

DRIVING POSITIVE CHANGE

2022 IMPACT REPORT



CEO STATEMENT

Africa's diverse and dynamic population presents a multitude of opportunities. We also recognise the challenges; but for each challenge, we see a chance to innovate solutions that help Africa's people thrive. At the heart of our commitment is to enable connections and bring accessible, reliable and secure digital services within people's reach, while nurturing innovation across the African nations we serve.

In our pursuit of catalysing Africa's digital transformation, we are aware of our profound responsibility towards the continent. "Do what is right and do it well" is not just a motto; it's the core of our business ethos and our commitment to Corporate Social Responsibility. Our inaugural Impact Report represents a significant milestone in our journey towards fulfilling our promise.

The Impact Report is a testament to our dedication to enabling Africa's digital future. Aligned with our impact strategy - which centres on Talent & Entrepreneurship, Communities & Inclusion, Innovation & Investments, and the Environment - AXIAN Telecom has enabled 143 400 indirect and direct supported jobs across our diverse subsidiaries. We take immense pride in talking about our impact and substantiating it with tangible, measurable, and verifiable indicators – made possible by our Impact-Scoring system.

We stand proud and ready to be a responsible partner in the transformation of African economies, helping support sustainable development and economic growth. AXIAN Telecom's long-term strategy seamlessly blends strategic investments with shared technology and innovation, forging a path toward inclusive growth and a brighter future for all.

As we embark on this transformative journey in Africa, we aim to foster an atmosphere that promotes an equitable generation of value, enabling us all to continue thriving together today and in the future.



STEPHANE OUDIN
CEO



HASSANEIN HIRIDJEE
CHAIRMAN



OUR COMMITMENT

AXIAN Telecom is a key player in Africa's digital transformation, spanning operations across nine markets. Our expertise lies in mobile and fixed networks, digital infrastructure, and mobile services. Our overarching objective is to facilitate connections among communities and offer secure payment solutions, promoting innovation and inclusive growth in the African nations we serve. We are dedicated to systematically ensuring that our business operations have a sustainable and positive impact on the daily lives of millions of people.



KEY FIGURES 2022



828 M \$
annual revenue



269 M \$
CAPEX



4
Countries with direct
AXIAN Telecom operations



3,551
Employees



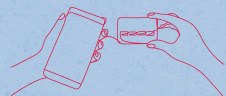
30.3 M
mobile subscribers across
Africa and the Indian Ocean



17,200 km
Terrestrial backbone



13
Sub-sea cables



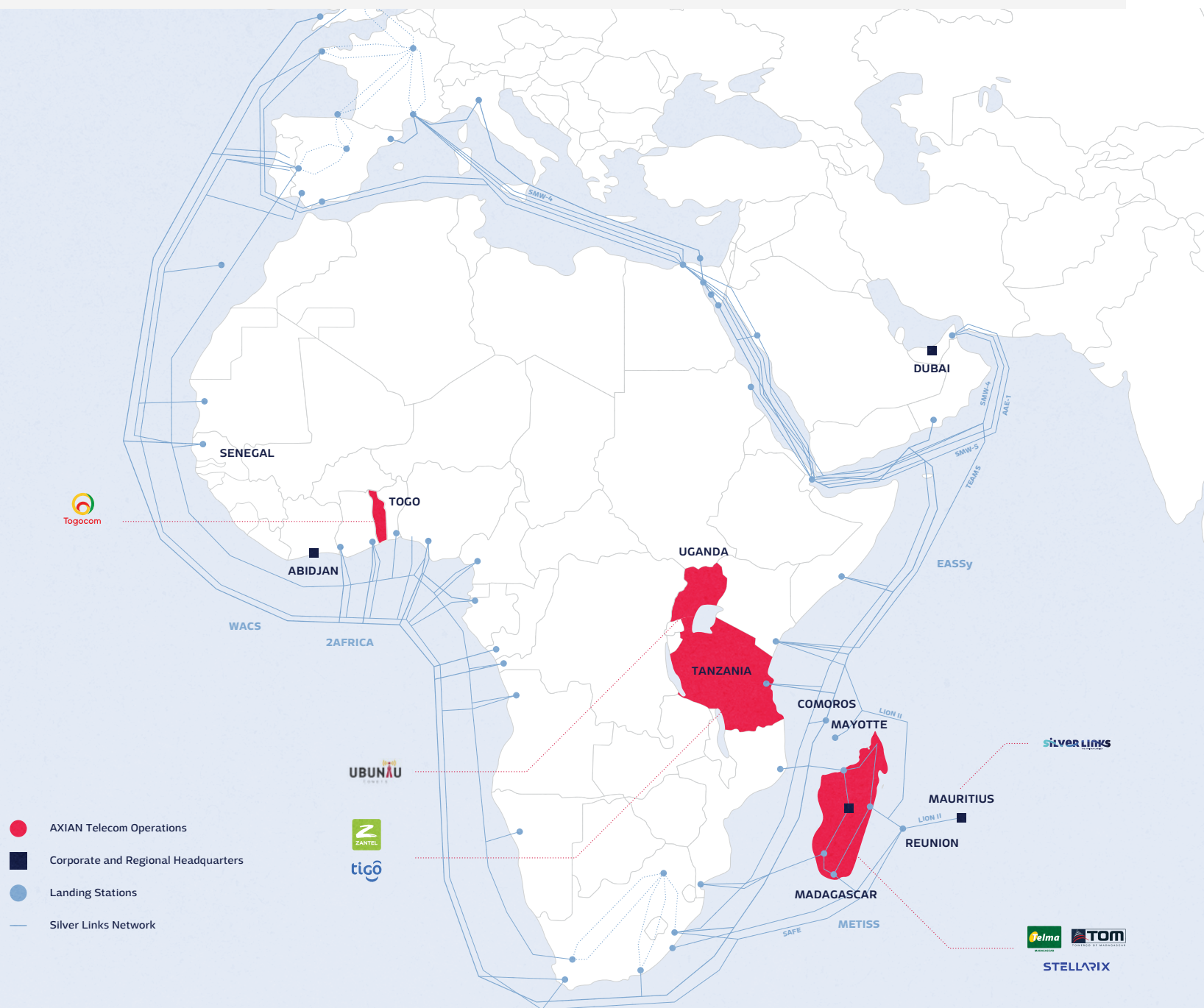
#1
in the mobile-money industry
across the Indian Ocean



A PAN-AFRICAN PRESENCE

As a pan-African telecommunications service provider, we consistently strive to generate a positive impact and foster shared value in our markets. We offer state-of-the-art technologies and innovations tailored to the specific needs of our served markets. As we aspire to be pioneers in Africa, our focus centres on addressing challenges associated with the evolution of our services, the environmental impact, organisational enhancements, and shifts in consumer behaviour across the continent.

Our Impact Management team, in collaboration with the esteemed sustainability consultancy UTOPIES, has developed a proprietary scoring method to assess the socioeconomic impact of our business. This tool is intended to guide AXIAN Telecom and its stakeholders as we embark on our journey towards more impactful practices.



A DIVERSIFIED BUSINESS MODEL BASED ON MOBILE & FIXED, INFRASTRUCTURE AND DIGITAL OPERATIONS



MOBILE & FIXED

Providing access to mobile and fixed networks and expanding national coverage

- Ambitious network upgrades and cutting-edge technology
- #1 or #2 in every market in which we operate
- Diversified service offering (mobile & fixed, B2C and B2B)



INFRASTRUCTURE

Investing in telecoms infrastructure to accelerate digitization

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



DIGITAL & FINTECH

To expand digital inclusion through innovative digital services

- Unlocking broadly-accessible and impactful digital opportunities for all
- Mobile Financial Services (#1 in Madagascar, #2 in Tanzania), Content distribution (Press, TV,...), Technology & Innovation



OUR COMMITMENT TO STRIVE FOR GREATER POSITIVE IMPACT

Our Impact vision is more than a corporate philosophy; it is an integral part of our business model. It is driven by an innovative, inclusive growth model, partnerships and the sharing of expertise to uplift and create opportunities for all Africans.

AXIAN Telecom's impact strategy is based on four strategic pillars which are specialized areas of expertise on which our impact strategy is focused. They were defined in collaboration with global sustainability experts, who analyzed the socio-economic and environmental needs of the countries where AXIAN Telecom operates. Subsequently, we selected the **four strategic pillars** by evaluating the various ways through which AXIAN Telecom can engage in new activities and leverage expertise in its existing operations, areas of expertise and business sectors to help address pressing social issues. Today, our strategic pillars for impact are:

1. TALENT & ENTREPRENEURSHIP
2. COMMUNITIES & INCLUSION
3. INNOVATION & INVESTMENTS
4. ENVIRONMENT



OUR POSITIVE IMPACT IN NUMBERS

+1 176 M \$

Total GDP contribution

206 000 indirect or direct jobs supported

83,515 hours

of training delivered by AXIAN University

88%

of offgrid sites are equipped with solar pannels

118 schools

built thanks to our corporate foundation

Over 700,000 plants

planted with 5 years of monitoring



OUR IMPACT GOVERNANCE

Our governance in matters of impact at AXIAN Telecom plays a crucial role in the group's growth. It ensures that activities are carried out ethically in ways that remain mindful of existing socio-economic and environmental challenges and also create long-term value for all stakeholders

Since 2019, AXIAN Telecom has demonstrated a robust commitment to sustainability through its ESG & Sustainability Department.

Under the leadership of Tony RAKOTONINDRAINA, this department has focused on defining and implementing AXIAN Telecom's strategic approach to impact and sustainable development.

Impact & Sustainability Department



TONY RAKOTONINDRAINA
AXIAN TELECOM



RUKIA IDDI MTINGWA
TIGO TANZANIA



DISMAS ANTHONY
TIGO TANZANIA



DANIEL K. BOUDIMA
TOGOCOM



BARAKAT SALAMI
TOGOCOM



MANDIMBY RATSISOMPATRARIVO
MVOLA



CHRISTÈLE RABENJAMINA
TELMA



MAROSOA RANDRIAMBOLOLONA
NEXTA



OLIVIA ANDRIAMAMPANDRY
PULSE



LIVANIRINA LALARISOA
CONNECTEO

EVALUATING OUR IMPACT: AXIAN TELECOM'S IMPACT-SCORING SYSTEM

Our **Impact-Scoring system** is an instrument for measuring and evaluating the effects that our group and its subsidiaries have in various impact areas. Over the three years since its deployment, it has provided us with objective and measurable yearly assessments of our subsidiaries' impacts as well as AXIAN Telecom's impact as a whole, thus enabling a better understanding of our operations' ramifications and facilitating informed decision-making regarding sustainability and social responsibility.

