

ESG Addendum Methodology 2024



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Our purpose

To connect for a better future we aim to build an inclusive, sustainable and trusted digital society

We address Environmental, Social and Governance topics through our Purpose strategy which focuses on ‘Empowering People’ and ‘Protecting our Planet’ in the Digital Society.

This is underpinned by our commitment to ‘Maintaining Trust’ in everything we do.



Read more about our climate goals and performance in our latest Annual Report and ESG Addendum:
vodafone.com/sustainability-reports



Protecting our Planet

Read more on p. 7



Empowering People

Read more on p. 29



Maintaining Trust

Read more on p. 31

Reporting Criteria Scope

This document outlines the basis of preparation for our ESG performance indicators ('KPI's) which are available on investors.vodafone.com/esgaddendum.

In preparing the ESG-related information and KPIs, Vodafone has made a number of key judgements, estimations and assumptions. The processes, methodologies and topics involved are complex. The ESG data, models and methodologies used are often relatively new, are rapidly evolving and are not of the same standard as those available in the context of financial information, nor are they subject to the same or equivalent disclosure standards, historical reference points, comparable benchmarks, or globally accepted accounting principles. It is not possible to rely on historical data as a strong indicator of future trajectories, in the case of climate change and its evolution. Outputs of models and methodologies are also likely to be affected by underlying data quality, which can be hard to assess, and we expect industry guidance, standards, market practice and regulations in this field to continue to evolve. We also face challenges in relation to the ability to access data on a timely basis and the lack of consistency and comparability between data that is available. This means the ESG-related forward-looking statements, information and targets discussed in our Annual Report carry an additional degree of inherent risk and uncertainty.

In light of uncertainty as to the nature of future policy and market response to climate change and other ESG-related topics, including between regions, and the effectiveness of any such response, and as market practice and data quality and availability

develops, Vodafone may have to update the models and/or methodologies it uses, or alter its approach to ESG analysis and may be required to amend, update and recalculate its ESG disclosures and assessments in the future, its ESG ambitions, goals, commitments and/or targets or its evaluation of its progress towards its ESG ambitions, goals, commitments and/or targets. Restatements of ESG data may mean it is not reconcilable or comparable year on year.

With the exception of the metrics outlined in the Assurance section, the information contained within this document and our ESG Addendum, collectively our ESG data, has not been independently verified or assured. All the information included in our ESG data has been taken from sources which we deem reliable. While all reasonable care has been taken to ensure the accuracy of the data, Vodafone has not arranged for independent verification of the data with respect to its accuracy or completeness. Further information on methodologies is included in the reporting methodology sections of this document.

This report includes information on:

- Operating companies in the countries where we had operational control during the year 1 April 2023 to 31 March 2024: Albania, Czech Republic, Germany, Greece, Ireland, Italy, Portugal, Romania, Spain, Turkey, UK and Vodacom Group and its subsidiaries in the DRC, Egypt, Lesotho, Mozambique, South Africa and Tanzania; and
- Shared operations in Albania, Egypt, Hungary, India, Romania and Spain known as Vodafone Intelligent Solutions ('_VOIS') and other group operations including Vodafone Business and Vodafone Automotive.

This report excludes information on the following unless otherwise stated in the exceptions section below:

- Joint ventures where Vodafone does not have operational control: VodafoneZiggo in the Netherlands, TPG Telecom in Australia, Vodafone Idea in India and Vantage Towers and its subsidiaries in Czech Republic, Germany, Greece, Ireland, Portugal, Romania and Spain;
- Associates where we do not have operational control: Safaricom in Kenya and Ethiopia, and Indus Towers in India;
- Partner Market networks in which Vodafone neither has any equity interests nor holds an operating license, including those Partner Markets that operate under the Vodafone brand;
- Countries in which we are required to hold an operating licence in order to provide local customer support to multinational enterprise customers but where we neither own nor operate any licensed telecommunications network infrastructure; and
- Retail stores that are Vodafone-branded by way of franchise and exclusive dealer arrangements but are not owned or operated by Vodafone.

Exceptions to the reporting scope:

- Our joint ventures and associates where we don't have operational control which are included in our Scope 3 GHG emissions based on our ownership as at 31 March 2024;
- Retail stores where we don't have operational control which are included in our Scope 3 GHG emissions;
- M-Pesa customer numbers, which includes 100% of our associate Safaricom in Kenya and Ethiopia; and
- V-hub unique user number and target, which include 100% of our joint venture VodafoneZiggo in the Netherlands.

Portfolio changes

The inclusion or exclusion of data from subsidiaries, joint ventures or associates that have been acquired or sold, or where there is a change in control or ownership that results in a change in operational control (as defined in the GHG Protocol), is determined by the date that the transaction in question is formally concluded with all approvals received.

The impact of transactions completed in the year ended 31 March 2023 are detailed in the methodology for each metric in this document.

There have been no transactions completed during the year ended 31 March 2024. The impact of transactions announced but not yet completed are reflected as performance from discontinued operations. When those transactions complete we will restate our data in accordance with the above policy.

Under 'IFRS 5 - Non-current Assets Held for Sale and Discontinued Operations' our operations in Italy and Spain have been classified as discontinued operations and are reported as such in our financial statements. All other Group activities are reported as continuing operations. This disaggregation has also been reflected in our ESG reporting across all reporting periods. In a limited number of circumstances, data granularity was not available to disaggregate the information relating to discontinued operations. Where this is the case it is noted in the ESG Addendum in relevant footnotes to the data.

