ESG policies on page 12 Annual Report and Accounts 2024, 'Stakeholder engagement' on pages 114-125			
	2-30 Collective bargaining agreements	ESG data on page 41			

GRI standard	Disclosure	Location in the report/comment	Omission		
			Requirement(s) omitted	Reason	Explanation

High-priority material topics

GRI standard	Disclosure	Location in the report/comment			
GRI 3: Material topics 2021	3-1 Process to determine material topics	Materiality assessment on page 9			
	3-2 List of material topics	Materiality assessment on page 9			
	3-3 Management of material topics	Materiality assessment on page 9			

Data security

GRI standard	Disclosure	Location in the report/comment			
GRI 3: Material topics 2021	3-3 Management of material topics	'Data security' goal on page 18			
GRI 418: Customer privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	There were no significant breaches reported during the reporting period.			

Ethical business practices and human rights

GRI standard	Disclosure	Location in the report/comment			
GRI 3: Material topics 2021	3-3 Management of material topics	ESG policies on page 12 Human rights on page 13			
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	There were not any confirmed incidents of discrimination during the reporting period. Our commitments towards non-discrimination by any basis are outlined in 'Human rights' on page 13			
GRI 407: Freedom of association and collective bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	There are no confirmed significant risks or incidents in which the right to freedom of association and collective bargaining may be at risk during the reporting period. Our commitments to promote and protect the right to freedom of association and collective bargaining can be found in 'Human rights' on page 13			
GRI 408: Child labour 2016	408-1 Operations and suppliers at significant risk for incidents of child labour	There are no confirmed significant risks or incidents of child labor during the reporting period. Our commitments to promote and protect human rights can be found in 'Human rights' on page 13			
GRI 409: Forced or compulsory labour 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour	There are no confirmed significant risks or incidences of forced or compulsory labor Our commitments to promote and protect human rights can be found in 'Human rights' on page 13			

GRI standard	Disclosure	Location in the report/comment	Omission		
			Requirement(s) omitted	Reason	Explanation

Anti-bribery and corruption

GRI standard	Disclosure	Location in the report/comment	Requirement(s) omitted	Reason	Explanation
GRI 3: Material topics 2021	3-3 Management of material topics	ESG policies on page 12 Annual Report and Accounts 2024, 'Corporate governance' on pages 94-107			
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Annual Report and Accounts 2024, 'How we manage our risks' on pages 72-79			
	205-2 Communication and training about anti-corruption policies and procedures	Annual Report and Accounts 2024, 'How we manage our risks' on pages 72-79			
GRI 205: Anti-corruption 2016 continued	205-3 Confirmed incidents of corruption and actions taken	There were not any confirmed incidents of corruption during the reporting period			

Digital inclusion

GRI standard	Disclosure	Location in the report/comment	Requirement(s) omitted	Reason	Explanation
GRI 3: Material topics 2021	3-3 Management of material topics	'Digital inclusion' goal on page 30			

Financial inclusion

GRI standard	Disclosure	Location in the report/comment	Requirement(s) omitted	Reason	Explanation
GRI 3: Material topics 2021	3-3 Management of material topics	'Financial inclusion' goal on page 31			

Education and digital literacy

GRI standard	Disclosure	Location in the report/comment	Requirement(s) omitted	Reason	Explanation
GRI 3: Material topics 2021	3-3 Management of material topics	'Access to education' goal on page 32-33			

Economic value creation

GRI standard	Disclosure	Location in the report/comment	Requirement(s) omitted	Reason	Explanation
GRI 3: Material topics 2021	3-3 Management of material topics	Annual Report and Accounts 2024, 'Financial review' on pages 48-55			
GRI 201: Economic performance 2016	201-1 Direct economic value generated and distributed	Annual Report and Accounts 2024, 'Financial review' on pages 48-55			
	201-2 Financial implications and other risks and opportunities due to climate change	Annual Report and Accounts 2024, 'TCFD disclosures' on pages 63-70			
	201-3 Defined benefit plan obligations and other retirement plans		All requirements	Information unavailable/ incomplete	At Airtel Africa, in each country of operation, we manage the pension scheme of our employees under the regulations of relevant jurisdictions. We aim to develop more detailed disclosures concerning our pension obligations and plans in future reporting periods
	201-4 Financial assistance received from the government	We did not require or receive financial assistance from the government during the period			

GRI standard	Disclosure	Location in the report/comment	Omission		
			Requirement(s) omitted	Reason	Explanation