Using specific indicators, it assesses year-over-year performance and progress based on the 4 strategic pillars that the group has enunciated in the impact strategy that have guided AXIAN Telecom and its subsidiaries; those are Talent & Entrepreneurship, Communities & Inclusion, Innovation & Investments and Environment. Our process for calculating and ascribing impact scores consists of:

- Collecting relevant data;
- Defining the assessment's scope and criteria;
- Defining every criterion's relative importance and weigh all criteria accordingly;
- Calculating an objective score in line with the results of the assessment of either the subsidiary or specific project's impact.
- Performing a Biodiversity screening at design stage of each project.
- Developing an Environmental management plan, including a biodiversity management plan, throughout the project cycle.

Our 4 Strategic Pillars for Impact

1 TALENT & ENTREPRENEURSHIP



- Supporting the entrepreneurial ecosystem.
- Promoting the creation of equitable local employment and invests in its employees' well-being.
- Nurturing learning and cultivating future leaders.
- Actively fighting against corruption.

2 COMMUNITIES & INCLUSION



- Offering essential/basic goods or services to communities it serves.
- Serving low-income or underserved members of their community.
- Implementing specific offers and/or programs for low-income or underserved people.
- Monitoring its impact on low-income or underserved members of their community.

3 INNOVATION & INVESTMENTS



- Marketing innovative solutions.
- Stakeholders support and engagement.
- Making a strong contribution to investment and country competitiveness.
- Implementing best practices in its field.

4 ENVIRONMENT



- The company managing its environmental footprint.
- Participating in the restoration of biodiversity and the creation of carbon sinks.
- Establishing an Environmental Management System (EMS) in accordance with specific standards (ISO 14001, IFC).
- Additional environmental criteria specific to each business line and/or country of operation.

The Impact Score of every AXIAN Telecom subsidiary is taken into account in the yearly performance appraisals of all of its employees at all hierarchical levels (including CEOs and members of the executive committee).

ASSESSING OUR IMPACT GOVERNANCE

AXIAN Telecom's Group Internal Audit Department (GIAD) participates in the audit process that validates impact milestones and achievements. Following the recommendations of the firm CONTROL RISKS, the GAID is launching an updated protocol for validating companywide impact scores and flagship projects in order to:

- Determine the conformity or non-conformity of any subsidiary's achievements based on its declarations in the Impact Scoring and impact projects' self-assessments.
- Compile documentation for an impact archive; such documents would prove the effectiveness of impact actions carried out, and can be used to engage our partners and address their expectations.
- Assess potential areas for improvement or remedial action. The audit should be considered as a tool for progress that aims to continuously improve our Impact Scoring and the impact measurement approach.

Increasing the number of companies that are part of our Impact assessment in 2022 has resulted in our Group Internal Audit team increasing its capacity by way of recruitments. A guidance document for the scoring tool was also made available to all users to further improve the data-collection process and quality of the data in the future.



2022 Impact-Scoring Results

In 2022, we expanded our impact audits to companies operating outside of Madagascar and across our markets in mainland Africa. We also maintained our efforts to provide fair and accurate impact scores as per the outlined impact criteria. Below are the results of our Impact Score audit for 2022:

COMPANY		IMPACT SCORE (excl. flagship projects)	
		2022	2021
MVOLA	↓	82.1%	91.0%
NEXTA	↓	79.0%	80.0%
PULSE	↑	77.4%	75.0%
CONNECTEO	↑	85.5%	74.0%
TELMA MADAGASCAR	↑	82.8%	75.0%
TOGOCOM	↑	79.0%	NA
TOM	↑	90.1%	76.0%

OUR COMMITMENT TO OUR STAKEHOLDERS

In an environment that demands businesses and organisations continually evolve, it is essential that along the way, we take stock of the significant impact our actions can have on the various stakeholders who co-exist alongside us in our communities. Interests must be taken into consideration to achieve our goals, not only in financial terms but also in terms of our extra-financial and tangible impact on society-at-large, our communities and the environment.






STAKEHOLDERS	ENGAGEMENTS & ACTIONS
CLIENTS & CUSTOMERS	AXIAN Telecom is committed to making the best innovations available to the largest number of Africans to enable digital and financial inclusion.
EMPLOYEES	AXIAN Telecom supports present and future talents within the group in their professional development and the fulfillment of their full potential so that they can meet Africa's growing demand and emerging challenges.
FINANCIAL PARTNERS	AXIAN Telecom shares a commitment, with its financial partners, to sustainable investments that incorporate extra-financial metrics, in order to provide the continent with the financing that is needed for its development.
SUPPLIERS & DISTRIBUTORS	AXIAN Telecom takes into consideration the specificities of all its suppliers and distributors to act inclusively in favor of local economic growth and Sustainable Development Goals.
REGULATORY BODIES	AXIAN Telecom respects its host countries' laws and regulations. By advocating for collaboration between public institutions and the private sector, we create a unified way forward for the development of a virtuous, transparent ecosystem that aligns with our many markets' socio-economic needs.
LOCAL COMMUNITIES & OTHER LOCAL ACTORS	AXIAN Telecom has adopted a continuous-dialogue approach to involving local communities in the emergence of sustainable and adapted solutions.







OUR COMMITMENT TO THE SDGS



SUSTAINABLE DEVELOPMENT GOALS (SDGS)	PROCESSED AT AXIAN TELECOM?	AXIAN TELECOM'S COMMITMENT
 SDG 1 Eliminate poverty in all its forms and everywhere in the world.	✓	AXIAN Telecom combats poverty by creating both direct and indirect jobs, thus actively contributing to the Gross Domestic Product (GDP) and value creation of our host countries.
 SDG 2 Eliminate hunger and increase food security	✓	AXIAN Telecom integrates sustainable fight against hunger into its objectives of financial and digital inclusion of vulnerable and marginalized populations.
 SDG 3 Enable everyone to live in good health and promote well-being for all at all ages.	✓	<p>AXIAN Telecom ensures the health of its employees and their loved ones by offering legal health and safety social coverage. Their well-being is also taken into account through infrastructures that promote work-life balance. The group also provides a base level social coverage to its indirect employees.</p> <p>AXIAN Telecom develops its own health and safety management system aligned to international standards to make sure that its employees (direct and contractors' employees) can perform their activities in safe and healthy working conditions.</p> <p>AXIAN Telecom develops solutions that support the development of healthcare systems for populations, in addition to several corporate programs.</p>
 SDG 4 Ensure access for all to quality education on an equal basis and promote lifelong learning opportunities.	✓	<p>Through its partner AXIAN University, AXIAN Telecom provides innovative educational solutions to enhance the skills of its employees, and its internal mobility policies encourage knowledge-sharing.</p> <p>AXIAN Telecom proposes solutions and creates infrastructure that support education; those include bank financing for tuition fees, building schools, and incubation of startups that specialize in creating educational content.</p>

OUR COMMITMENT TO THE SDGS



SUSTAINABLE DEVELOPMENT GOALS (SDGS)	PROCESSED AT AXIAN TELECOM?	AXIAN TELECOM'S COMMITMENT
 SDG 5 To achieve gender equality and empower all women and girls.	✓	AXIAN Telecom implemented a “gender-equality” policy to ensure gender equity and has integrated this policy into its impact scoring grid. In addition to overall employment rates, we closely monitor the number of women holding management and leadership positions.
 SDG 7 Ensuring access for all to reliable, sustainable, and modern energy services at an affordable cost.	✓	AXIAN Telecom works towards accelerating energy transition by installing solar energy solutions for the majority of its infrastructures (TowerCo's and data centers)
 SDG 8 Promote sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all.	✓	<p>The AXIAN Telecom Impact Scoring approach incorporates accurate indicators of our economic contributions such as job creation, supporting the entrepreneurial ecosystem and overall value creation and contribution to the growth of the GDP in the countries where we operate.</p> <p>AXIAN Telecom is committed to upholding human rights, international labor standards, and fighting against corruption. Our dedicated governance department has developed a new Human Resources Charter that aims to rigorously promote ethical conduct towards our clients and suppliers.</p>
 SDG 9 Build resilient infrastructure, promote sustainable industrialization that benefits all, and encourage innovation.	✓	AXIAN Telecom contributes to the continent's economic development through large-scale investments in impactful and sustainable innovations in key sectors such as telecommunications.

OUR COMMITMENT TO THE SDGS



SUSTAINABLE DEVELOPMENT GOALS (SDGS)	PROCESSED AT AXIAN TELECOM?	AXIAN TELECOM'S COMMITMENT
 SDG 10 Reduce inequalities within countries and between countries.		AXIAN Telecom provides products and services to enable digital and financial inclusion. The "Population and Inclusion" and "Talent & Entrepreneurship" components of our impact scoring framework contain several indicators for monitoring our progress towards these objectives.
 SDG 11 Ensure that cities and human settlements are inclusive, safe, resilient, and sustainable.		
 SDG 12 Establishing sustainable consumption and production patterns.		AXIAN Telecom prioritizes working alongside local providers and consumers. AXIAN Telecom has implemented environmentally responsible waste management in partnership with all its service providers.
 SDG 13 Take urgent measures to combat climate change and its ramifications.		AXIAN Telecom commissioned a firm to develop a climate strategy and align it with the 1.5°C trajectory.
 SDG 15 Preserve and restore terrestrial ecosystems, ensuring sustainable use, manage forests sustainably, combat desertification, halt and reverse soil degradation, and halt biodiversity loss.		AXIAN Telecom is making significant investments in renewable energy to contribute to the fight against climate change. In 2022, we commissioned a firm to develop our climate strategy and align it with the 1.5°C trajectory.

APPOINTMENT OF AN INDEPENDENT AUDITOR FOR OUR SOCIO-ECONOMIC AND ENVIRONMENTAL FOOTPRINT STUDIES

AXIAN Telecom has contracted the annual audit of its socio-economic and environmental footprint on its many markets to the firm UTOPIES, a renowned leader in sustainability-strategy consulting with over 30 years' experience in the field.