Estimates and Assumptions

The reported information on our operations is based on actual performance data for the period. Where actual data is not available, we have used estimates or assumptions based on actual trends. More information on these estimates or assumptions is set out in the reporting methodology sections for each metric.

Data

This document includes selected ESG data which should be read alongside the full ESG dataset in our ESG Addendum.

Assurance: Independent Limited Assurance Report to Vodafone Group Plc

KPMG LLP (“KPMG” or “we”) were engaged by Vodafone Group plc (“Vodafone”) to provide limited assurance over the Selected Information described below for the year ended 31 March 2024.

Our conclusion

Based on the work we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Selected Information has not been properly prepared, in all material respects, in accordance with the Reporting Criteria.

This conclusion is to be read in the context of the remainder of this report, in particular the inherent limitations explained below and this report’s intended use.

Selected Information

The scope of our work includes only the information included within the External ESG Assurance table on page 55 of Vodafone’s Annual Report and Accounts and in Vodafone’s ESG Addendum marked with the symbol ^ (“the Report”) for the year ended 31 March 2024 (“the Selected Information”) and also listed in Appendix 1.

We have not performed any work, and do not express any conclusion, over any other information that may be included in the Report or displayed on Vodafone’s website for the current period or for previous periods unless otherwise indicated.

Reporting Criteria

The Reporting Criteria we used to form our judgements is the ESG Addendum Methodology as set out at

<https://www.vodafone.com/about-vodafone/reporting-centre/sustainability-reports> (“the Reporting Criteria”). The Selected Information needs to be read together with the Reporting Criteria.

Inherent limitations

The nature of non-financial information; the absence of a significant body of established practice on which to draw; and the methods and precision used to determine non-financial information, allow for different, but acceptable evaluation and measurement techniques and can result in materially different measurements, affecting comparability between entities and over time. The Reporting Criteria has been developed to assist Vodafone in providing the Selected Information only. As a result, the Selected Information may not be suitable for another purpose.

Directors’ responsibilities

The Directors of Vodafone are responsible for:

- designing, operating and maintaining internal controls relevant to the preparation and presentation of the Selected Information that is free from material misstatement, whether due to fraud or error;
- selecting and/or developing objective Reporting Criteria;
- measuring and reporting the Selected Information in accordance with the Reporting Criteria; and
- the contents and statements contained within the Report and the Reporting Criteria.

Our responsibilities

Our responsibility is to plan and perform our work to obtain limited assurance about whether the Selected Information has been properly prepared, in all material respects, in accordance with the Reporting Criteria and to report to Vodafone in the form of an independent limited assurance conclusion based on the work performed and the evidence obtained.

Assurance standards applied

We conducted our work in accordance with International Standard on Assurance Engagements (UK) 3000 Assurance Engagements other than Audits or Reviews of Historical Financial Information (“ISAE (UK) 3000”) issued by the Financial Reporting Council and in respect of the greenhouse gas emissions information included within the Selected Information, in accordance with International Standard on Assurance Engagements 3410 Assurance Engagements on Greenhouse Gas Statements (“ISAE 3410”), issued by the International Auditing and Assurance Standards Board. Those standards require that we obtain sufficient, appropriate evidence on which to base our conclusion.

Independence, professional standards and quality control

We comply with the Institute of Chartered Accountants in England and Wales (“ICAEW”) Code of Ethics, which includes independence, and other requirements founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour, that are at least as demanding as the applicable provisions of the IESBA Code of Ethics. The firm applies International Standard on Quality Management 1 Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Summary of work performed

A limited assurance engagement involves planning and performing procedures to obtain sufficient appropriate evidence to obtain a meaningful level of assurance over the Selected Information as a basis for our limited assurance conclusion. Planning the engagement involves assessing whether the Reporting Criteria are suitable for the purposes of our limited assurance engagement. The procedures selected depend on our judgement, on our understanding of the Selected Information and other engagement circumstances, and our consideration of areas where material misstatements are likely to arise.

The procedures performed included:

- conducting interviews with Vodafone’s management to obtain an understanding of the key processes, systems and controls in place over the preparation of the Selected Information;
- selected limited substantive testing, including agreeing a selection of the Selected Information to source documentation;
- considering the appropriateness of the carbon conversion factor calculations and other unit conversion factor calculations used by reference to widely recognised and established conversion factors;
- reperforming a selection of the calculations used to prepare the Selected Information;
- performing analytical procedures over a selection of the Selected Information, including a comparison to the prior period having due regard to changes in the business; and
- reading the narrative accompanying the Selected Information in the Report with regard to the Reporting Criteria, and for consistency with our findings.

The work performed in a limited assurance engagement varies in nature and timing from, and is less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

Our work did not include testing the accuracy of the purchase volumes in Vodafone’s Supply Chain IT system and Devices dataset, which were used in calculating Total Scope 3 GHG emissions (million tonnes CO₂e).

This report’s intended use

Our report has been prepared for Vodafone solely in accordance with the terms of our engagement. We have consented to the publication of our report in Vodafone’s ESG Addendum for the purpose of Vodafone showing that it has obtained an independent assurance report in connection with the Selected Information.

Our report was designed to meet the agreed requirements of Vodafone determined by Vodafone's needs at the time. Our report should not therefore be regarded as suitable to be used or relied on by any party wishing to acquire rights against us other than Vodafone for any purpose or in any context. Any party other than Vodafone who obtains access to our report or a copy and chooses to rely on our report (or any part of it) will do so at its own risk. To the fullest extent permitted by law, KPMG LLP will accept no responsibility or liability in respect of our report to any other party.

