

# VIVICA

## ENVIRONMENTAL & SOCIAL MANAGEMENT





## Our Journey

Our pillar brand, also known as Vox, first started out as the National Internet and Voice service provider known as DataPro Group all the way back in 1998.

By 2005, we'd already acquired a handful of successful companies (most notably @lantic, a customer focused ISP) and Orion Telecom (South Africa's biggest LCR provider) before rebranding as Vox. Come 2007, we repositioned ourselves as a telecommunications, information and communications technology integrator, rebranded as Vox and the rest, as they say, is history.

By 2020, with almost 2000 employees and several business partners, Vox moved beyond telecommunications to become a market leading, integrated ICT and infrastructure provider, achieving a R2.9-billion turnover year.

Furthermore, Vox is also one of the largest ICT and Telecommunications companies in South Africa. Our primary shareholders include Metier, Rand Merchant Bank (RMB) and Mineworkers Investment Company Capital Partners Two (MCP).

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# About Us

With a focus on tomorrow, The Vivica Group is driven by technology and innovation. A private equity firm featuring a diverse portfolio of companies, we range from mature and trusted brands to new, innovative start-ups across South Africa, servicing over 180 000 customers and counting.

Said portfolio constitutes everything from Connectivity to Digital Marketing, Cloud Computing and Application Development to Cyber Security, Gaming, IT Assessments, Renewable Energy and Weather.

By leveraging off the experience and expertise of our established anchor brands, we can accelerate growth amongst our fledgling companies in order to attain similar levels of prosperity.

Our years of industry experience combined with our proven track record of innovation and excellence are all testament to our ability to adapt, thrive and attain the highest levels of success. The Vivica Group is simply the next step forward in our journey towards pioneering the industry and enhancing the lives of the people we serve.

## A Passion for Excellence

Our track record of meeting customer needs is enviable – no small feat when you realise that this consists of consumers, SMEs, large enterprises and public sector organisations in the thousands.

From Data to Voice, Cloud, Business Collab and Conferencing, we offer intelligent solutions which connect South Africa to the world. Our dedicated staff, together with our business partners, redefine the benchmark for connecting people, doing so through combining best-of-breed technology with superior service delivery.

Each brand within the Vivica portfolio can be considered a leading innovator within its respective industry, taking full responsibility for all implemented technology and systems. From concept to installation, we pride ourselves on direct service, consistent excellence and an unparalleled ability to exceed expectations.

At Vivica, we gear ourselves for tomorrow by innovating today, and our philosophy of excellence permeates all levels of our brand identity.





# 1

## Chapter ONE

# ENTERPRISE DEVELOPMENT







### Breakdown for 2021

|   |                     |
|---|---------------------|
| Jobs created at Festeq in 2021                | 12                  |
| Total spent on Enterprise Development in 2021 | <b>R3.6 million</b> |

### 1.1 – Grahamstown Wi-Fi

Vivica has assisted Grahamstown Wi-Fi (also known as EcoLogic), a 51% Black-owned company in Makhanda in the Eastern Cape, by supplying tools, computers and capital to grow and develop their business. Grahamstown Wi-Fi have since graduated to become a Vox supplier.



### 1.2 – Lekelela Technical Services

In October 2019, Vivica identified an opportunity to support a standalone technical services provider to solve key customer pain points regarding the delay in of installation and supply of key ICT services. A 51% Black-owned company, Lekelela Technical Services undertook to install technical service orders, including Fibre, PBX, Wi-Fi and ADSL, for Vox, Telkom, Frogfoot and CloudSeed, to help reduce lead time from sales to delivery.

As part of this initiative, Vox offered Lekelela skills training and development, with a focus on technical expertise to create even more opportunities for innovation and stimulate job creation within the ICT industry in South Africa.