UTOPIES®

Certified



Corporation



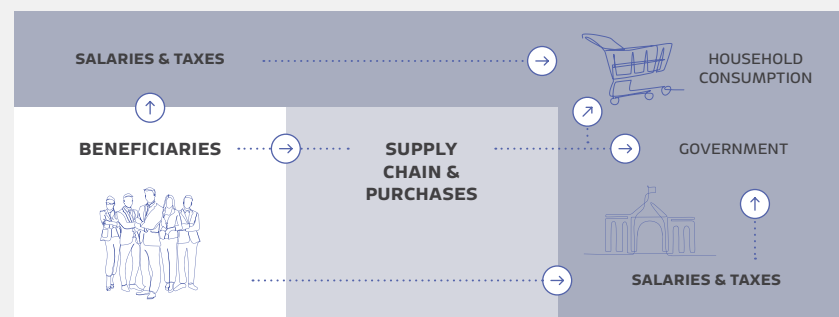
THE STUDY QUANTIFIES OUR MAIN SOCIO-ECONOMIC IMPACTS

AXIAN Telecom's socio-economic footprint



IMPACT OF OPERATIONS

IMPACT OF FINANCING & ADVANCES



ECONOMIC IMPACTS OF HOUSEHOLD & GOVERNMENT EXPENDITURES

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

ECONOMIC IMPACTS OF SUPPLIERS

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

AXIAN TELECOM EMPLOYEES

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

CASH FLOWS

- Purchases
- Salaries
- Taxation
- Value added

CASH FLOWS

- Financing
- Advances

ECONOMIC IMPACT OF SUPPLIERS

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

ECONOMIC IMPACTS OF HOUSEHOLD & GOVERNMENT EXPENDITURES

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

LOCAL FOOTPRINT® CALCULATION METHODOLOGY

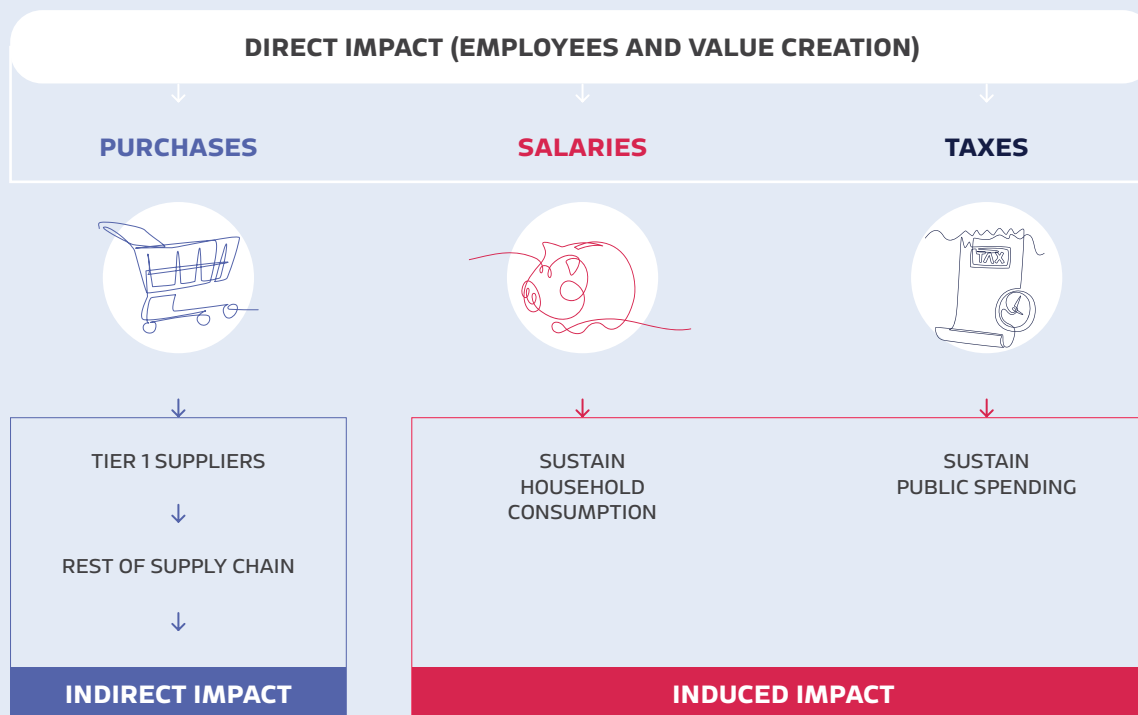


The **main outgoing monetary flows** of a company can be **collected or modeled**.

Their impacts will then be traced back across **380 economic sectors**.

Data collected from companies that fall within the audit scope

Simulation using LOCAL FOOTPRINT® of impacts on the economy, based on each territory and each affected sector of activity



This footprint includes:

- the direct economic impacts of AXIAN Telecom's activity (employment and value added).
- supplier-related economic impacts throughout its supply chain, as well as economic impacts related to household and public administration spending generated by salaries.
- taxes paid by AXIAN Telecom and its supply chain.

RESULTS OF THE SOCIO-ECONOMIC IMPACT AUDIT

Consolidated AXIAN Telecom Impact | Job Creation per Sector of Activity

How do we support the economy?

In 2022, AXIAN Telecom supported 206,000 jobs (full-time equivalent) which were distributed as follows:

Economic impacts related to operations:

143,000* FTEs

These are the jobs supported by:

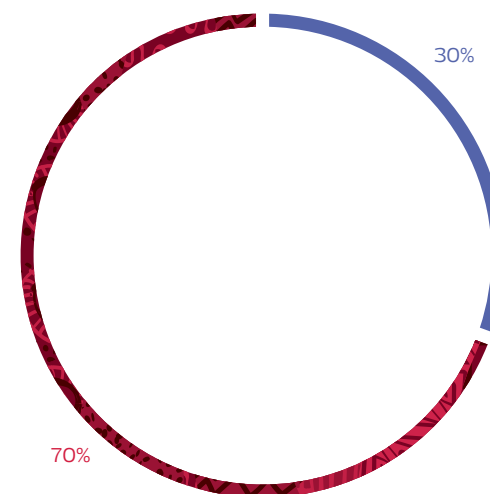
- expenses of the AXIAN Telecom (purchases only).
- salaries paid to the group's employees.
- remunerations paid to employees in the supply chain.
- taxes paid by companies and employees supported by household consumption.
- taxes paid by AXIAN Telecom, taxes paid by companies and employees supported in the supply chain, and taxes paid through household consumption.

Economic impacts related to financing and advances (MVOLA and TIGO):

63,000 FTEs

These are the jobs supported by:

- loans disbursed by MVOLA and TIGO.
- remunerations paid to employees in the supply chain of MVOLA and TIGO network clients who have benefited from the loans.
- taxes paid by companies and employees supported by household consumption.
- taxes paid by companies and employees supported in the supply chain of clients benefiting from the loans.



206,000
jobs supported in 2022

- Economic impacts related to the operations of AXIAN Telecom
- Economic impacts related to the financing

* Figure includes Togo and Tanzania

RESULTS OF THE SOCIO-ECONOMIC IMPACT AUDIT

AXIAN Group Socio-Economic Impact: Results From its Operations and Disbursed Financing

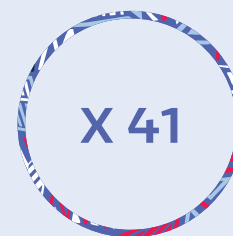
WHAT ARE WE TALKING ABOUT?

→ AXIAN Telecom's Activity	This refers to the operational activity, through its expenses (Purchases, Salaries, Taxes, Value Added) over the year for all companies in Madagascar, Togo, and Tanzania.
→ Financing Activity	This refers to the financing activity of MVOLA, through loans and advances granted and disbursed in 2021.
→ Supported Jobs are Full-Time Equivalents (FTEs)	These are jobs supported by AXIAN Telecom's operational and financing activities. They include both salaried and non-salaried, private and public jobs, fully supported, and expressed as "person-year employment," taking into account the number of hours a person typically works in a year.
→ Generated GDP (or Contribution to National GDP) (\$)	This is an economic indicator of produced wealth. It represents AXIANTelecom's contribution to the total value added of goods and services produced within the national territory.
→ Multiplier Coefficient	The employment multiplier coefficient is the ratio of the total supported jobs to the number of direct jobs.
→ Economically Active Population	The labor force participation rate is the proportion of the population aged 15-64 who are economically active, meaning all individuals who provide labor for the production of goods and services during a given period.

206,000 jobs

supported in total by the operations and financing of AXIAN Telecom

This represents 0.6% of the economically active population across Madagascar, Tanzania, Senegal, Togo, and Uganda*



JOB-CREATION MULTIPLIER

For every single AXIAN Telecom employee,
40 indirect jobs
are also supported

1.02 BN USD of GDP generated

Equivalent to 1.0% of the consolidated GDP of Madagascar, Tanzania, Senegal, Togo, and Uganda*

+143,000 jobs

supported by AXIAN Telecom's operational activities

*World Bank

Jobs supported	GDP Contribution to Host Countries (Mln. \$)
210 981	1 020

TALENT & ENTREPRENEURSHIP

AXIAN Telecom is committed to helping both men and women advance, leaving no one behind. In line with our strategy of acting now to ensure better quality of life for future generations, we search for young professionals with promising potential across the continent and support them in their career development; this makes us a catalyst for the emergence of an inspiring model and the positive transformation of Africans' lives.

AXIAN Telecom empowers each of its employees to hone their skills by taking on ambitious and innovative projects. We encourage training and skill development to foster professional development and enhance every individual's potential.



AXIAN Telecom emphasises the **creation of direct and indirect employment** by supporting the entrepreneurial ecosystem within its area of influence.

The following **objectives** were set with input from all subsidiaries:

1.

Contribute to the development of the local entrepreneurial environment.

2.

Support the entrepreneurial ecosystem: promote legal formalization, improve social coverage, and disseminate supplier conduct codes.

3.

Contribute to the creation of direct and indirect employment respecting the principles of equity and parity, while promoting the well-being of employees.

4.

Develop internal skills and leadership.

5.

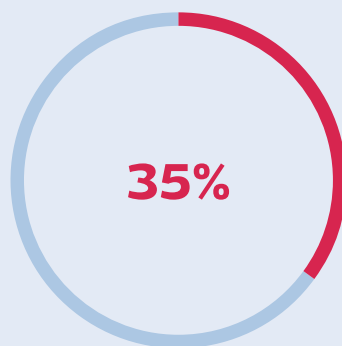
Combat corruption.



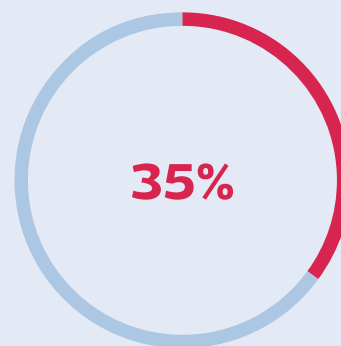
GENDER EQUALITY

AXIAN Telecom promotes gender equality through differentiated treatment between women and men to achieve professional equity: thus, we are committed to ensuring equal levels of remuneration for individuals with similar qualifications, salary histories, and professional achievements.

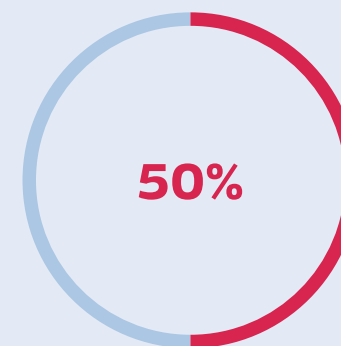
FEMINISATION RATE		RECRUITMENT			WOMEN IN POSITIONS OF LEADERSHIP	
CO: 31/12/2022	Total Employees (as of EOY 2022)	Number of New Employees		Total, New Employees in 2022	2022	
		Female	Male		Headcount	%
35%	3,551	269	506	775	19 out of 38	50%



OF 4,137 EMPLOYEES
AS OF 2022



269 FEMALE NEW RECRUITS
OUT OF 775 NEW EMPLOYEES IN 2022



19 WOMEN HOLDING MANAGERIAL AND
LEADERSHIP POSITIONS OUT OF 38 IN 2022

Our Open Innovation cluster saw strong increases in their feminization rates as a result of recruiting more women into their technical staff.