Labour management

GRI standard	Disclosure	Location in the report/comment	Requirement(s) omitted	Reason	Explanation
GRI 3: Material topics 2021	3-3 Management of material topics	Commitment to 'Our people' on pages 22-27			
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	ESG data on page 41			
GRI 401: Employment 2016 continued	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employee	Among the benefits provided to full-time employees (on-roll) are pension contributions, life insurance, medical insurance and handset benefit. However, for off-roll employees, life and medical insurance is provided by their direct employer (a third-party entity)			
	401-3 Parental leave	ESG data on page 42	Requirements omitted: 401-3 (c, d, e)		
GRI 402: Labour/ management relations 2016	402-1 Minimum notice periods regarding operational changes	There is a two-month notice period for on-roll employees, and one month for off-roll employees. At the request of an employee, the notice period may be extended			
GRI 404: Training and education 2016	404-1 Average hour of training per year per employee	Our commitment to training and development on page 25			
	404-2 Programmes for upgrading employee skills and transition assistance programmes	Our commitment to training and development on page 25			
	404-3 Percentage of employees receiving regular performance and career development reviews	All of our on-roll employees receive regular performance reviews			

Employee health and safety

GRI standard	Disclosure	Location in the report/comment	Requirement(s) omitted	Reason	Explanation
GRI 3: Material topics 2021	3-3 Management of material topics	Our commitment to a healthy and safe work environment on page 26			
GRI 403: Occupational health and safety 2018	403-1 Occupational health and safety management system	Our commitment to a healthy and safe work environment on page 26			
	403-2 Hazard identification, risk assessment, and incident investigation	Our commitment to a healthy and safe work environment on page 26			
	403-3 Occupational health services	Our commitment to a healthy and safe work environment on page 26			
	403-4 Worker participation, consultation, and communication on occupational health and safety	Our commitment to a healthy and safe work environment on page 26			

GRI standard	Disclosure	Location in the report/comment	Omission		
			Requirement(s) omitted	Reason	Explanation
GRI 403: Occupational health and safety 2018 continued	403-5 Worker training on occupational health and safety	Our commitment to a healthy and safe work environment on page 26			
	403-6 Promotion of worker health	Our commitment to a healthy and safe work environment on page 26			
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Our commitment to a healthy and safe work environment on page 26			
	403-8 Workers covered by an occupational health and safety management system	All employees are covered by the occupational health and safety management system			
	403-9 Work-related injuries	During the reporting period, on-roll employees reported no injuries	Requirements omitted: 401-3 (b)	Information unavailable/ incomplete	We're in the process of developing an internal data collection system to cover this disclosure in the future.

Service quality

GRI standard	Disclosure	Location in the report/comment	Requirement(s) omitted	Reason	Explanation
GRI 3: Material topics 2021	3-3 Management of material topics	'Service quality' goal on page 19	GRI 3: Material topics 2021		

Transparency and reporting

GRI standard	Disclosure	Location in the report/comment	Requirement(s) omitted	Reason	Explanation
GRI 3: Material topics 2021	3-3 Management of material topics	Sustainability strategy overview on page 8			

Supply chain

GRI standard	Disclosure	Location in the report/comment	Requirement(s) omitted	Reason	Explanation
GRI 3: Material topics 2021	3-3 Management of material topics	'Supply chain management' goal on pages 20-21			
GRI 204: Procurement practices 2016	Disclosure 204-1 Proportion of spending on local suppliers		All requirements	Information unavailable/ incomplete	We're in the process of developing an internal data collection system to cover this disclosure in the future.
GRI 308: Supplier environmental assessment 2016	308-1 New suppliers that were screened using environmental criteria		All requirements	Information unavailable/ incomplete	We're in the process of developing an internal data collection system to cover this disclosure in the future.
	308-2 Negative environmental impacts in the supply chain and actions taken	There were no negative impacts in supply chain related to the environment in 2023/24. This is based on the formally reported cases only			
GRI 414: Supplier social assessment 2016	414-1 New suppliers that were screened using social criteria		All requirements	Information unavailable/ incomplete	We are in the process of developing robust sustainable supply chain practices to be able to cover this disclosure in the future reporting period
	414-2 Negative social impacts in the supply chain and actions taken	There were no negative impacts in supply chain related to the social aspects (HR, human rights) in 2023/24. We are considering formal reported cases			

GRI standard	Disclosure	Location in the report/comment	Omission		
			Requirement(s) omitted	Reason	Explanation

