

TelOne in the Community

“Connecting People; Building Communities”

We are a Company about People

Over the years, TelOne has made considerable progress in redefining the business to be centred on people. We have taken an active and deliberate responsibility to our Clients, Shareholder, Employees, Community and the Economy. Our strategy continues to be driven by the realisation that the business is about people and our relevance in their lives.

For us, being about people means:

- We care about creating value for our shareholder who remains committed to investing and supporting our progress.
- We care about our impact on the economy on Zimbabwe and we seek to contribute positively at all times.
- We care about our clients, creating memorable experiences and giving value for their money.
- We are concerned about the well-being of our employees and their families and we seek to uplift them in every sphere of their lives.
- We are concerned about the community to which we belong as a corporate citizen and we continue to play our role in its development.
- We care about the impact of our operations on the environment and continuously seek to improve our role in environment awareness.

Connecting People, Building Communities

In the context of the TelOne strategy being about people and our relevance in their lives and the resultant deliberate effort to supporting the community in which we operate, the company runs several community programmes guided by the post 2015 Sustainable Development Agenda. The community programmes run under five pillars – **Environment, Health, Education, Girls Empowerment and Social Welfare**. These are anchored on the need for the empowerment and protection of the vulnerable in society, improvement of quality of educational delivery and the promotion of safe, resilient and sustainable cities.

Environment

Provide-A-Bin

Through our operations, we do impact the environment in some ways hence we prioritise environmental reparation in our programming. Key programmes include Provide-A-Bin, which is a litter receptacle distribution programme to local authorities around Zimbabwe. Close to 5000 litter bins have been distributed and installed at TelOne's cost countrywide since 2016. Litter bins are sustainably made through recycling old oil or chemical drums which are fabricated in-house by our team of welders at the TelOne Msasa Factory in Harare and Topyard in Bulawayo.



His Excellency President E. D. Mnangagwa utilising one of the TelOne bins during a clean-up programme

The bins impact at least 1 million citizens daily who utilise them to dispose of litter. They have helped City and Town Councils and other local authorities contain the littering plague and improve on cleanliness. The programme has also significantly contributed to the improvement of litter bin ratios in places like Harare CBD where TelOne has donated at total of 800 bins in the CBD alone out of the required 2500. The programme also entails continuous rehabilitation and replacement of these litter bins.



Plant-A-Tree

TelOne also runs the Plant-A-Tree programme through which an incremental number of trees are planted annually. This programme supports sustainability for different schools from whose nurseries we purchase the tree seedling. This has helped these schools to generate some income to help in their school development programmes. Furthermore, the programme also supports schools and communities through establishing orchards. A total of 50,000 trees were planted in 2018 while the target is to double the trees by end of 2019.



TelOne staff members during a fruit tree donation programme in Harare

Health

Construction Programme

The TelOne Community Health Access Programme supports selected communities with health interventions. Support comes in terms of material support for existing health facilities and construction support for clinics and health access points working with the Ministry of Health and Childcare. In 2018, TelOne supported the construction of Mapako and Gonde clinics in Nyanga.

Community Clinic Outreach

Furthermore, working with Doctors for Life, TelOne routinely supports community health outreaches where a group of doctors is supported with medicines and other resources to conduct clinics in communities with health access challenges.



TelOne Team with Doctors for Life during medicines donation and community clinic outreach



TelOne team with elderly beneficiaries of the community clinic outreach in Makoni District

In 2018, Community outreaches were supported in Rusape and Bulawayo and are expected to spread to more district.

Material Donations

TelOne under the health programme also donated materials like wheelchairs and blankets to different district hospitals including Mberengwa, Nyanga and Bulawayo throughout 2018.



The programme is expected to benefit three new districts in 2019 and expected to be sustained beyond this through partnerships.



Social Welfare

Annually, TelOne selects a welfare intervention to focus on depending on emerging social needs and identified gaps. Under the welfare interventions, more focus is now being given to institutions working with orphans and the elderly.



In 2019, Support has been directed to Tichakunda Orphanage in Hatcliffe where TelOne donated Blankets, Groceries and Exercise Books to orphaned children. TelOne also supported Cyclone Idai Victims with a donation of Blankets, Groceries and Medication. Ad hoc support for people living with

disability and are in dire need of equipment like wheelchairs have routinely been considered.

Girls Empowerment

Our Motivation

At TelOne we believe in paying it forward. As a woman led organisation that is on a drive to encourage and support more women and girls to take up leadership roles, we have designed an exciting girls empowerment programme. The TelOne QueenMakers Girls Empowerment Programme was launched at the end of 2018 to run for one year with an enrolment of 200 girls from across Zimbabwe.



TelOne Managing Director, Mrs. Chipo Mtasa with her mentees during the job shadowing week

Mentorship and Job Shadowing

Through the programme, women leaders in TelOne pay in forward by adopting girls from the enrolled pool for mentorship and support for the duration of the programme. Besides the mentorship relationships, a job shadowing opportunity is availed to all the girls so as to expose them to the world of work and the different opportunities.



Girls being hosted in the Legal Department by Manager, Mrs Lindy Dziripi

Training Modules

The participating girls receive a TelOne QueenMakers certificate at the end of the programme after being trained in;

- Leadership
- Grooming and Etiquette
- Financial Literacy
- Sexual and Reproductive Health
- Basic ICT and Social Media

The modules are delivered by partner experts in the different areas.

We remain open to engaging with as many partners as possible to ensure that the programme is strengthened and the girls benefit as much as possible for them to become truly the Queens that we aim to make.



Education

The Business and Supporting Access

Education is a key sector in Zimbabwe and is one of the big business spaces for TelOne. To support the development of education in the country through increasing access to information, TelOne has packages that have been tailor made for schools. The same is true for tertiary institutions and training colleges.

Construction Programmes

Besides the business, TelOne has a focused social investment programme which supports connectivity in schools. The programme also supports specific construction programmes in tertiary institutions. In the last three years, TelOne has spent about \$500,000 on this cause through sponsoring library/laboratory construction and renovations at different institutions of higher learning.

The programme is expected to continue to benefit these institutions on a rotational basis.