TECHNICAL SERVICES





Chapter  
**TWO**

# 2

SUPPLIER  
DEVELOPMENT





## Breakdown for 2021

|   |              |
|---|--------------|
| Jobs created at Mighty Comms in 2021        | 4            |
| Total spent on Supplier Development in 2021 | R2.8 million |

## 2.1 – Mighty Comms

Vivica is proud to support Mighty Comms, a supplier in the Fibre installation space based in Soweto. We have assisted them with funds to grow and develop their business, in addition to vehicle branding, salaries for sales staff, marketing and technical support.





Chapter  
**THREE**

# 3

SKILLS  
DEVELOPMENT







### Breakdown for 2020 & 2021

|  |                  |
|--|------------------|
| Total number of individuals upskilled                        | 216              |
| Total number of jobs created at Vox post internship          | 78               |
| Gender split for staff learnerships                          | 36 men, 29 women |
| Gender split for bursaries                                   | 29 men, 34 women |
| Gender split for internships                                 | 41 men, 37 women |
| Total spent on staff learnerships                            | R1.2 million     |
| Total spent on internships – with funding received from SETA | R3.5 million     |
| Total spent on bursaries                                     | R3.9 million     |

### 3.1 – Protea Glen College Technical Support NQF Level 4 Bursaries

Beginning in July 2019, Vox, on behalf of Vivica, partnered with Protea Glen College in Soweto to offer Technical Support NQF Level 4 bursaries to 18 learners living with various disabilities. Following that success, Vox continued working with Protea Glen College and upped the student intake to 20 in August 2020 before taking on 25 to 30 new learners in August 2021.

Vox looked for positive, motivated individuals who had a keen interest in IT. This initiative helps combat the stigma around disability and the ability of the disabled to carry out jobs to a required standard. It gives them the opportunity they need to rise above their challenges and build a career in the local IT industry.

The Technical Support NQF Level 4 is a critical qualification for Vox, as it is one of its core business functions and helps these learners become employable within its technical support department. Two learners from the 2019 Protea Glen group were absorbed into the 2021 Vox Internship Programme.





### 3.2 – eDeaf Learnerships

Vox offers learnerships for the deaf in partnership with eDeaf. In 2019, the company offered a 12-month End-User Computing Learnership to three eDeaf learners, affording them an opportunity to be computer literate. The learnership began in August 2019 and finished in July 2020. Last year, Vox shifted from the end-user learnership and offered a Technical Support Bursary to seven eDeaf learners, from August 2020 to July 2021. The most recent End User Computing Cohort commenced in August 2021 and comprises of 16 learners.

The funding for Protea Glen and eDeaf bursaries began at R700 000 in 2019 and grew to R 1.3 million in 2020.

### 3.3 – Vox Internships

Vox offers national internships to young graduates who have completed qualifications in IT, Project Management, Business Management and Finance, to name a few, offering them workplace experience for 12 months. Vox's learnerships are co-funded by MICT SETA. The company also absorbs all interns permanently at the end of each internship programme. The company employed 30 in 2019, 36 in 2020 and enrolled 40 interns in March 2021. Ten of these learners are funded by SETA and 31 are privately funded by Vox, all with a monthly stipend of R3 800 each. Vox took on a cohort of 60 interns in March 2021

Vox also trains unemployed youth to assist them in obtaining gainful employment in the marketplace.

### 3.4 – Vox Staff Learnerships

Learnerships are an efficient way of upskilling Vox staff and offering them SAQA-recognised and NQF-aligned post-Matric qualifications. The company's 2019 group completed Generic Management NQF Level 5 and Project Management NQF Level 5 courses in December 2019. In January 2020, Vox partnered with Boston City Campus to offer Generic Management NQF Level 5 and Business Administration NQF Level 4 courses, completed in December 2020. The company offered employees Project Management NQF Level 5, Systems Support NQF Level 5 and Contact Centre NQF Level 4 courses through i-Fundi until the end of December 2021.