KPMG LLP

Chartered Accountants
15 Canada Square
London
E14 5GL

14 May 2024

Appendix 1 – Selected Information

The KPIs that constitutes the Selected Information are listed below. The information in this Appendix needs to be read together with the limited assurance report and the Reporting Criteria.

KPI	Unit	Assured Value
Total Scope 1 GHG emissions	Million tonnes CO ₂ e	0.27
Total Scope 2 GHG emissions (location-based method)	Million tonnes CO ₂ e	2.11
Total Scope 2 GHG emissions (market-based method)	Million tonnes CO ₂ e	0.44
Total Scope 1 and Scope 2 GHG emission (location-based method)	Million tonnes CO ₂ e	2.38
Total Scope 1 and Scope 2 GHG emissions (market-based method)	Million tonnes CO ₂ e	0.71
Total Scope 3 GHG emissions	Million tonnes CO ₂ e	6.84
Grid renewable electricity purchased (% of purchased electricity) (Group) from all operations	%	88
Women in management and senior leadership roles from all operations	%	36
Number of financial inclusion customers	Millions	66.2
4G population coverage (outdoor 1Mbps) – from all operations (Group)	%	87
Cumulative V-Hub unique users	Millions	6.4

With the exception of the metrics outlined above, the information contained within the ESG Addendum has not been independently verified or assured. All the information included within these pages, including the metrics outlined in the table above has been taken from sources which we deem reliable. While all reasonable care has been taken to ensure the accuracy of the data, Vodafone has not arranged for independent verification of the data with respect to its accuracy or completeness.

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Digital technology has a huge role to play in enabling the climate transition; helping reduce carbon emissions and underpinning climate adaptation technologies.

Recognising that technology can create its own impact on our climate and nature, we strive to minimise the environmental footprint of our operations, value chain and products and services.

Reducing our environmental impact and helping to decarbonise society is an integral part of Vodafone's purpose. This year, the need for a green digital transition became ever-more urgent, as the global climate and energy crises deepened.

We are working towards achieving reduction of our greenhouse gas emissions to net zero by 2040 across our global operations. We continue to drive energy efficiency in our operations and seek to match our energy with electricity from renewable sources.

Digital technology has been recognised as a key enabler of carbon savings. We work with our business customers to build solutions reduce greenhouse gas emissions and lower their planetary impact.

As use of technology expands, we are playing our part in the growing circular economy. We aim to minimise the impact of the waste we create from our own operations and encourage greater re-use, repair and recycling of the hardware our customers use.

Greenhouse gas ('GHG') emissions

Reporting Criteria

GHG emissions are calculated in millions of tonnes of carbon dioxide equivalent (million tonnes CO₂e) and reported in accordance with the GHG Protocol Standards, UK Streamlined Energy and Carbon Reporting ('SECR') requirements, RE100 Technical Guidance and the Carbon Disclosure Standards Board ('CDSB') framework.

We have applied the operational control approach for the accounting of our GHG emissions and the scope of the data collected is based on this method. This is defined as operations where we have control over how energy is being used (and therefore associated services).

Emissions from operations where we do not have operational control but have a financial interest i.e. shareholding, or are part of our wider value chain (e.g. suppliers) where we do not have a financial interest, are accounted for within our Scope 3 GHG emissions.

Standards and guidance

Our methodology for the reporting of GHG emissions has been developed using the following standards and guidance: GHG Protocol standards and guidance, including the Corporate Standard (revised edition); Scope 2 Guidance and Scope 3 Calculation Guidance; and Corporate Value Chain (Scope 3) Standard; RE100 Technical Criteria (December 2022); and The Climate Disclosure Standards Board Climate Change Reporting Framework (January 2022).

Portfolio changes

We include performance data from newly acquired businesses at the end of their first full year of new ownership in line with our policy on reporting environmental data. In terms of setting a revised baseline to reflect acquisitions, disposals or a change of control, our policy is determined as follows:

- Acquisitions are built into the baseline using either actual or estimated data at the end of their first full year of ownership based on our assessment of operational control;
- Disposals are removed from the baseline in the year of disposal if part of the Group for less than six months or in the following year if part of the Group for more than six months;
- Where prior year data has been re-stated to correct any significant errors identified this will be noted along with the reason for re-statement; and
- Where there is an update to the calculation methodology that causes a significant change in the previously stated data all prior year information will be restated.

This year we have restated our GHG emissions across all prior periods to our 2020 baseline to reflect:

- Disposals of Hungary and Ghana on 31 January 2023 and 20 February 2023 respectively; and
- The change in control of the Vantage Towers Group on 23 March 2023 from a subsidiary to a joint venture.

On 13 December 2022 ownership of Egypt was transferred to the Vodacom Group. Comparative information has been re-presented to reflect the move of Vodafone Egypt from the 'Other markets' segment to the Africa segment from 1 April 2023.

Data gathering process and methods

Energy usage data is based on invoices from our energy suppliers, which in some cases include the supplier's estimated readings. Increasingly, we measure our energy consumption through smart metering, a technology that uses mobile communications to collect real-time consumption data from energy meters. Under this approach we have accounted for 100% of emissions from the operations over which we have operational control within the Scope 1 and 2 footprints.

We report on data collected using local market actual or estimates sourced from invoices, purchasing requisitions or direct data measurements. Emissions from our joint ventures and associates are accounted for within our Scope 3 GHG emissions.

Where actual data is not available for the full reporting period, data for the missing period is estimated using an appropriate and reasonable estimation method (for example, extrapolation using the year-to-date monthly average, or based on prior year data for the corresponding time period). Due to a time lag in the availability of actual data, the majority of GHG emissions data has been estimated for the month of March 2024. If in our future year reporting the reconciliation of estimated data against actual data identifies a material error we will restate our reporting in accordance with our policy for restatement.

