

Country facts



- We began our operations in Tanzania 23 years ago.
- Our brand tracker survey shows customers see us as a leading innovative telecommunications company distinguished as a fully-fledged Digital Lifestyle brand.
- Tigo Tanzania has grown to become Tanzania's second largest mobile operator.
- We employ more than 500 people directly and indirectly, and many more through our freelancers and suppliers.
- We have more than 11.8 million mobile customers (as of at the end of Q1 2016).
- Cumulatively, Tigo Pesa users have earned TZS 40.7 billion in profit share since the scheme started. Tigo Pesa currently has the largest network of over 50,000 merchants.
- We invest the equivalent of TZS 2 billion in our corporate social responsibility programme.



Doing business the right way

At Tigo, creating positive change is part of our DNA as we bring the digital lifestyle to our customers and communities. We take our responsibilities to the countries and communities in which we work very seriously and strive to deliver positive social impact in our communities.

Tigo Tanzania belongs to the Millicom Group where, in order to promote responsible business practice, we focus on eight key areas in our CR work: anti-corruption compliance, privacy and freedom of information, child protection, reducing our environmental impact, promoting diversity, health, safety and security of our staff, responsible supply chain management and social investment.

Top stakeholder concerns

The top three initiatives that our stakeholders said we should prioritise are:

- Child protection online
- Providing products or services to help tackle social challenges, such as financial inclusion or mobile birth registration
- Promoting gender equality in the workplace

They also highlighted education, digital inclusion, and the empowerment of women and young people as important areas for our social investments programme.

Partnerships:

We are driving digital inclusion through our partnerships with UNICEF; Ministry of Health, Community Development, Gender, Elderly and Children; and RITA (Registration, Insolvency and Trusteeship Agency).

Our mHealth Tanzania partnerships programme has been nominated as one of the world's five best mHealth services by GSMA. We've created an SMS service for expectant mothers, offering them free health advice and guidance throughout their pregnancy and after the child has been born.

Our highly successful mobile birth registration service, in partnership with UNICEF and Tanzanian government is being rolled out to at least ten further regions.

"Because of the partnership that we have with Tigo, we were able to gain access to their technical expertise and resources that are not available in UNICEF. Tigo is truly committed to giving back to the community and believes technology can play a central role in improving the lives of children in Tanzania."

Hawi Busa Bedasa, Knowledge Management and Innovation Specialist, UNICEF Tanzania

Our approach to social investment:

Strategic priorities	What we mean by this long term
Digital inclusion	Providing access to digital inclusion and the right to participate in society with digital technology as a tool for education economic empowerment and social wellbeing.
Education	Transform the lives of young students through connectivity and creating value via education.
Business entrepreneurship	Equip the youth with skills to build businesses while creating a forum to network, learn and share.

Read more

You can find more details on how we work to be a responsible business and our progress in our [Group 2015 Corporate Responsibility Report](#).

Progress in 2015

Driving financial inclusion in Tanzania

Tanzania is a global leader in Mobile Financial Services according to the World Bank. It is also one of the markets where interoperability between different mobile money providers is possible since 2014. Tigo's mobile money service Tigo Pesa has given our customers access to Africa's first universal mobile money exchange system. Cumulatively, Tigo Pesa users have earned TZS 40.7bn in profit share since the scheme started.

Reducing environmental footprint

Tigo Tanzania unveiled 94 new cost-efficient solar-powered sites in 2015 as part of our nationwide network expansion plan. In each case, the choice of rural location has benefited large local communities, while the sustainable use of energy (no fuel is required) and careful design of the towers has kept operating and capital expenditure costs to a minimum. Tigo Tanzania is now implementing this strategy in other rural areas that are currently without access to mobile communications. For 2016, plans are to deploy an additional 84 solar-powered sites across the country.

We are investing more than US\$5 million in improving the safety, security and energy efficiency of our data centers. This is part of our commitment to improve customer experience and ensure operational stability.

We are the first Millicom operation in Africa to roll out the responsible electronic waste (e-waste) management programme. In its second successful year, we recycled 35 tonnes of e-waste, which accounted for 20% of the e-waste recycled within the Group.

Spotlight

Tigo Digital Changemakers

The annual Tigo Digital Changemakers Awards are there to identify and support smart and brave social entrepreneurs who have innovative ideas aimed at improving lives and society. Two social entrepreneurs were selected in 2015, bringing the total number of winners that we have in our Incubator programme to nine. Thus far, they have been able to reach more than 15,000 children with their projects based around education and health.

Tigo provides annual grants amounting to over 260 million Tanzanian shillings to Reach for Change, its partner organization in these awards, to help finance the costs and manage the incubator programme.

Promoting gender diversity and local talent

96% of our employees are recruited locally and are Tanzanian. 32% of the workforce is female while women occupy one in five senior management positions within the company. In 2015 gender diversity and promoting local talent in management were key focus areas, where we delivered capacity building trainings.

Each year Tigo employs university graduates as management trainees, while at the Tigo Sales School, we train our sales force for career success through an eight-week programme on business management. From April 2012 to October 2015, Tigo trained 4,336 freelancers through Tigo Sales School.



Birth registration in Tanzania

In 2013, we partnered with UNICEF and the Tanzanian government to launch a mobile birth registration programme to provide free birth certificates to children using our mobile technology. Our partnership has since seen hundreds of thousands of children receive a birth certificate. Building on the success in the two regions we have been running this programme, we will expand our commitment to two additional regions per year until 2019.

Our people in Tanzania

96%
of our employees are Tanzanian.

51%
of our senior managers are Tanzanian.

20%
Women in senior management roles

32%
Women in the workforce

Awards

- Won two Employer of the Year Awards (EYA) 2015: 'General HR Policy and Practice' and 'Pay and Benefits'
- Tigo Tanzania and Tigo Rwanda jointly received AfricaCom's Most Innovative Service Award 2014: awarded for Tigo Pesa interoperability with Tigo Cash

Spotlight

Internet for Public Schools (eSchools Project)

In support of the government's Information, Communication and Technology (ICT) strategy, Tigo worked with the Ministry of Works, Transport and Communications to connect more than 30 public secondary schools to the internet, offering them a high-speed, reliable service. Our shared goal is to ensure that all students will have access to the world of knowledge, irrespective of their geographical location. Tigo spent a total of more than 550 million Tanzanian Shillings on surveys, LAN cabling, materials and equipment in order to put these schools online. This project will extend to new schools in 2016.



Mobile birth registration in partnership with UNICEF and the Tanzanian government, launched in 2013.

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