OUR SOCIO-ECONOMIC FOOTPRINT



TELECOM MOBILE, FIXED & INFRASTRUCTURE

UTOPIES®

THE MAIN FLOWS IN 2022

PURCHASES

269,3 m\$

WAGES

57,4 m\$

TAXES

296,8 m\$

VALUE ADDED

317,3 m\$

SOCIO-ECONOMIC FOOTPRINT RESULTS BY SECTOR (TOP 3)

PUBLIC ADMINISTRATION

57 591 jobs

42%

INFORMATION / COMMUNICATION

21 310 jobs

15%

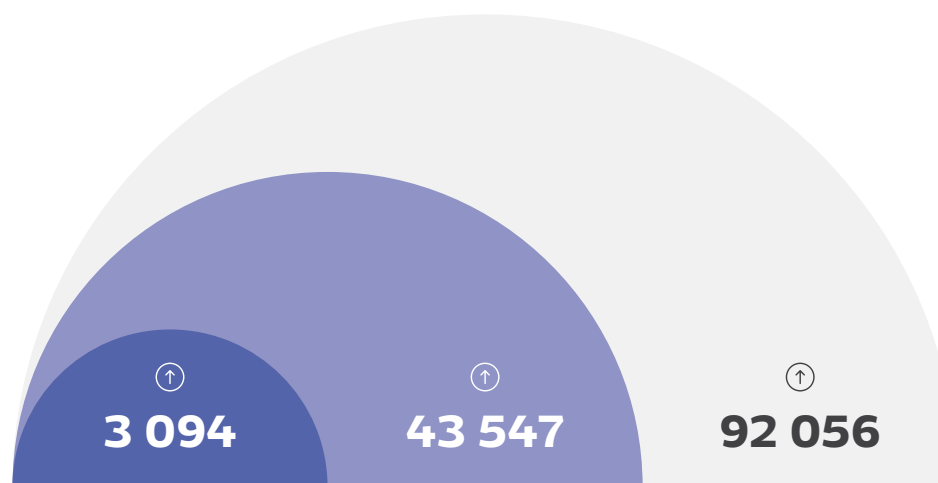
COMMERCE, TRADE

16 644 jobs

12%

SOCIO-ECONOMIC FOOTPRINT RESULTS BY TYPE OF IMPACT

138 697 supported jobs
in 2022



Direct jobs

Indirect jobs,
supported in the supply
chain in Madagascar

Induced jobs,
supported by household consumption
and public administration spendings

MULTIPLIER COEFFICIENT

For each employee, **45 additional jobs** are supported

OUR SOCIO-ECONOMIC FOOTPRINT

COMPANY	Job Creation	GDP contribution to host countries (Mln \$)
CONNECTEO	425	2
TELMA	18 622	114
TIGO	61 715	317
TOGOCOM	49 863	248
TOM	4 828	63
UBUNTU	3 209	21
STELLAR IX	24	
MADAPLACE	6	

TELMA

STRENGTHENING OUR DISTRIBUTION NETWORKS

Telma has expanded its local partnerships to get closer to our community. Telma has supported nearly **20,000 jobs** within its distribution network with a focus on skill development.

- Recruitment and formalization of 8,000 points of sale.
- A 30% increase in purchases from local suppliers.
- Deployment of a training program for the TPS and TMS network (Telma Petit Shop and Telma Micro Shop). 202 beneficiaries received training in 2022.



TELMA & TOM

STANDARD-SETTING EMPLOYER BRANDS

Telma and TOM achieved TOP Employer certification, in recognition of several years of investment in our people. The **TOP Employer designation** demonstrates to our partners, clients, and future collaborators the amplitude of our commitment to ensuring sustainable growth and a positive social impact.



33% of managerial positions currently held by women

25,051 hours of training delivered to AXIAN-group employees in 2022

TOM

GENDER-SPECIFIC PROGRAMMES TO SUPPORT WOMEN

20 female employees benefited from the program **"Automotive Mechanics Workshop for Women"**, an initiative aiming to support and promote upskilling among women.

CHAMPIONING LOCAL AND EQUITABLE JOB CREATION

37% of managerial roles at TOM are held by women, or **11 positions out of 30**



OUR SOCIO-ECONOMIC FOOTPRINT

TELECOM MOBILE, FIXED & INFRASTRUCTURE



CONNECTEO

INCLUSION FOR UNDERREPRESENTED COMMUNITIES

Connecteo also launched an inclusion initiative through various partnerships, such as with the associations Humanity & Inclusion, AEHUTE (Association of Students with Disabilities at the University of Antananarivo), and AFHAM (Association of Disabled Women of Madagascar) to provide employment and an adapted workspace to our colleagues that are living with handicaps.



5
disabled employees

5%
of the people recruited in 2022 are from underrepresented provinces across Madagascar

59%
Overall feminization rate

63%
Top executive feminization rate

80%
ExCo (Executive Committee) members' feminization rate



OUR COMMITMENT TO OUR PEOPLE

Over **20%** of Connecteo employees benefited from **internal transfers** and/or **promotions** in 2022.

Almost all operational teams underwent initial training and/or continued training to improve their productivity and responsiveness. Employee enthusiasm for the positive impact project saw a significant increase in 2022, with over 80% workforce engagement.



OUR SOCIO-ECONOMIC FOOTPRINT

DIGITAL & FINTECH

UTOPIES[®]

THE MAIN FLOWS IN 2022

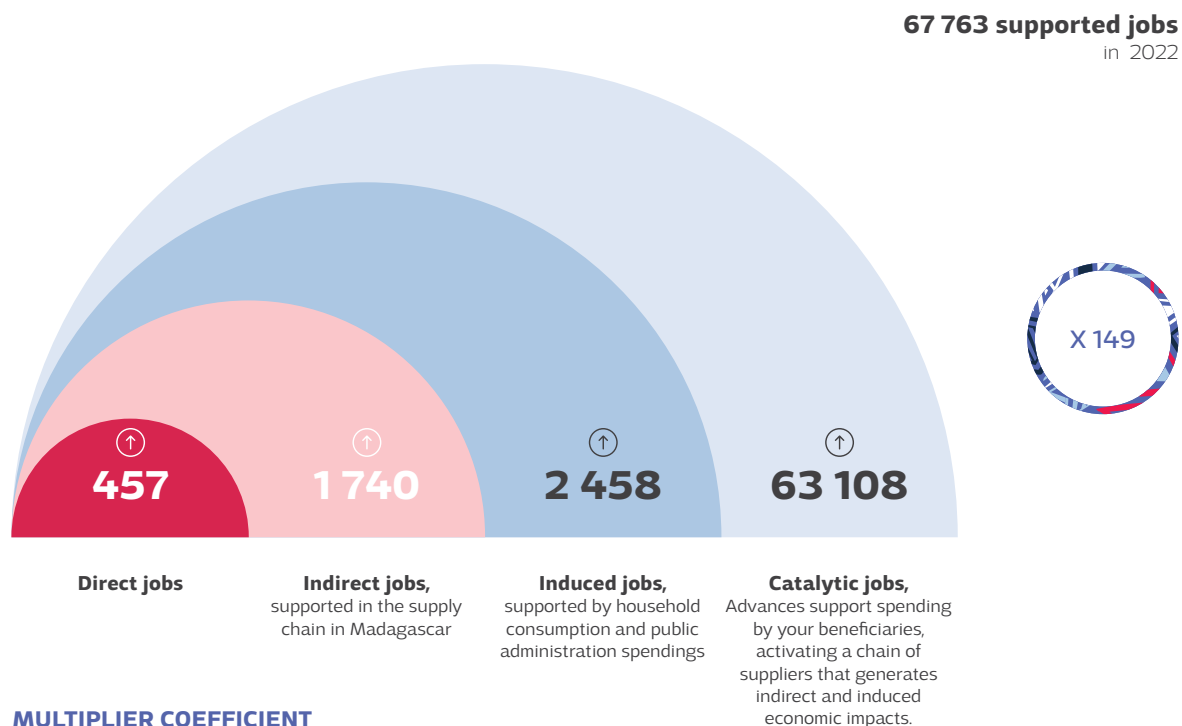
PURCHASES	WAGES	ADVANCES
78,3 m\$	3,4 m\$	174 m\$*
TAXES	VALUE ADDED	
2,8 m\$	42,6 m\$	

*Taken into account in the study

SOCIO-ECONOMIC FOOTPRINT RESULTS BY SECTOR (TOP 3)

REAL ESTATE ACTIVITIES	22%
15 123 jobs	
AGRICULTURE, FISHING	16%
10 850 jobs	
COMMERCE, TRADE	15%
10 203 jobs	

SOCIO-ECONOMIC FOOTPRINT RESULTS BY TYPE OF IMPACT



OUR SOCIO-ECONOMIC FOOTPRINT

DIGITAL & FINTECH

COMPANY	Job Creation	GDP contribution to host countries (Mln \$)
NEXTA	28	0
PULSE	450	2
MVOLA	52 960	150
TIGO PESA	14 330	103

MVOLA

MVola is an innovative solution that allows various financial operations to be carried out from one's mobile device, such as transferring money, paying bills, making purchases, and much more...

As Madagascar's first-ever mobile-money service, MVola attracts passionate talents driven by the desire to contribute to economic development and financial inclusion.

TRAINING AND SKILL DEVELOPMENT

MVola has adopted an approach of continuously updating its people's expertise to exceed expectations in a technical and constantly-evolving.

Over 3,456 hours of training in 2022

36% of individuals promoted to positions of responsibility

Employee offer: preferential borrowing rate with MVola Avance

Social aid program, including M'Aide (in the event of a disaster) and Social Aid Fund (for an education project or medical coverage)

More than 100 field facilitators located all over Madagascar, with **100% benefiting from medical coverage** and insurance against accidents.

CASH POINTS

MVola supports the formal entrepreneurial fabric nationally through its expanding nationwide network of Cash Points. Today, anyone from any part of Madagascar can become a merchant by completing an online application form.



« In 2010 when I was starting out, I worked alone. Today, I have 20 people working in my network of Cash Points. »

VALISOA, CASH POINT

ETHICS AND INCLUSION

MVola enforces policies that champion gender equality as well as rules that aim to combat gender-based violence.

Feminization rate of 53% in 2022.

20% increase in managerial positions held by women in 2022.

0 reports of gender-based violence in 2022.

SUPPORT FOR MALAGASY BUSINESSES

MVola prioritizes local suppliers and purchases whenever possible. Some of these businesses are also start-ups that have been able to take off alongside it.

600 m Ar of goods purchased from local suppliers

30% increase in goods purchased from local suppliers compared to 2021.