Emissions across our value chain¹

Million tonnes CO ₂ e	2020	2021	2022	2023	2024
Total Scope 1 emissions from continuing operations	0.26	0.26	0.25	0.25	0.26
Total Scope 2 emissions (market-based method) from continuing operations	1.44	1.06	0.77	0.66	0.43
Total Scope 3 emissions from continuing operations ¹	5.05	6.01	6.91	6.92	6.07
Total Scope 1, 2 and 3 GHG emissions from continuing operations²	6.75	7.33	7.93	7.83	6.76
Total Scope 1 emissions from discontinued operations ³	0.05	0.04	0.01	0.01	0.01
Total Scope 2 emissions (market-based method) from discontinued ³ operations	0.13	0.00	0.00	0.00	0.01
Total Scope 3 emissions from discontinued operations ^{1,3}	1.13	1.01	1.12	0.89	0.77
Total Scope 1, 2 and 3 GHG emissions from discontinued operations^{2,3}	1.31	1.05	1.13	0.90	0.79
Total Scope 1 emissions [^]	0.30	0.30	0.27	0.26	0.27
Total Scope 2 emissions (market-based method) [^]	1.58	1.06	0.77	0.66	0.44
Total Scope 3 emissions ^{^,1}	6.17	7.02	8.02	7.80	6.84
Total Scope 1, 2 and 3 GHG emissions²	8.05	8.38	9.06	8.73	7.55
Total revenue from continuing operations (EUR million) ⁴					36,717
Market-based scope 1, 2 and 3 GHG emissions intensity from continuing operations (tonnes per EUR million)⁴					184.2

Notes:

¹ 2024 Limited assurance under ISAE (UK) 3000 and ISAE 3410 by KPMG LLP, see our Methodology below for further information. The information for comparative periods has been restated to reflect portfolio changes.

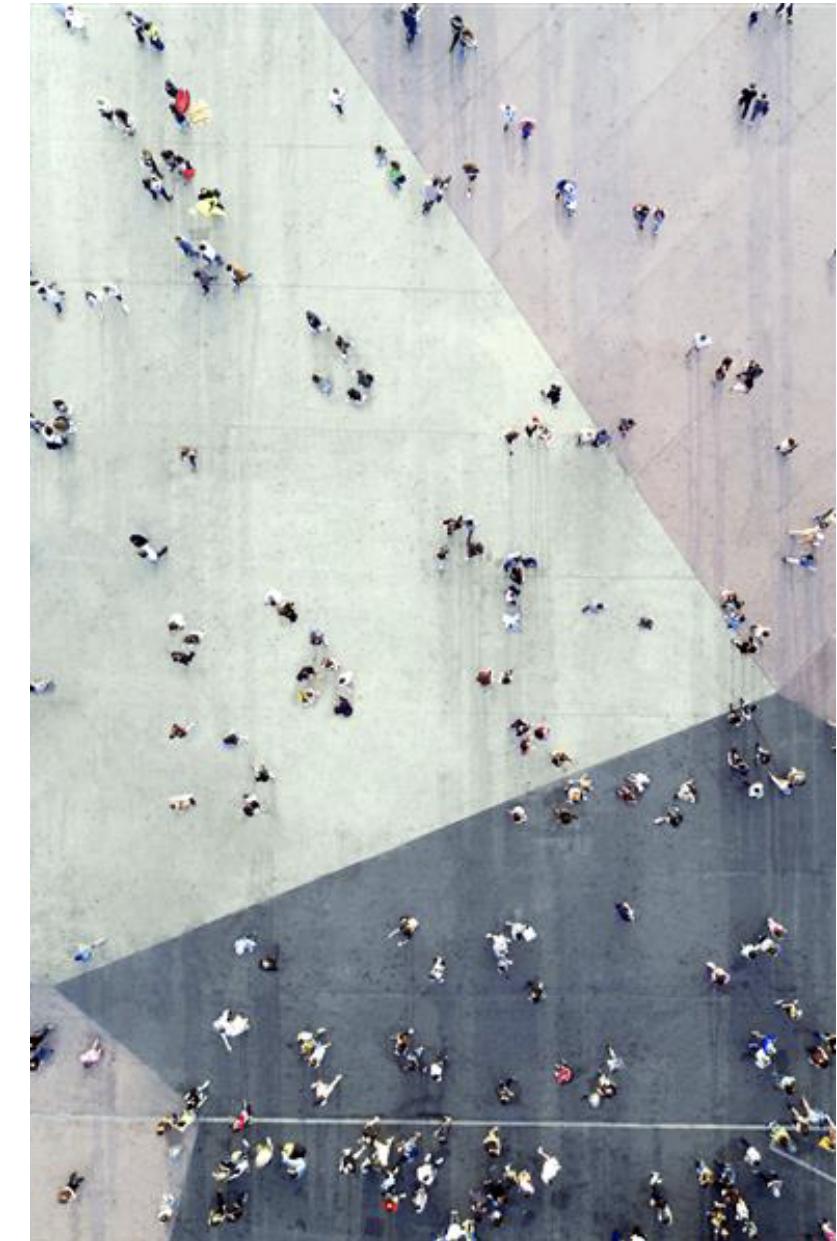
For information about assurance in comparative periods see ESG Addendum investors.vodafone.com/esg for information on assurance for 2023 and 2022 respectively.