Indirect socio-economic benefits

GRI standard	Disclosure	Location in the report/comment			
GRI 3: Material topics 2021	3-3 Management of material topics	'Our community' pillar on pages 28-33			
GRI 203: Indirect economic impacts 2016	203-1 Infrastructure investments and services supported	'Digital inclusion' goal on page 30 'Financial inclusion' goal on page 31 'Access to education' goal on pages 32-33			
	203-2 Significant indirect economic impacts	'Digital inclusion' goal on page 30 'Financial inclusion' goal on page 31 'Access to education' goal on page 32-33			

Anti-competitive behaviour

GRI standard	Disclosure	Location in the report/comment			
GRI 206: Anti-competitive behaviour 2016	Disclosure 206-1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	(1) In February 2024, the Common Market for Eastern and Southern Africa (COMESA) Competition Commission launched an investigation under case number CCC/ACBP/A21/07/01/2023 to determine whether agreements between American Tower Corporation and Airtel Africa plc amount to prohibited business practices contrary to COMESA Regulations. The investigation is underway. (2) In July 2023, the High Court – Lilongwe (Malawi) issued its decision in favour of Airtel Malawi plc in the in the case number 798 of 2021 – Airtel Malawi plc versus Competition and Fair-Trading Commission with respect to alleged unfair trading practices by Airtel Malawi. The parties appeal the decision before the Supreme Court of Appeal of Malawi. (3) In 2023, following issuance of notification for an intended commission review, four retail distribution partners filed complaints with the Competition Authority of Kenya (CAK) alleging abuse of buyer power on the part of Airtel Kenya. Airtel Kenya filed High Court Judicial Review Case No. E195/2023 challenging the jurisdiction of the CAK, considering there exists a dispute resolution process provided for under contract. The case is pending hearing before court. (4) In 2021, a betting company filed a complaint with the Zambia Competition Consumer Protection Commission (CCPC) against Airtel Mobile Commerce Zambia Limited (AMCZ) on account of alleged discriminatory pricing. The CCPC investigated the matter and in December 2022, found that AMCZ had abused its dominant position by unfairly increasing the charges and applying dissimilar prices to equivalent transactions within the betting portfolio. The Commission fined AMCZ 3% of its 2019 revenue for the alleged breach. AMCZ appealed, and the matter is currently before the CCPC Tribunal.			

GRI standard	Disclosure	Location in the report/comment	Omission		
			Requirement(s) omitted	Reason	Explanation

Diversity and inclusion

GRI standard	Disclosure	Location in the report/comment	Requirement(s) omitted	Reason	Explanation
GRI 3: Material topics 2021	3-3 Management of material topics	Our commitment to diverse and inclusive workforce on page 24			
GRI 405: Diversity and equal opportunity 2016	405-1 Diversity of governance bodies and employees	ESG data on page 41 Annual Report and Accounts 2024, Corporate governance on pages 86-98			
	405-2 Ratio of basic salary and remuneration of women to men	Not disclosed	All requirements	Information incomplete/ unavailable	We are in the process of establishing internal data collection process to be able to cover this disclosure at a future date

Engagement with local communities

GRI standard	Disclosure	Location in the report/comment	Requirement(s) omitted	Reason	Explanation
GRI 3: Material topics 2021	3-3 Management of material topics	'Our community' pillar on pages 28-33			
GRI 411: Rights of indigenous peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples	There were no reported cases of violations involving rights of indigenous peoples during the reporting period			
GRI 413: Local communities 2016	413-1 Operations with local community engagement, impact assessments and development programmes	ESG policies on page 12 Also, see www.airtel.africa			
	413-2 Operations with significant actual and potential negative impacts on local communities	ESG policies on page 12 Also, see www.airtel.africa			

GRI standard	Disclosure	Location in the report/comment	Omission		
			Requirement(s) omitted	Reason	Explanation