15 Bln. Ar of purchases from suppliers and providers operating locally, of which:

- **Over 1 Bln. Ar** from non-AXIAN IT businesses
- **Over 1 Bln. Ar** from non-AXIAN merchants



« MVola boosted my startup's visibility and financial position. »

TSIORY, YOUNGDEV

OUR SOCIO-ECONOMIC FOOTPRINT

DIGITAL & FINTECH

NEXTA

GLOBAL ENTREPRENEURSHIP WEEK 2022

NextA collaborated with the US Embassy and Madagascar United States Exchange Alumni to organize the Global Entrepreneurship Week in Antananarivo and Fianarantsoa in November 2022.



607 people
trained in Antananarivo

80 people
trained in Fianarantsoa

17 physical conferences
(11 in Antananarivo and 6 in Fianarantsoa)

178,370 people
reached on social networks

31 entrepreneurs
exposed in Antananarivo and
20 entrepreneurs
exposed in Fianarantsoa

6 online conferences
attended by 87 youths in the American Corner Mahajanga and Fort Dauphin

8 youths certified
in Entrepreneurship in the "Young African Leadership Initiative MOOC" by the U.S. Department of State

GIZ PRADA-NEXTA TRAINING PROGRAM

In December 2022, 24 mentors and 29 mentees collaborated to better develop the activities implemented by women entrepreneurs in the province of Farafangana. The mentoring project is planned for 12 months, with post-training monitoring to assess the impact of the actions and investments undertaken.

giz Deutsche Gesellschaft
für Internationale
Zusammenarbeit (GIZ) GmbH



PROMOTING ENTREPRENEURSHIP AMONG WOMEN

31 women entrepreneurs from the villages of Ampasimatera, Anjangoveratra, Ilaka Est, Bemaneviky, and Ambovonombly participated in a 3-day training program at NextA that focused on key tools to strengthen their businesses.



ESCM BUSINESS SCHOOL ENTREPRENEUR TALK

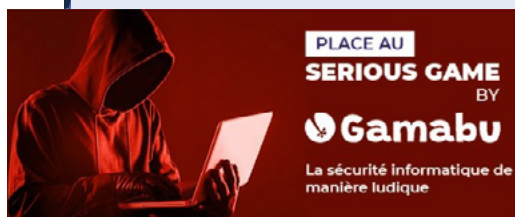
NextA hosted students from ESCM Business School for an exchange on entrepreneurship opportunities.



OUR SOCIO-ECONOMIC FOOTPRINT

DIGITAL & FINTECH

PULSE



CYBERSECURITY: SERIOUS GAMES BY GAMABU

In order to be prepared to deal with potential cyberattacks and to raise awareness among employees on this matter, the security teams of the AXIAN group have strengthened the security of their IT infrastructure in collaboration with Pulse.

- Deployment of EDR agents and managed services by a leader in the security field
- Implementation of the training program: METACOMPLIANCE and GAMABU



TALENT PROMOTION IN DIGITAL

Eager to develop the future of the IT environment in Madagascar, Pulse actively participates in local events to:

- Showcase the digital talents of the country.
- Promote digital careers to young students.
- Build a community of digital enthusiasts.
- Facilitate exchange forums for young professionals in digital fields.
- Introduce new technologies and trends.

Examples of supported associations: AVANA HUB, TECHZARA, GDG...

Pulse supported various events throughout the year either as a co-organizer or sponsor.



PROFESSIONAL INTEGRATION FOR YOUTH

Pulse facilitates young people's professional integration by offering them opportunities for work in various formats: internships, apprenticeship contracts, and company visits.

28 interns recruited in 2022

9 apprentices recruited in 2022

98% of the recruitment at Pulse was done **locally**.

The entity invests with the same energy in training:

74% of the employees (288 people) have undergone training with **over 500 hours** on **34 topics**.

DIGITAL INCLUSION FOR WOMEN

Pulse promotes women's professional advancement in the digital field through a fair recruitment policy. Its annual participation in the event '**Women Rock in digital**' encourages the emergence of exchange networks among women in the digital industry.



100% of all women working at Pulse have **full-time employment contracts**.

41% of them have **managerial roles**.

OUR SOCIO-ECONOMIC FOOTPRINT

DIGITAL & FINTECH

PULSE

EMPLOYEE WELLBEING

Pulse contributed to its employees' well-being in extraprofessional aspects through the **establishment of a social fund** to partially finance certain events such as weddings, funerals, and childbirths. Its **sports committee**, on the other hand, works to improve health conditions and strengthen social cohesion.

28 staff
benefited from
social-security funds
in 2022.

€ 3,000
worth of gifts
destined for **85 staff**
who were winners on
Happy Day 2022.

ENTREPRENEURSHIP

Pulse pledged its expertise and experience to local economic development:

Awale Senegal

Revamp of the ecommerce website AwaleBiz along with the addition of the payment option PAYDUNYA.



The Vonjy Project

Creation of a USSD interface designed to deliver performance appraisals of AXIAN Telecom subsidiaries' various Points of Sale.



COMMUNITIES & INCLUSION

Inclusion is urgently needed across the continent. It requires the commitment and collaboration of a vast array of economic actors to meet both prevalent and emerging challenges on the ground. In the spirit of progress that benefits all, AXIAN Telecom has evolved its infrastructure and service offerings to create innovative pathways towards a more inclusive digital, financial, and energy ecosystem in Africa.



LEAVING NO-ONE BEHIND

AXIAN Telecom has made positive impact the cornerstone of its strategy of bringing products and services to market that improve people's day-to-day lives, with particular attention paid to each of our markets and their unique socio-economic environment.

The following objectives were set with input from all subsidiaries:

- ✓ **Enable access** to essential and basic goods or services.
- ✓ **Facilitate** the socio-economic integration of low-income or marginalized populations.
- ✓ **Adapt our offerings** or specific programs to low-income or marginalized populations' needs.
- ✓ **Evaluate our impacts** on low-income or marginalized communities and carry out local social initiatives where relevant.



Programmes that serve the *greater good*

Established in April 2020, AXIAN Foundation is a corporate foundation whose objective is to carry out public-interest initiatives that directly address communities' essential needs on behalf of AXIAN Telecom companies. It supports government bodies in providing responses to existing deficiencies in access to healthcare, education, basic healthcare infrastructure, and energy. Simultaneously, a significant portion of the group's companies co-created their own Corporate philanthropic programs in collaboration with the Foundation. These programs were designed to address identified social challenges at the national level, with a five-year deployment plan based on a unique strategic approach and annual action plans revised according to the needs and resources.

AXIAN Foundation also founded the ACT initiative that enables AXIAN Telecom employees to engage on the field as volunteers.



Fondation
AXIAN

ACT - AXIAN COMMUNITIES TEAM

Launched in January 2021, the ACT - AXIAN Communities Team program allows employees of AXIAN Telecom to become 'ACTers' by exercising skills-based volunteering during actions organized in the field by the AXIAN Foundation or partner organizations. Each employee can contribute up to 4 half-days per year.

KEY FIGURES

ACTer 

466 ACTers

mobilised since the launch of the initiative, including **333** ACTers in 2022 and **133** in 2021.



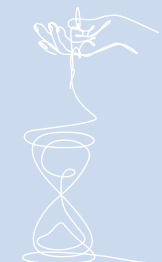
6 ACT ambassadors

from **AXIAN Telecom** companies.



48 ACTIONS

organized by the **AXIAN Foundation**.



2,184 hours of ACTIONS

conducted in 2022.

TELMA MADAGASCAR

DIGITAL INCLUSION

As part of its **DATA4ALL** project, Telma Madagascar has committed to expanding its 3G/4G territorial coverage to help underserved populations gain access to its services.

COVERAGE RATE
ACROSS MADAGASCAR

	EOY 2021	EOY 2022
	# of People Covered	# of People Covered
2G	21.1 M	21.3 M
	82,36%	83,14%
3G	14.7 M	17.8 M
	57,58%	69,44%
4G	9.3 M	11.7 M
	36,56%	45,84%

ENHANCING EXPERTISE IN THE
TELECOM SECTOR

We have specialised in providing essential infrastructure to bolster the country's economy:

- Launching the **first robotic astronomical observatory in Madagascar**, in partnership with the Ecole du Monde in Besely.
- **11,492 hours** of computer training provided to partner associations.
- **+ 280 Million Ariary** invested in goods and services for digital inclusion initiatives.
- **Safer Internet Day**: digital awareness campaigns in partnership with Cybermuna, a digital platform based in Cameroon.
- **100 children** sensitized to online dangers.
- **11.2 Million mobile subscribers**, representing a 21% increase.
- **2 Million internet users**, representing a 13% increase.
- **2.4 Million active mobile money subscribers**, representing a 20% increase.
- **125 cities** covered with 3G or 4G, including 43 new ones in 2022.
- **+60,000 beneficiaries** of 3G and 4G networks in 14 regions.

RURAL INFORMATION
CENTERS (IN PARTNERSHIP
WITH THE NGO DEFI)

We participated in Community Development through purpose-built Rural Information Centers.

- Over **8,000** visitors.
- **Improvement in national exam results** (+6% in CEPE, +14% in BEPC, +25% in BACC).
- Transition to renewable energy supply within the Village Information Centers.
- Enhancement of production through newly acquired techniques.
- Diversification of crops practiced by farmers.
- Advancement in livestock techniques.



RURAL MEDIA LIBRARIES

We continued to implement our commitment to the modernization of the educational system through media libraries built to help communities better connect to the world:

+2,300 visitors

5% increase in enrollment rate within the municipality's high schools

First-ever access to computer tools for **821 primary level children**

Pre-school children introduced to digitalised educational animations.



Rural Media Library - SAMBAVA

TELMA MADAGASCAR**AXIAN FOUNDATION BUSINESS PROGRAM: SEKOLY TELMA****OBJECTIVE**

- Improve access to basic education for children in remote and/or rural areas.
- Build or rehabilitate public schools.
- Enhance teaching conditions through quality school equipment/furniture and academic support from partners.

ACTIONS TAKEN

- Construction of public schools in underserved areas.
- Rehabilitation of dilapidated and/or unsanitary public school facilities.

ACHIEVEMENTS

32 schools funded in 2022

118 schools built since 2015

347 classrooms equipped

7 schools rehabilitated since 2015

25,535 students including **12,781 boys** and **12,754 girls** enrolled in SEKOLY Telma in 2022

TESTIMONIAL

« Since I joined Ambolimoky school, I've enjoyed studying and doing my homework. In the future, I would like to succeed in my studies and become a teacher to have a steady income that will allow me to support my parents someday. »

JAO (16 YEARS OLD)

Student beneficiary of SEKOLY Telma EPP Ambolimoky

T O M (TowerCo of Madagascar)

We supported various associations that represent the interests of communities that were more recently integrated into the national market.

BENEFICIARIES	PROJECT	QTY
1° Association of Women for Development (VMF)	Supply of sewing machines	20 units
2° Association of Farmers from 10 villages (Fokontany)	Supply of organic seeds/fertilizers	1,000 kg
3° Graduates in Livestock Farming	Supply of breeding chicks and starter feed	1,000 units



TOM (TowerCo of Madagascar)**AXIAN FOUNDATION BUSINESS PROGRAM: MADIO TOM****OBJECTIVE**

- Enable students enrolled in public primary schools to benefit from decent hygiene and sanitation facilities.
- Contribute to the fight against water-related diseases.
- Contribute to the reduction of school absenteeism.