² During the current year, information relating to 2020, 2021, 2022 and 2023 has been restated to reflect portfolio changes completed during FY23. See our ESG Addendum Methodology for more information on 'Portfolio changes'.

² Operations in Italy and Spain have been classified as discontinued operations in line with 'IFRS 5 - Non-current Assets Held for Sale and Discontinued Operations'. All remaining operations are reported as continuing operations. This disaggregation of information has been reflected in all comparative periods.

³ Includes data relating to our operations in Italy and Spain.

⁴ Information for prior periods is not presented as the organisational boundaries for financial reporting are not consistent with those used in the calculation of GHG emissions. For information about intensity metrics for prior periods, see our FY23 ESG Addendum (investors.vodafone.com/esg).



Scope 1 GHG emissions

These are emissions from operations under our operational control and include those from:

- Diesel, petrol and other fuel used by cars and commercial vehicles owned by Vodafone or leased for six months or more;
- Natural gas and other heating fuels used for space heating and hot water in our premises;
- Diesel and petrol used for generators in off-grid areas, or where back-up capacity is required; and
- Fugitive releases of refrigerants or fire suppressants used for air-conditioning or fire control systems in network buildings and offices.

Conversion factors from the UK government's Department for Business, Energy and Industrial Strategy have been used to calculate GHG emissions from other fuel sources such as diesel, petrol, natural gas and fuel oil as well as those from vehicles.

Scope 2 GHG emissions

These are emissions from electricity, heat, steam and cooling purchased to power our networks, technology centres, offices and retail stores.

We report two different Scope 2 emission values: one using a 'market-based' method and one using a 'location-based' method. The market-based method applies if we have operating companies in any countries where energy certificates or supplier-specific information are available. The method involves using an emissions factor that is specific to the electricity purchased. The location-based method involves using an average emissions

factor that relates to the grid on which energy consumption occurs. This usually relates to a country-level electricity, and where applicable district heating or cooling, emissions factor.

The following external factor sources have been used to calculate our market-based emissions:

Local market ¹	Source	Date of factor
Albania	Supplier Factor	2022/23
Czech Republic	Supplier factor	2022/23
DRC	IEA	2022
Egypt	Supplier factor	2022/23
Germany	Supplier factor	2022/23
Greece	Supplier factor	2022/23
Ireland	Supplier factor	2022/23
Italy	Supplier factor ²	2022/23
Lesotho	IEA (for Africa)	2022
Mozambique	IEA	2022
Portugal	Supplier factor	2022/23
Romania	Supplier factor	2022/23
South Africa	Supplier factor	2022
Spain	Supplier factor	2022/23
Tanzania	IEA	2022/23
Turkey	Supplier factor	2022/23
UK	Supplier factor	2022/23

Notes:

1. Relates to emissions for our operating companies, other factors are used for emissions from share services or other operations.

2. The IEA factor is used for the calculation of market-based emissions from district cooling.

Market-based emissions

Emissions are calculated using a kWh to CO₂e conversion factor based on one of the following sources (in order of the GHG Protocol hierarchy):

- Supplier conversion factors specific to our contract; these include some markets where supplies are 100% renewable, and where we have sought evidence of singularity of supply;
- Residual mix figures for 2022 – where the conversion factor reflects the removal of certificates, contracts and supplier-specific factors claimed by other organisations; and
- Location-based conversion factors as described below.

Location-based emissions

Emissions are calculated using a kWh to CO₂e conversion factor provided in the 2023 International Energy Agency ('IEA') emissions factor database which uses data for the 2022 calendar year where available (2021 is used if not available). For the calculation of emissions from district heating in Germany the Department for Food and Rural Affairs ('DEFRA') emissions factor is applied.

The emission factor for South Africa has been restated across all reported periods to apply the factor provided by the state-owned electricity provider to more accurately reflect the emissions.

Renewable electricity

We consider grid electricity to be purchased from renewable sources if the grid electricity used in our operation is matched with renewable energy certificates ('RECs'). RECs certify that power has been generated and added to the grid from a renewable source such as wind, solar or hydro. In addition, we purchase a growing proportion of our electricity directly from renewable generators through Power Purchase Agreements ('PPAs'). We also generate a small proportion of the electricity we use ourselves, for example through rooftop solar panels.

In some of the European countries where we operate, markets for purchasing renewable electricity (traceable using RECs) are not available. We match electricity used in these countries with RECs originating from grid-connected neighbouring markets. This means that the electricity used by our network in Europe is 100% matched with renewable sources.

The European markets where we match the grid electricity we use with RECs for the financial year ending 31 March 2024 are: Albania, Belgium, Czech Republic, France, Germany, Greece, Hungary, Ireland, Italy, Luxembourg, the Netherlands, Portugal, Romania, Spain and the United Kingdom.

Renewable electricity includes all renewable electricity from third-party suppliers which is traceable to Vodafone through a signed contract or provision of surrendered RECs. Renewable electricity excludes RECs passed on and retired by a third party.

Scope 3 GHG emissions

The GHG Protocol Corporate Standard defines 15 categories of Scope 3 emissions. All 15 categories have been assessed for inclusion within our reporting, where categories are excluded because there are no emissions, this is reviewed annually to ensure it remains valid and as part of our continued efforts to improve transparency and completeness of disclosure for our total GHG emissions footprint.

We are committed to continual improvement in the quality and completeness of our Scope 3 emissions data inventory. We partner with carbon accounting specialists at The Carbon Trust to model and calculate our annual Scope 3 emissions. The Carbon Trust are experts in sustainability and carbon reporting who support us in identifying improvements to the completeness and accuracy of the input datasets and making improvements to methodology in line with emerging industry best practice.