Climate change

GRI standard	Disclosure	Location in the report/comment	Requirement(s) omitted	Reason	Explanation
GRI 3: Material topics 2021	3-3 Management of material topics	'Reduction of GHG emissions' goal on pages 36-37			
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	'Reduction of GHG emissions' goal on pages 36-37			
	302-2 Energy consumption outside of the organisation	'Reduction of GHG emissions' goal on pages 36-37	All requirements		Our 2023/24 scope 3 emissions will be published when the data is available from our partners and suppliers, and verified
	302-4 Reduction of energy consumption	'Reduction of GHG emissions' goal on pages 36-37			
	302-5 Reductions in energy requirements of products and services		All requirements	Not applicable	The disclosure is not applicable due to the nature of the telecom business
GRI 305: Emissions 2016	305-1 Direct (scope 1) GHG emissions	'Reduction of GHG emissions goal' on pages 36-37			
	305-2 Energy indirect (scope 2) GHG emissions	'Reduction of GHG emissions goal' on pages 36-37			
	305-3 Other indirect (scope 3) GHG emissions	'Reduction of GHG emissions goal' on pages 36-37	All requirements		Our 2023/24 scope 3 emissions will be published when the data is available from our partners and suppliers, and verified
	305-5 Reduction of GHG emissions	'Reduction of GHG emissions goal' on pages 36-37			
	305-6 Emissions of ozone-depleting substances (ODS)		All requirements	Not applicable	As a telecom company, we do not produce, import or export any ODS as it's not a raw material or input in our business operations
	305-7 Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant air emissions		All requirements	Not applicable	As a telecom company, we do not generate any nitrogen oxides (NOx), sulfur oxides (SOx) in significant volumes. Our GHG emissions from fuel consumption are shown in CO_2 equivalent

			Omission		
GRI standard	Disclosure	Location in the report/comment	Requirement(s) omitted	Reason	Explanation

Circular economy

GRI 3: Material topics 2021	3-3 Management of material topics	Our environmental stewardship goal on pages 38-39			
	301-1 Materials used by weight or volume		All requirements	Not applicable	We do not use any raw materials/natural resources for our main business operations due to the nature of the telecom business.
	301-2 Recycled input materials used		All requirements	Not applicable	We do not use any raw materials/natural resources for our main business operations due to the nature of the telecom business.
	301-3 Reclaimed products and their packaging materials		All requirements	Not applicable	We do not use any raw materials/natural resources for our main business operations due to the nature of the telecom business.
303: Water and effluents 2018	303-1 Interactions with water as a shared resource	'Environmental stewardship' goal on pages 38-39			
	303-2 Management of water discharge-related impacts	'Environmental stewardship' goal on page 38-39			
	303-3 Water withdrawal	'Environmental stewardship' goal on page 38-39 ESG data on page 43			
	303-4 Water discharge	'Environmental stewardship' goal on pages 38-39 ESG data on page 43			
	303-5 Water consumption	'Environmental stewardship' goal on page 38-39 ESG data on page 43			
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	'Environmental stewardship' goal on page 39			
	306-2 Management of significant waste-related impacts	'Environmental stewardship' goal on page 39			
	306-3 Waste generated	'Environmental stewardship' goal on page 39 ESG data on page 43			
	306-4 Waste diverted from disposal	'Environmental stewardship' goal on page 39 ESG data on page 43			
	306-5 Waste directed to disposal	'Environmental stewardship' goal on page 39 ESG data on page 43			

Definitions

4G data customer

A customer having a 4G handset and who has used at least 1 MB of data on the Group's network via GPRS, 3G or 4G in the last 30 days.

Airtel Money

Airtel Money is the brand name for Airtel Africa's mobile money products and services. The term is used interchangeably with 'mobile money' when referring to our mobile money business, finance, operations and activities.

Airtel Money (mobile money) customer base

Total number of active subscribers who have enacted any mobile money usage event in the last 30 days.

Airtel Money (mobile money) customer penetration

The proportion of total Airtel Africa active mobile customers who use mobile money services. This is calculated by dividing the mobile money customer base by the Group's total customer base.

Airtel Money (mobile money) transaction value

The sum of all financial transactions performed on Airtel Africa's mobile money platform for the relevant period.

Customer

Defined as unique active subscriber with a unique mobile telephone number who has used any of Airtel Africa's services in the last 30 days.

Customer base

A total number of active subscribers with a unique mobile telephone number who have used any of Airtel Africa's services (voice calls, SMS, data usage or mobile money transactions) in the last 30 days.

Data customer

The total number of subscribers who have consumed at least 1 MB of data on the Group's network via GPRS, 3G or 4G in the last 30 days.

GSMA

A global organisation representing mobile operators and organisations across the mobile ecosystem and adjacent industries.

Information and communication technologies (ICT)

ICT refers to all communication technologies, including the internet, wireless networks, cell phones, computers, software, middleware, video conferencing, social networking and other media applications and services.

Infrastructure sites, or sites

Physical network infrastructure comprising a base transmission system (BTS) which holds the radio transceivers (TRXs) that define a cell and coordinates the radio link protocols with the mobile device. It includes all ground-based, roof top and in-building solutions.

IT load

Critical power, or IT load, often refers to the data center load that is consumed or is dedicated to IT equipment such as servers, storage equipment and communications switches and routers.