ACTIONS TAKEN

- Construction of sanitation blocks in public school establishments, adhering to the required WASH (Water, Sanitation, and Hygiene) standards.
- Replacement of existing or unsanitary facilities.
- Promotion and implementation of community awareness activities on WASH and menstrual hygiene.

ACHIEVEMENTS

11 sanitation blocks constructed within **schools**

7,068 students now benefiting from the constructed **sanitation blocks**

Construction of 5 sanitation blocks: EPP Ambohimanatrika, EPP Antanimena, EPP Madera Namontana, EPP Miaramasoandro, and EPP Manantana

Construction of the sanitation block at Alliance Française Fandriana

TESTIMONIAL

« We are very happy that we now have proper sanitary infrastructure at school. It will help reduce transmission of disease and will increase both students and teachers' wellbeing. »

FANIRY

Student at the Miaramasoandro Primary School

**CONNECTEO****PARTNERSHIP FOR INCLUSION-FOCUSED PROJECTS**

Connecteo partnered with the association « Humanity & Inclusion » to raise awareness among employees regarding biases and maneurisms that afflict handicapped people.

WORK VOLUNTEERING AND DONATIONS

Mobilisation of volunteer employees to conduct orientation workshops during which they assisted young individuals in decision-making and designing their professional projects; they also made donations to support the education of underprivileged children.

528 mentored youth: **6 classes** in 3rd year at CEG Andranomena; **4 classes** in the final year at Anosisoa Ambohimanarina high school

38 committed voluntary collaborators

20 households benefiting from school supplies and essential products.

TOGOCOM**DIGITAL INCLUSION**

The Togocom network switched to 100% 4G across all 5 regions in Togo and covers nearly 98% of the population.

3.7 million mobile subscribers, representing a **7%** increase compared to 2021.

- Among them, **1.6 million** use the internet, a **3%** increase compared to 2021.
- There are also **1.4 million** active mobile money subscribers, marking a **40%** increase compared to 2021.



TOGOCOM

AXIAN FOUNDATION'S BUSINESS PROGRAM: NUNYA TOGOCOM



OBJECTIVE

To improve access to basic education for children in remote and/or rural areas in Togo.

ACTIONS TAKEN

- Construction of classrooms to replace temporary shelters or to address overcrowding in educational institutions.
- Construction of sanitation blocks and water wells in primary schools.
- Distribution of 13,000 school supplies.

ACHIEVEMENTS 2022

Construction and rehabilitation of **12 classrooms and 2 sanitation blocks** in 4 schools:

- AGBANDI ZONGO PRIMARY SCHOOL (COMMUNE OF BLITTA 2 / CENTRAL REGION) – **rehabilitation: 1 building with 3 classrooms**
- KINZI PRIMARY SCHOOL (COMMUNE OF LA KOZAH 1 / KARA REGION) – **construction: 1 building with 3 classrooms**
- KOLOWARE PRIMARY SCHOOL (COMMUNE OF TCHAOUDZO 1 / CENTRAL REGION) – **construction: 1 building with 3 classrooms + 1 latrine block**
- AMAVENOU PRIMARY SCHOOL (COMMUNE OF AGOU 2 / PLATEAUX REGION) – **construction: 1 building with 3 classrooms + 1 latrine block**

MVOLA

INCLUSION OF UNDERPRIVILEGED PEOPLE

MVola carried out various social initiatives that leveraged its existing services to connect people:

- **290,000** vulnerable households assisted through the Cash Transfer program.
- **+300 million Ar** of funds granted to the AXIAN Foundation for the construction of infrastructure and the training of local sports animators.
- Construction of multisport field No.2 in Analamahitsy, in collaboration with the Urban Municipality of Antananarivo.



MVOLA**AXIAN FOUNDATION'S BUSINESS PROGRAM: MHETSIKA MVOLA****OBJECTIVE**

To promote sports practice among young people from disadvantaged backgrounds to improve education, social integration, health, well-being, and create new professional opportunities.

ACTIONS TAKEN

- Development and equipping of multisport fields.
- Development of vocational training pathways in "sports animation" and "refereeing."
- Development of sports and recreational infrastructure in the form of "health trails" in urban areas.

ACHIEVEMENTS

2 multisport fields built in disadvantaged urban neighborhoods of Antananarivo.

5 Training workshops on sports refereeing.

164 workshop beneficiaries.

TESTIMONIAL

« This program has allowed us to support the youth beyond sports to promote good values. »

**RAZAFINDRAMARO
SAÏD ABDALAH**

Trained in Development through Sports with a specialisation in rugby

**NEXTA****RANO WASH/USAID/NEXTA PARTNERSHIP**

We implemented a project leveraging synergies of skills to increase equitable and sustainable access to water, sanitation, and hygiene services for over **300,000 Malagasy people.**



INNOVATION & INVESTMENTS

AXIAN Telecom envisions, designs, and deploys products, services, and infrastructures to precisely meet the needs of its markets. We continuously strive to redefine our value chain and partner choices to promote economic and social development, alongside fostering the growth of an inclusive entrepreneurial ecosystem.

We are committed to supporting and promoting the transformation of our economy to make it more inclusive, innovative, and structured through significant investments in sectors with high potential for development in the countries where we operate.



TO BUILD AND OPTIMISE

We strive to build and manage the necessary infrastructure to establish conditions conducive to sustainable and balanced economic growth across the continent.



The following **objectives** were set with input from all subsidiaries:

- ✓ **Deploy innovative solutions** for our clientele and promoting responsible operations.
- ✓ **Actively support** stakeholders in our endeavors.
- ✓ **Play a significant role** in investment and competitiveness in the countries where we operate by establishing enduring partnerships.
- ✓ **Implement** best practices in terms of quality.



INNOVATION & DIGITISATION

We are transforming in our areas of operation to bring the best of technologies and innovations in response to complex challenges: the evolution of our offerings, our environments, our organization, and the consumption patterns of the continent's populations.



+107%

in our investments in improving our infrastructure and operations



SUPPORTING BUSINESSES AND INNOVATION IN AFRICA

AXIAN Telecom works to enhance the lives of population through investments in disruptive innovations and technologies.

In 2022, the group's participation in the Disruptech Egypt Fund I aligns with a strategy to support African fintech startups.

DISRUPTTECH

INVESTMENT IN TELECOMMUNICATIONS INFRASTRUCTURE

The consortium composed of AXIAN Telecom and Rostam Azizi acquired the merged subsidiary of Millicom, MIC Tanzania PLC (bringing together Tigo and Zantel), in Tanzania. This ambitious development project brings AXIAN Telecom nearly **14 million mobile subscribers** and accelerates the group's development in Africa. It foresees significant investments in Tanzania over the next five years to strengthen the network coverage and service quality of the new entity.

HASSANEIN HIRIDJEE
Chairman AXIAN Telecom

« We are very excited about the prospect of embarking on this new venture with our Tanzanian colleagues; together, we will successfully undertake significant projects that will help shape the digital future of Tanzania. »

TELMA MADAGASCAR

LAUNCH OF GEMINI

Gemini, renamed MSA by the Telma teams, is a tool for handling customer subscriptions. MSA has created a module for registering customers 'biometrically.' Several use cases have been developed, including 'SIM SWAP GEMINI,' which recovers or swaps an active number using the biometric system. The digitalization of the process allows for increased speed and efficiency of teams, without paper consumption.

THE GRAND TANA PROJECT

The 'Grand Tana Extension' project launched by Telma aims to establish new fiber optic infrastructure in order to serve non-eligible customers located on the outskirts of the capital.

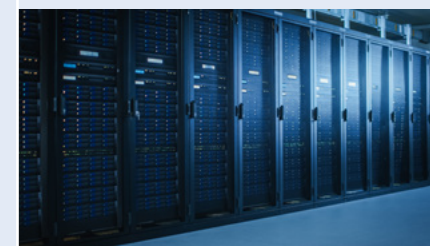
DEPLOYED ACROSS 22 MUNICIPALITIES

Mantsoa, Malaza Ambodifontsy, Tsimahafotsy, Anosy Avaratra, Mahitsy, Ambohijanaka, Talata Volonondry, Anjeva, Ambohitrimanjaka, Imerintsiatosika, Ampefy, Bevalala, Bongatsara, Ambanintsena, Fenoarivo Alakamisy, Alakamisy, Anosiala, Manjakandriana, Alasora/ Ambohimambola, Ambohidratrimo, Ambohimambola, Betsizaraina.

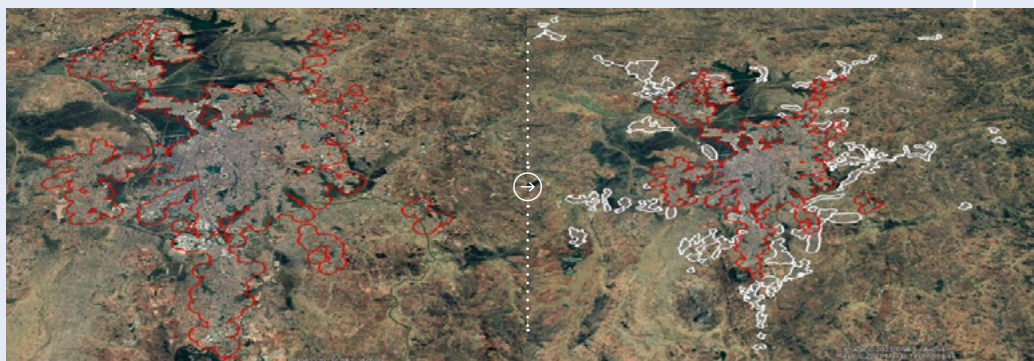
RENOVATION OF ALL TELMA SHOPS

75 Telma Shops have been renovated for the well-being of employees and the enhancement of the customer experience. The allocation of **toll-free numbers to all Telma Shops** on the island is also part of this initiative.

In 2022, two new Telma shops were constructed on the Island of Sainte-Marie and in Majunga.



Coverage map:
Grand Tana - before & after



TOM

INNOVATIVE TELECOMMUNICATION INFRASTRUCTURE

6 CAMOUFLAGED SITES WERE INSTALLED IN URBAN AREAS IN ORDER TO

- Reduce the visual impact of the infrastructure.
- Integrate the site with the existing environment.



DECIDUOUS SITES

INNOVATIVE SOLUTIONS

To support responsible operations and enhance site profitability.

NUMBERS

9 urban sites with the addition of solar panels.

GOAL

- Decreased usage of generators.
- Optimization of site operating costs.
- Reduction in carbon emissions.



INNOVATIVE SOLUTION OF THE YEAR: MINI-SITES OR RURAL SITES

The Mini-site is a low-cost site typically planned for extremely rural areas to provide coverage for 2G, 3G, or 4G. Technical specifications are optimized to adapt units to the environment and location. This solution aims to provide basic digital inclusion services for rural populations, with pricing tailored to individual incomes.