# 4

Chapter  
**FOUR**

## DONATIONS & CHARITABLE GIVING





## Breakdown for 2021

Total spent on CSI

R2.4 million

### 4.1 – Free IT Services

Vox, on behalf of Vivica, supplies free IT services to Afrika Tikkun, the Reach for a Dream Foundation and several schools in Soweto.

### 4.2 – Donations from the VSC Centurion

Following the closure of Vox's Service Centre in Centurion in 2020, essential items from the space, including desks, chairs, cupboards, equipment, décor and kitchenware were made available to Vox staff to outfit their new work from home spaces and donated to various charities in need, including Jakaranda Children's Home, Phakamani Young Minds Academy, Huis Gideon and Alabanza Ministries.

### 4.3 – Fixing Makhanda's Potholes

As fundamental as we believe ICT (Information and Communications Technology) to be for this country's development and productivity, so too is a good road network. With that in mind, Vox and Frogfoot partnered with Grahamstown Wi-Fi and SAE General Contractors, led by Colin Hare, to identify and fill 300 potholes in Makhanda. SAE General Contractors undertook the mission of filling eight potholes a day with innovative and hard-wearing cold, pre-mixed tar in small sections of the road at a time to create the least amount of disruption to the community as possible while providing safe, reliable roads in the process.





Chapter  
**FIVE**

# 5

## ENVIRONMENTAL AWARENESS & RECYCLING INITIATIVES





## 5.1 – Vox Weather

The first of its kind in South Africa and a fresh spin on presented weather reports, Vox Weather aims to offer a high-quality, sustainable weather product backed by the expertise of qualified and trusted Meteorologist, Annette Botha.

Given the climate emergency we're currently facing, Vox Weather will also focus on creating a greater awareness and discussion around the issues of climate change specific to South Africa.

At its heart, Vox Weather is focused on encouraging positive change for long-term sustainability – both in its messaging and operations – while uplifting our local communities.

As Annette Botha explains, “One of the biggest risks to our environment is the absence of knowledge – and certainly a gap Vox Weather wishes to help fill with trustworthy, science-backed information presented in an engaging and understandable manner.”

While our push to create greater environmental awareness begins with debunking the myths surrounding climate change with engaging, scientific and accessible information it also includes focused attention on the importance of renewable energy by supporting green households with accurate and enhanced solar radiation maps to allow for better solar energy planning.

In addition to that, Vox Weather also supplies accurate wind data for harnessing wind energy locally.

There is a need for greater diversity and inclusion in this space, and with this in mind, Vox Weather will offer an intern programme for STEM graduates as well as a bursary opportunity for a STEM student each year to encourage and support learners in the field while mentoring up-and-coming scientists and building a greener future for South Africa in the process.



## 5.2 – Environmental and Recycling Initiatives

Vivica is committed to the continual improvement of environmental performance and management and the prevention of pollution from the activities we undertake – this includes implementing energy-saving technologies and initiatives, promoting environmental sustainability best practices to reduce our environmental footprint through initiatives that cut down on waste and conserving resources by ensuring buildings and fittings are properly maintained and reflect appropriate eco guidance.

At our head office in Waverly, Johannesburg, we employ Elite Waste Management and Hands on Waste to properly dispose of our hardware waste, such as redundant hard drives and IT equipment. Hands on Waste responsibly remove our head office waste, including hazardous materials like fluorescent lights and batteries, paper, plastic and glass as well as our PPE medical waste, providing us with a report and certificate confirming the amount of waste properly recycled.

We've begun implementing energy-saving initiatives at our Waverly office, including adding motion-sensor controlled lights, systematically replacing the bulbs with energy-saving LEDs and automatic shutdown on certain pieces of equipment dormant for more than 15 minutes.





# Our Philosophy

The Vivica Group offers the opportunity for growth, as proven by our successes, and our cross-pollination of best practices combined with our A-team entrepreneurial mindset lays the foundation for limitless growth.

Vivica will continue to bring unparalleled value to the customers it serves, providing enviable opportunities to potential investors both locally and internationally.

# VIVICA

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