Microcredit

Microcredit is the extension of very small loans (microloans) to predominantly unbanked borrowers who typically lack collateral, steady employment, or a verifiable credit history. It is designed to support entrepreneurship, essential needs of consumers and alleviate poverty.

Micromerchant

Micromerchant is anyone who conducts the majority of their business activity in the form of lower-value transactions.

Mobile services

Mobile services are our core telecom services, mainly voice and data services, but also including revenue from tower operation services provided by the Group and excluding mobile money services.

Net security provider

Tackles its own security concerns by enhancing security services to institutions in our operating countries in addition to investing in our own security. This is done by addressing common security concerns, including dealing with transnational piracy or responding to disasters.

Next generation network

A next-generation network is a generic term that describes the evolution and migration of fixed and mobile network infrastructures from distinct, proprietary networks to converged networks based on IP.

Operating company (OpCo)

Operating company (OpCo) is a defined corporate business unit, providing telecoms services and mobile money services in the Group's footprint.

Rural areas

Definition of rural varies from country to country and denotes the population density per specific site.

Scope 1, 2 and 3 emissions

Scope 1 are those direct emissions that are owned or controlled by a company, whereas scope 2 and 3 indirect emissions are a consequence of the activities of the company but occur from sources not owned or controlled by it

Single-use plastics

This includes plastic stirrers, straws, plates (including paper plates with plastic lining), cutlery (forks, knives, spoons and chopsticks), cotton swabs, balloon sticks, oxo-degradable plastics and beverage containers that do not have tethered caps and lids, plastic bags, all forms of polystyrene and polyvinyl chloride (PVC) food and beverage containers, and plastic packaging made of mixed materials (i.e., multi-layered plastics).

Smartphone

A smartphone is defined as a mobile phone with an interactive touch screen that allows the user to access the internet and additional data applications, providing more advanced functionality to that of a basic 'feature' phone which is used only for making voice calls and sending/receiving text messages.

Smartphone penetration

Smartphone penetration is calculated by dividing the number of smartphone devices in use by the total number of customer.

Unstructured supplementary service data

Unstructured supplementary service data (USSD) also known as 'quick codes' or 'feature codes', is a communications protocol for GSM mobile operators, similar to SMS messaging. It has a variety of uses such as WAP browsing, prepaid call-back services, mobile money services, location-based content services, menu-based information services, and for configuring phones on the network.

Zero-rated educational content

The user does not have to pay any mobile data charges to access content.

Abbreviations

2G	Second-generation mobile technology
3G	Third-generation mobile technology
4G	Fourth-generation mobile technology
5G	Fifth-generation mobile technology
ABLC	UN Global Compact's Africa Business Leaders Coalition
AMB	Airtel Money branch
bn	Billion
COP28	The 2023 UN's Conference of the Parties of the UNFCCC (COP28) was the 28th United Nations Climate Change conference held fin Dubai, UAE
CSR	Corporate social responsibility
CRO	Climate related risks and opportunities
CTO	Chief technology officer
DC	Data centre
EHS	Environment, health and safety
EMS	Environmental management system
ERMS	Environmental risk management system
ESG	Environmental, social and governance
ExCo	Executive Committee
GB	Gigabyte
GITEX	Gulf Information Technology Exhibition (GITEX) is an is a computer expo held annually in Dubai, UAE
GHG	Greenhouse gases
GRI	Global reporting initiative
GSM	Global system for mobile communications
GSMA	Global System for Mobile Communications Association
HSE	Health, safety and environment
ICT	Information and communication technology
IMT	International money transfer
ISO	International organisation for standardisation
JAC	Joint Audit Cooperation
KPI	Key performance indicator
m	Million
MB	Megabyte
MSC	Mobile switching centre
LTE	Long-term evolution (4G technology)
NGO	Non-governmental organisation
ODM	Original device manufacturer
OEM	Original equipment manufacturer
QoE	Quality of experience
RAN	Radio access network
SERAs	Sustainability, enterprise and responsibility awards
SIM	Subscriber identification module
SME	Small and medium-sized enterprises
SMS	Short messaging service
TCFD	Taskforce on Climate-Related Financial Disclosures
Telecoms	Telecommunications
VoLTE	Voice over LTE (VoLTE) is an LTE high-speed wireless communication standard for voice calls using mobile phones and data terminals
UN SDGs	United Nations' Sustainable Development Goals
UNICEF	United Nations Children's Fund
USSD	Unstructured Supplementary Service Data

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