45 sites installed in 2022.



CONNECTEO

INNOVATION FOR ENHANCED LOCAL BUSINESS COMPETITIVENESS

Collaboration with the African Tax Administration Forum to design and establish a professional contact center at the General Tax Directorate of Madagascar, aimed at optimizing assistance for Malagasy taxpayers.

126,521,724 Ar
generated through consulting
with DGI/ATAF

8,240 inquiries conducted by Telma

CONTINUOUS IMPROVEMENT OF CUSTOMER SERVICE

Connecteo underwent a restructuring of its Operations Division, involving over 400 employees, to enhance the quality of its services.

98% rating
achieved for the quality of
incoming call service

2 positions
created within the Telma and MVola
Business Unit.

TOGOCOM

PARTNERSHIPS TO MAKE INNOVATIVE FINANCING MORE ACCESSIBLE



M-AUTO

Credit repayment service.



SOLIMI

VISA card recharging via TMoney.



TOTAL ENERGIE

Fuel card recharging via TMoney.



MVOLA

INNOVATIONS FOR INDIVIDUALS...

- Mia Messenger Bot: transactions via Messenger (transfer, purchasing credit and offers).
- Remote linkage of Baobab Madagascar bank account and MVola: digitized, instant, and secure transactions.
- Exclusive partnership with Jirama: purchase of prepaid meter refills with MVola.



RE-WATCH THE MVOLA DEVELOPER LAUNCH



A TEAM OF 4 YOUNG STUDENTS (AGED 17, 18 AND 19)

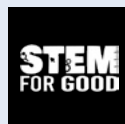
...AND ENTREPRENEURS

- Launch of the MVola Developer solution.
- MVola Developer API available on Malagasy e-commerce platforms.
- First edition of the MVola Developer Hackathon: **2.5 million Ar** awarded and business and technical support for the winning Hackathon team.

NEXTA

PARTNERSHIP WITH THE STEM4GOOD ASSOCIATION

In October 2022, the NextA team represented Madagascar in Geneva at the First Global Challenge with the theme 'Carbon Capture' to preserve the environment.



PULSE

As a partner in the digital transformation of businesses, Pulse fully integrates innovation and inclusion in its responses to current and future challenges in the digital world.



SI BONDY 2022 PROJECT

Pulse led the redesign of the website for the Bondy association to provide contributors with visibility into their IMPACTS through the integration of planning and tracking modules.

SOLUTIONS TO AMPLIFY EMPLOYER BRANDS

WELCOM

A mobile application designed to enhance the integration of new employees: welcome guide, virtual discovery of the entity...



Welcom'App
by Pulse



HR PORTAL

A tool for optimizing administrative processes of the HR team.

ENTER GAME

Gamification application for enhancing the experience of new employees.

ENVIRONMENT

AXIAN Telecom develops sustainable solutions to support the continent's energy transition. Being committed to sustainable development goals, we measure our impact on people and the planet in order to reduce climate change and preserve biodiversity, alongside the United Nations and stakeholders in our areas of operation.

AXIAN Telecom aims to become leaders in the energy transition of emerging countries across the African continent. We have started and will continue to measure our greenhouse gas emissions and remain transparent in our outcomes. We maximize our efforts to reduce them and actively contribute to the development of local carbon sinks to align with the global strategy to combat climate change.



2022 ESG RATINGS BY SUSTAINALYTICS

MORNINGSTAR | SUSTAINALYTICS

For the first time, AXIAN Telecom's ESG approach was submitted for a rating to Sustainalytics

The rating was based on following criteria, called material ESG issues

- Data privacy and security
- Product governance
- Human capital
- Carbon
- Business ethics
- Corporate governance
- Human rights – Supply chain



23.5 MEDIUM RISK

COMPREHENSIVE

As per Sustainalytics methodology, AXIAN Telecom were categorized as at **medium risk** (with a score of 23.5) of experiencing material financial impacts from ESG factors, due to its medium exposure and average management of material ESG issues.

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



AN INTRODUCTION TO THE ESG RISK RATINGS

ANNUAL AUDIT OF OUR ENVIRONMENTAL FOOTPRINT

AXIAN Telecom is gradually expanding the scope of its carbon footprint assessment carried out in collaboration with the UTOPIES firm. To gather the data, we use a dedicated tool, **TRAACE**, in order to provide our stakeholders with a comprehensive and accurate view of our impact on the communities we serve.

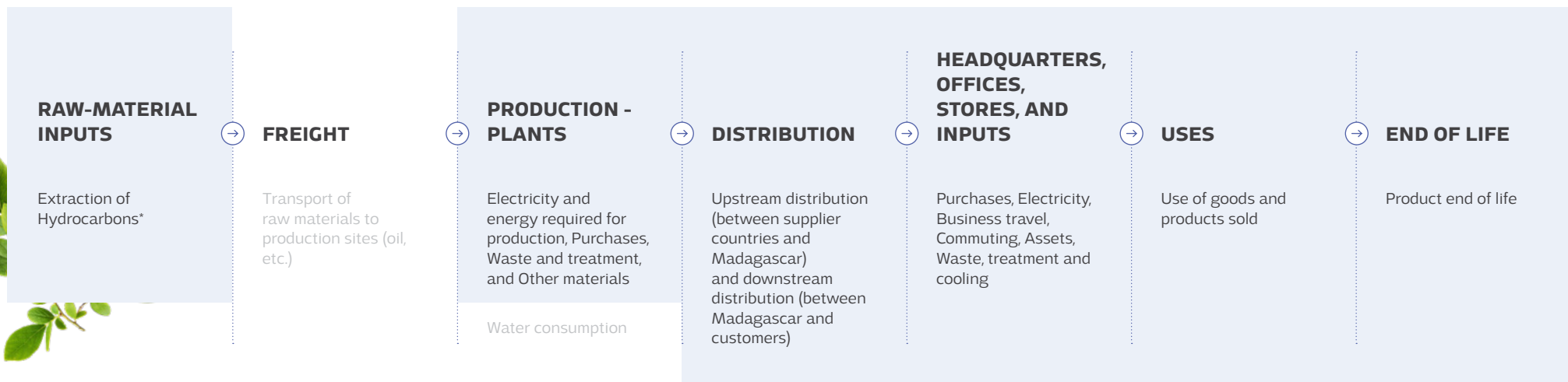
UTOPIES®
TRAACE



The calculation of carbon emissions caused by AXIAN Telecom's activities in the year 2022 has evolved in several ways:

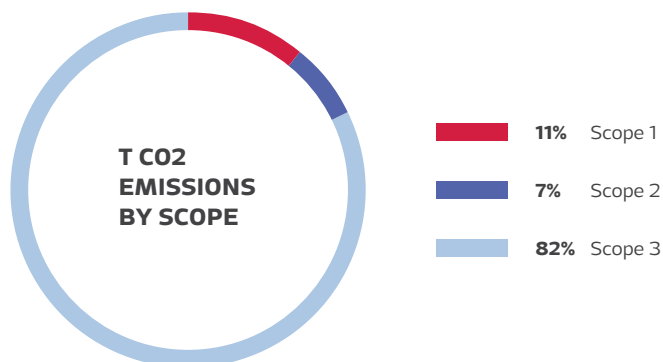
- **The study scope has been expanded:** the activities of Tigo-Zantel, Free, and Ubuntu have been included.
- Certain emission factors, including **energy consumption**, have been updated for greater **accuracy**, in line with statistical data from the International Energy Agency.
- Previously, the Carbon Footprint methodology was applied. This year marks **a transition to the GHG Protocol approach**.

SCOPE VS. AXIAN TELECOM OPERATIONS & PROCESSES

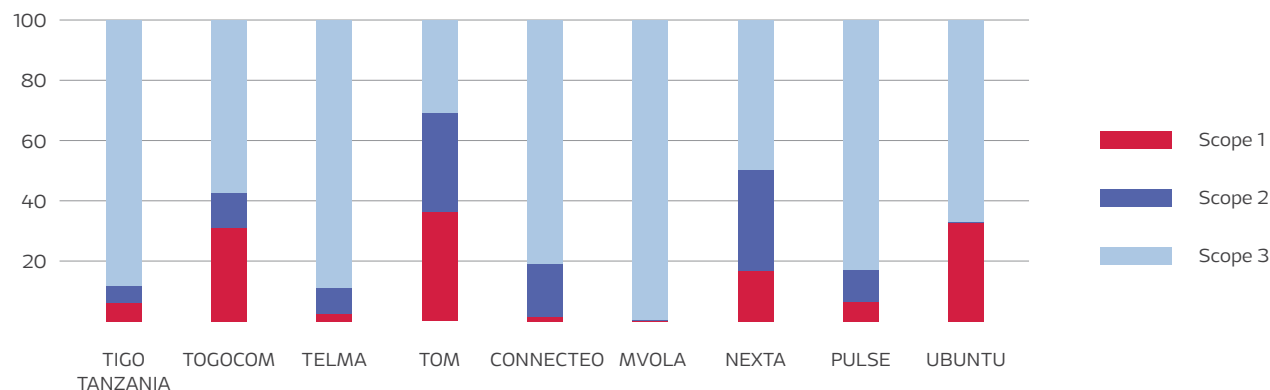


Only raw materials related to hydrocarbons were included in the study with physical data (in liters). Other raw materials or finished products (phones, etc.) are treated as inputs and have been included in the supplier expenses under the emission category 'Sales, stores, offices, and other inputs.

added to scope beyond scope



EMISSIONS PER SCOPE PER COMPANY



METHODOLOGY

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



I. « PHYSICAL » DATA

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

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

For example:

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

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

II. FINANCIAL DATA

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

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

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

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



PRINCIPLE OF FINANCIAL EQUIVALENCE

X € PAID TO SUPPLIERS



X TCO2E

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

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

THE METHODOLOGICAL BASIS OF THE GLOBAL LOCAL FOOTPRINT® MODEL

To model the real world economy as closely as possible

1

ANALYSIS OF NUMEROUS GLOBAL AND LOCAL ECONOMIC DATA SOURCES

Purchasing/Procurement



Consumption/Usage



Product Trade/Exchange



Services Trade



Purchase/Added-Value Coefficient

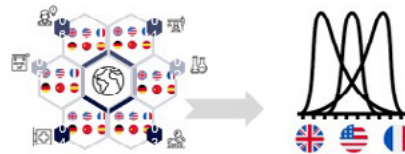


Tax-to-GDP Ratio/ Salary-to-GDP Ratio



2

CALIBRATION ALGORITHM BASED ON NATIONAL SPECIFICITIES AND TRADE (IMPORTS/EXPORTS)

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(3)

USE OF ENVIRONMENTAL AND SOCIO-ECONOMIC MONETARY EQUIVALENCES

Jobs and GDP



GHG Emissions Raw Materials Water

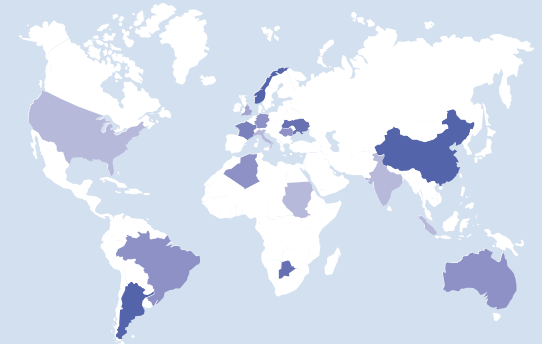


Biodiversity



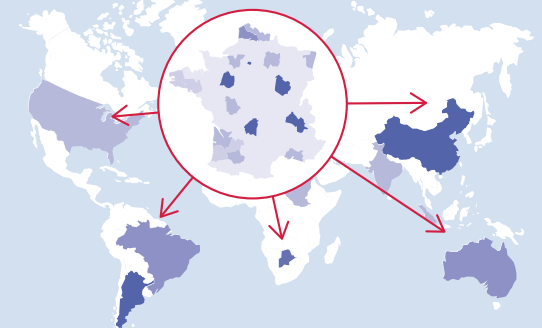
A GLOBAL MODEL

220 countries



OF REGIONAL MODELS

(broken down by region, department and municipality)



LOCAL FOOTPRINT® covers **220 countries** (possible geographical zone grouping) and **380 sectors**.