This year we have completed a review of our methodologies resulting in restatement of our Scope 3 emissions for all reported periods. This was undertaken to improve our data quality and estimation approach alongside the need to reflect portfolio changes and latest developments in industry standards and emission factors.

The methodological changes made this year are considered to be insignificant.

As the methodology for measuring Scope 3 GHG emissions is still developing and industry standards may change, we will continue to evolve our methodology, and this may result in a need to amend or update our disclosures and/or our ESG ambitions, goals, commitments and/or targets or our evaluation against these.

We calculate our emissions for upstream and downstream transportation and distribution using a hybrid approach of spend-based and product specific data, which does not differentiate between upstream and downstream transportation and distribution activities.

In 2022 we improved our calculation methodology to enable emissions from capital goods and transportation and distribution to be reported separately from purchased goods and services. Prior to 2022, emissions from capital goods were included in the data reported for purchased goods and services together with emissions from all transportation and distribution.

The table below provides a breakdown of our Scope 3 emissions alongside an overview of the methodology for our Scope 3 calculations. Where the UK Government Department for Business, Energy and Industrial Strategy ('BEIS') emission factors are referenced, these refer to the conversion factors for company reporting of greenhouse gas emissions (published by BEIS in June 2023).

1. Purchased goods and services

Emissions from the extraction, production and transportation of goods and services purchased by Vodafone (through operating expenditure).

We use a hybrid approach to calculating Scope 3 category 1 emissions.

For the majority of purchased goods and services, we use a spend-based approach whereby our procurement spend on each product category is multiplied by a corresponding environmentally extended input-output ('EEIO') emission factor (drawn from third-party EEIO datasets).

For a sub-set of purchased goods, namely mobile phone devices that are purchased from original manufacturers for retail to our customers, we use a product-specific approach, whereby the units of product purchased are multiplied by a corresponding cradle-to-gate product carbon footprint ('PCF'). The PCF data is drawn from EcoRating datasets.

For a sub-set of purchased services procured from 20 service-based suppliers, we use a supplier-specific approach whereby our procurement spend on each supplier is multiplied by the supplier's organisational carbon footprint intensity (market-based Scope 1 and 2 plus upstream Scope 3 emissions) in tCO₂e/mUSD, as disclosed through publicly available 2023 Climate Disclosure Project ('CDP') disclosures.

Changes made to the methodology this year include:

- Further improvements to the mapping of EcoRating PCF data (to mobile handset models based on storage capacity and handset type e.g. smart or feature phone) applied to calculate emissions using the product-specific approach;
- Increased the number of suppliers where CDP disclosure data has been used; and;
- Recategorisation of spend data from Category 1 to Category 8 where the spend item relates to upstream leased assets..

2. Capital Goods

Emissions from the extraction, production and transportation of capital goods purchased by Vodafone (through capital expenditure).

We use a spend-based approach to calculating the emissions for capital goods purchased. Capital expenditure on each type of capital good is multiplied by a corresponding EEIO emission factor (drawn from third-party EEIO datasets).

Changes made to the methodology this year include:

- Recategorisation of spend data from Category 2 to Category 8 where the spend relates to upstream leased assets.

3. Fuel and energy-related activities

Emissions from the extraction, production and transportation of fuels and energy purchased by Vodafone and not already included in Scopes 1 and 2. It includes emissions from electricity transmission and distribution.

Upstream fuel and energy emissions are calculated by applying BEIS emission factors for upstream well-to-tank ('WTT') and transmission and distribution ('T&D') emissions to Vodafone's fuel and energy consumption data. International Energy Agency ('IEA') emissions factors are applied for international electricity consumption.

There were no significant changes to the methodology for this category for this year.

4. Upstream transportation and distribution

Emissions from the transportation and distribution of products purchased by Vodafone between the manufacturing location of our Tier 1 suppliers and our own operations.

We use a hybrid approach to calculating Scope 3 category 4 emissions.

For mobile phone devices that are purchased from original manufacturers for retail to our customers, we continued to use our original methodology for calculating these emissions. For these, we estimate the weight of products purchased based on desk-based research and multiply this by the distance between China (representing the origin location for the majority of our products) and the top five countries of purchased goods (representing the market destination of the majority of our products). A modal split of 5% air freight and 95% shipping has been assumed and average BEIS emission factors for freight have been applied to estimate emissions.

For all other goods purchased and sold, we estimate associated transportation and distribution emissions using a spend-based approach. These estimates account for transportation and distribution irrespective of whether it is upstream (category 4) or downstream (category 9). Therefore category 9 emissions are accounted for within this category.

Where CDP data is used to calculate category 1 emissions we do not disaggregate emissions data relating to transportation and distribution for those purchased services. The emissions from transportation and distribution related to those services are therefore accounted for within our category 1 emissions.

There were no significant changes to the methodology for this category for this year.

5. Waste generated in operations

Emissions from the disposal and treatment of waste generated by our activities.

Emissions are estimated by applying BEIS emission factors to tonnage of waste generated by our operations across all of our operating companies (not including post-consumer waste from our products). Where actual waste tonnage is not available, this is estimated by extrapolating a per full-time equivalent ('FTE') employee waste tonnage estimate, based on actual tonnage data for our UK operating company.

There were no significant changes to the methodology for this category for this year.

6. Business travel

Emissions from transportation of employees for business-related flights (air travel) and business-related travel by road and rail.