CLIMATE FRESKO



The Climate Fresco is an internationally recognised tool that allows individuals and organisations to grasp the challenges of the climate emergency.

The impact referees of AXIAN Telecom companies in Madagascar attended a training session on the Climate Fresco led by CAP Business Indian Ocean.



FIND OUT MORE
ABOUT THE
CLIMATE FRESKO
WORKSHOP

NATURAL CAPITAL NETWORK



This think tank promotes the consideration and integration of natural capital into the planning and development actions of all sectors. AXIAN Telecom supports this effort as a co-leader representing the private sector.



AXIAN Telecom demonstrates its commitment to biodiversity protection within this global community of leaders who are shaping programs to ensure respect for nature, individuals, and society.



LEARN MORE ABOUT THE
FORUM'S SECOND EDITION

NATURAL CAPITAL FORUM

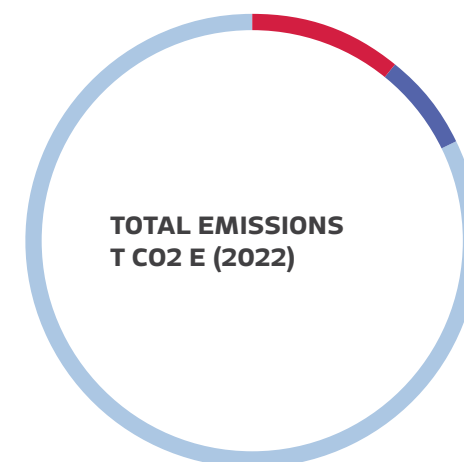
Mobilisation alongside actors from the non-governmental and governmental sectors during the second edition of the Natural Capital Forum in Madagascar. Participants recognized the urgency to act and identified existing solutions as well as actions to undertake in order to ensure sustainable utilization of natural resources at a national scale.



RESULTS - TELECOM MOBILE, FIXED & INFRASTRUCTURE

UTOPIES®

COUNTRY	COMPANY	TOTAL EMISSIONS – T CO2 E (2022)			
		SCOPE 1	SCOPE 2	SCOPE 3	TOTAL
TANZANIA	TIGO TANZANIA	6 989	6 250	100 244	113 483
TOGO	TOGOCOM	18 766	6 881	34 814	60 461
MADAGASCAR	TELMA	1 438	5 433	54 743	61 614
	TOM	9 009	8 267	7 686	24 962
	CONNECTEO	6	70	329	405
	M-VOLA	132	12	99 241	99 385
	NEXTA	11	22	33	66
	PULSE	20	33	259	312
UGANDA	UBUNTU	5 423	6	11 195	16 624
TOTAL		41 794	26 974	308 544	377 312



11% SCOPE 1

7% SCOPE 2

82% SCOPE 3



2022 ACHIEVEMENTS

BIODIVERSITY CONSERVATION AND SUSTAINABLE NATURAL RESOURCE MANAGEMENT

AXIAN Telecom, in partnership with Ibis Consulting, has developed a biodiversity management procedure to comply with the requirements of Performance Standard 6 of the International Finance Corporation (IFC).

This program has been deployed across all subsidiaries of AXIAN Telecom. Both during the design and construction phase as well as during the operational phase, this procedure helps avoid high biodiversity areas. It assesses the impact of the activities of the company on biodiversity and recommends management principles to be followed in accordance with the requirements of the International Finance Corporation.



TELMA

SOLARIZATION OF DATA CENTERS

Telma prioritizes the use of green energy for powering its infrastructure.

410,784,163 Ariary invested in the **solarization** of its data centers.

18 sites involved

Solarized Telma shops: Mahajanga Cathedral and Tamatave Joffre

M'BALIK SOLAR KITS

These cost-effective domestic solar kits are deployed throughout the entire territory of Madagascar. Easy to use, they help families access electricity in a sustainable and environmentally-friendly manner.



23,323 households equipped with this system across **23 regions**.

ELECTRONIC RECYCLING PROJECT IN PARTNERSHIP WITH VALOMADA

Telma continues its ecological efforts to protect the environment by offering the **recycling of electronic items** in its shops. Repairable and reusable devices are later distributed to various associations working in the fields of education and digital inclusion in Madagascar.



REFORESTATION

In partnership with the Bondy association, Telma teams have planted **79,000 trees**, contributing to the restoration of 35 hectares of vegetation.

MENABE	10,000 trees restored across 10 hectares, including 2,500 baobabs
TOAMASINA	15,000 trees restored across 16 hectares
MAHAJANGA	50,000 trees restored across 5 hectares
ANTANANARIVO	4,000 trees restored across 4 hectares



2022 ACHIEVEMENTS

TOM

REFORESTATION

Partner	Number of trees
CEF Arivonimamo TITA065	2 000
Fikambanana Bongolava Maitso	4 000
Bondy Mangrove	1 079
	7 079



BIOFUEL

58% of TOM technical sites are powered by renewable energies to produce green energy, protect the environment, and add value to the product transformation chain.

TOM encourages the **use of biodiesel** derived from Jatropha oil to fuel generators. Easily exploitable and unsuitable for human consumption, this plant is a preferred fuel source.

4,700 L
of Jatropha products

14 sites

URBAN SOLAR SITES

Installation of solar panels on urban sites that heavily rely on diesel generators.

9 sites solarised

6 concealed sites
deployed in 2022



2022 ACHIEVEMENTS

CONNECTEO

REFORESTATION

Partnership established with Bondy in Tamatave for a reforestation project.

- Provision of fruit trees to **5 individuals** to launch an entrepreneurial venture.
- Creation of temporary jobs for **4 seasonal workers** engaged in manual labor.
- The reforestation of **1000 plants** resulted in the sequestration of **25,000kg of CO2**.



ENVIRONMENTAL AMBASSADOR PROGRAM

Connecteo launched a program for developing non-professional skills in environmental protection with identified ambassadors from its workforce. These individuals create diagnostics and projects to raise awareness among employees about energy waste.



1,000 trees planted

Creation of **9 jobs**

17% reduction in electricity consumption in 2022



TOGOCOM

DIGITISING SERVICES

Replacing plastic recharge cards with digital money transfers exemplifies an operator's strategic positioning based on a balance between innovation and environmental responsibility.

CONTROLLED ENERGY CONSUMPTION

Togocom prioritizes renewable energy sources that are more environmentally friendly in its daily consumption.



26% of its former tower site is connected to the solar grid

9,341 waste electrical and electronic equipment recycled and valorized by certified organizations

OUR COMMITMENT TOWARDS SUSTAINABLE INFRASTRUCTURES

SOLAR POWERED TOWERS

As of 31 Dec 2022

	TOTAL TOWERS	% OFF GRID SITES WITH SOLAR PANELS
Towerco of Madagascar	1665	91%
TOA Uganda	304	63%
Tigo	408	98%
Togocom	927	94%
TOTAL	3304	88%



2022 ACHIEVEMENTS

MVOLA

ENERGY CONSUMPTION

MVola has achieved a **-50% reduction in electricity consumption** per employee compared to 2021.



WEEKLY EMPLOYEE AWARENESS

- **No email day:** every Friday, teams are encouraged not to send internal emails to reduce digital footprint.
- Training on sustainable use of electrical/electronic supplies.



WASTE MANAGEMENT

In partnership with the waste management company SGEM, MVola practices responsible waste management.

- Nearly **250 kg of office waste** (paper, plastics, and cardboard) were sorted and recycled throughout the year.
- Implementation of 'Trocparty': a moment of sharing and collective engagement among AXIAN Group employees to **give new life to objects**. Nearly 200 items were exchanged in 2022.

REFORESTATION

2,500 trees planted in the region of Andramasina in partnership with the association, Bondy.

2.5 hectares of forestry restored

100 employees from MVola participated and were educated

12 sustainable jobs for project monitoring in Andramasina

1 beneficiary family with support measures (e.g. agroforestry training).



NEXTA

SUSTAINABLE PARTNERSHIPS

NextA is committed to environmental protection through:

- Supporting environmentally-conscious entrepreneurs.
- Partnering with the Ministry of Environment and Sustainable Development.

REFORESTATION

On World Environment Day, NextA participated as a partner of the Ministry of Environment and Sustainable Development in launching the national campaign for setting up firebreaks on reforested land in Ampangabe.

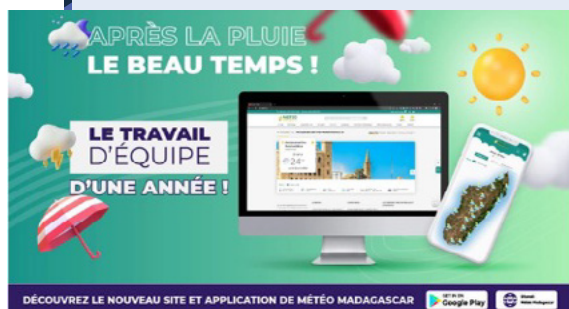


2022 ACHIEVEMENTS

PULSE

NEW MADAGASCAR WEATHER SITE

Collaboration between Pulse and various government bodies has led to the development of the application and the new website for Météo Madagascar to support and enhance the agricultural sector.



PULSE GREEN TEAM

The Pulse Green Team, made up of dedicated volunteer employees, organized an ecological outing to the Tsaratanana ecovillage in December. This place, stemming from the 'One Family, One Roof' project, aims to create a positive impact and promote sustainable practices.



386 garments distributed
at the ecovillage and nearby

68 individuals and 16 families Beneficiaries





8th Floor, Tower A, 1 Exchange Square
Wall Street, Ebene, Mauritius

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