Air travel emissions are calculated based on the distance travelled multiplied by the air travel emission factor for the corresponding ticket-class and flight length. Emission factors are drawn from the BEIS emission factors. The emissions factors applied were drawn from BEIS, for domestic (UK internal), international (non-UK), and long-haul and short-haul (to/from UK) flights. Data for the distance travelled is extracted from the database of Vodafone's third-party travel booking provider. Distance data is included for both outward and return legs of all flights booked with an outward departure date within the reporting period.

Rail travel emissions are calculated based on the distance travelled multiplied by a BEIS rail travel emission factor. Other business travel emissions are calculated based on Vodafone's spend (on road, bus and taxi travel) as measured through our travel expenses system, multiplied by corresponding EEIO conversion factors.

Changes made to the methodology this year include:

- Calculating hotel emissions based on number of nights stayed, previously this was based on spend, multiplied by corresponding EEIO or BEIS conversion factors.

7. Employee commuting

Transportation of employees between their homes and worksites and energy use from home working during the reporting year.

Emissions are estimated by multiplying the total number of employees (average FTE) per country by the estimated average distance travelled per day, estimated number of working days per year, estimated days working from the office and home per week, estimated proportion travelling by a particular mode of travel and energy use at home, and BEIS emission factors.

Changes made to the methodology this year include:

- Inclusion of working from home emissions based on the hybrid working policies in each of our operating companies.

8. Upstream leased assets

Operation of assets leased by Vodafone, including third-party network sites. This includes the relevant sites leased from tower companies.

The most significant upstream leased assets in Vodafone's value chain are radio base station sites leased from third-party tower companies. At the majority of these leased sites, Vodafone owns and operates radio equipment. The electricity consumed by equipment owned and operated by Vodafone falls within our operational control boundary and is therefore accounted for in our Scope 2 emissions. The energy consumption of ancillary equipment (or 'passive' equipment) at these leased sites, which is owned and operated by the third-party landlord, is not within Vodafone's operational control boundary, and therefore contributes to Vodafone's Scope 3 category 8 emissions. These emissions are estimated based on the number of leased radio base station sites multiplied by the estimated average energy consumption of passive equipment, multiplied by the location-based emissions factor corresponding to the location of the site. The estimated average energy consumption of passive equipment is based on energy consumption data (electricity and diesel) of passive equipment at radio base station sites owned and operated by Vodafone.

Changes made to the methodology this year include:

- Recategorisation of spend data from Categories 1 and 2 to Category 8 where the spend relates to upstream leased assets.

9. Downstream transportation and distribution

Transportation of sold products from the point of sale to the customer.

Where transportation of sold products is paid for by Vodafone (through the procurement of services from third-party logistics suppliers), the corresponding emissions are accounted for within Scope 3 category 4. On the basis that downstream transportation and distribution activities (which generally occur within country) are not significant compared to upstream transportation and distribution activities (which generally involve international freight), the emissions for this category have not been disaggregated to account for downstream transportation and distribution separately from upstream transportation and distribution.

There were no changes to the reporting for this category for this year.

Therefore, no emissions are reported against this category.

10. Processing of sold products

Downstream processing of sold products (prior to use phase).

Vodafone does not sell products that require further processing before use. Therefore, this category of emissions is not relevant and no emissions are reported against this category.

There were no changes to the reporting for this category for this year.

11. Use of sold products

Emissions from the use of goods and services sold by Vodafone, principally from the energy used by network equipment, such as routers, and the energy required to charge mobile devices.

These emissions include the emissions from electricity required to use electronic devices that Vodafone sells, including mobile phone handsets, fixed line equipment (such as broadband routers) and other electronic devices. Emissions are calculated based on the number of devices, multiplied by the estimated average lifetime energy use of each device, multiplied by the location-based emissions factor in the country of product sale. The estimated average lifetime energy use of mobile phone handsets is drawn from EcoRating data sets, if available, or else from desk-based research of publicly available information on the energy use of similar devices. For all other devices, use-phase electricity consumption is estimated based on proxies for the average energy use of similar products (based on publicly available information).

These emissions do not include the emissions from the use of SIM cards sold by Vodafone, on the basis that SIM cards can be used in a wide range of equipment with a wide range of electricity consumption and do not themselves create emissions.

Changes made to the methodology this year include:

- Improved use-phase electricity consumption data based on storage capacity of mobile handsets.

12. End-of-life treatment of sold products

Waste disposal and treatment of products sold by the reporting company at the end of their life.

These emissions are calculated based on the estimated weight of products sold by end-of-life disposal channel (based on average rate of waste electronic recycling versus landfill), multiplied by the corresponding BEIS emission factor for each end-of-life channel. The average rate of waste electronic recycling versus landfill is calculated using the average recycling rates in four of our markets (Germany, UK, Italy, Spain), based on desk research of publicly available information.

There were no significant changes to the methodology for this category for this year.

13. Downstream leased assets

Emissions from the use of products or equipment leased to third parties.

No emissions have previously been reported against this category.

We have reported emissions from downstream leased assets for the first time this year and in all reported periods. This is based on the leased revenue reported in our financial statements. Emissions are calculated using the number of leased assets, multiplied by the lifetime electricity consumption and the corresponding IEA emission factor.

14. Franchises

Operation of franchises in the reporting year, not included in Scope 1 or 2.

Retail stores where Vodafone has operational control (including ability to specify the equipment installed in the store and how it is operated, irrespective of whether the store is owned or leased by Vodafone) fall within our operational control boundary and are therefore accounted for in our Scope 1 and 2 emissions.

Vodafone operates a franchise model in some of its markets, where retail stores are not under Vodafone's operational control, and where the energy required to operate the store is primarily determined by the decisions of a third-party franchisee. These franchised retail stores fall outside Vodafone's operational boundary and are therefore accounted for in our Scope 3 emissions. These emissions are calculated by multiplying average energy use per retail store (based on the average electricity and natural gas use in retail stores in Germany) by the corresponding IEA and BEIS emission factors for that country, multiplied by number of franchise retail stores in each market.

There were no significant changes to the methodology for this category for this year.

15. Investments

Emissions from activities financed by Vodafone through investments in joint ventures and associates where Vodafone has significant influence.

Emissions from joint ventures and associates are calculated based on Vodafone's equity ownership and the corresponding proportion of the company's Scope 1 and 2 emissions. In FY24, these investments included network operators in Australia, the Netherlands, India, Ethiopia, Kenya and infrastructure partners in India.

The company's carbon emissions are based on the latest available annual carbon footprint data, either provided directly to Vodafone through engagement with the investee company, or from publicly disclosed company carbon reporting for the latest available reporting year. A proportion of the total annual Scope 1 and 2 emissions of the investee company is reported based on our equity share as at the end of the reporting period.

Scope 3 emissions from investee companies are not currently included in this category as we have not yet been able to determine the significance of the Scope 3 emissions to each investee company's total emissions.

There were no significant changes to the methodology for this category for this year.

Carbon enablement

Carbon enablement – GHG savings for customers enabled by our green digital solutions

Over the last few years Vodafone has been estimating the potential global carbon abatement impact of their products and services with the support of The Carbon Trust, an external consultant.

Carbon abatement, also known as enablement or avoided emissions, is an estimated measurement of carbon savings resulting from the use of products and services. It is specifically the measurement of the avoidance or reduction of greenhouse gas emissions that would otherwise have occurred had these connections and services in these use cases not been in place.

An estimate of the carbon abatement impact for each use case is calculated by multiplying product volume (e.g., number of IoT connections) by a carbon abatement factor.

A use case is a proposition within Vodafone's business customer portfolio that has the potential to reduce carbon emissions (e.g., Smart metering, Fleet management, Health-care monitoring).

Vodafone has been working with The Carbon Trust to define and identify these use cases, develop methodologies and estimate the associated carbon abatement impact by applying a carbon factor to each use case. The Carbon Trust is a third-party expert in the field of carbon measurement, and we rely on their expertise to determine the carbon abatement potential of the use case.

The carbon abatement factor for each use case is mainly informed by either an external study, an internal Vodafone study or documented expert assumptions. For use cases where the location of the connection is relevant to the carbon abatement factor, a country-specific input is included (e.g., for Fleet Management, the carbon abatement factor includes average annual emissions for a car in the country where the connection is located). For countries where insufficient data is available, proxies or other assumptions have been substituted.

We strive to develop measures of carbon enablement through collaboration with carbon experts and technology sector industry peers. As the science of measuring carbon enablement develops, we recognise ongoing limitations with our current approach, and will continue to evolve our methodology to address them in light of emerging industry standards. These limitations include:

- We measure carbon abatement on a gross estimate basis. This means that the carbon emissions avoided are not net of the lifecycle carbon emissions of the product or service itself.
- We do not account for any potential rebound effects. This means we do not measure any possible emissions associated with unintended changes of behaviour that could result from the implementation of the products or services.

As the methodology for measuring carbon enablement emissions is still developing and industry standards may change, we will continue to evolve our methodology. This may result in a need to amend or update our disclosures and/or our ESG ambitions, goals, commitments and/or targets or our evaluation of progress against these.

We do not claim to be solely attributable for the carbon emissions avoided by the products and services we sell. Rather, we calculate carbon abatement so that we can better understand the potential scale of the carbon emissions that could be avoided, as a measure of how Vodafone contributes to the decarbonisation of society.

Our carbon enablement metric has not been externally assured this year. Our carbon enablement target and metrics are currently under review in light of evolving methodologies for measuring the 'net carbon impact' of digital solutions.

Fleet Management Solutions	Description	Carbon abatement mechanism
Cars Average car: 117 kgCO ₂ e/connection	Car fleet management is primarily used for satellite navigation and feedback on driver behaviour. This includes fleet management systems which may be used for optimised routing and avoiding congested areas, reducing fuel consumption, and telematics systems, which can offer real time feedback to drivers.	The implementation of fleet management systems enables optimised routing and dispatching of vehicles, improved driving behaviour and reduced fuel consumption that leads to carbon reduction. Fuel savings per vehicle due to the fleet management system are assumed to be 6% for cars and 5% (when adjusted to eliminate potential double counting of avoided emissions associated with the Connected Car use case, which is listed as a separate use case).
Heavy goods vehicles ('HGVs') Average HGV: 1,967 kgCO ₂ e/connection	HGV fleet management is primarily used for satellite navigation and feedback on driver behaviour. This includes fleet management systems which may be used for optimised routing and avoiding congested areas, reducing fuel consumption, and telematics systems, which can offer real time feedback to drivers.	The implementation of fleet management systems enables optimised routing and dispatching of vehicles, improved driving behaviour and reduced fuel consumption that leads to carbon reduction. Fuel savings per vehicle due to the fleet management system are assumed to be 6% for HGVs.
Light goods vehicle ('LGVs') Average LGV: 282 kgCO ₂ e/connection	LGV fleet management is primarily used for optimised delivery and dispatch routing, fuel consumption tracking, and monitoring of driver performance. Fleet management systems optimise delivery and dispatch routing, minimising unnecessary journeys, while telematics systems can offer real time feedback to drivers.	The implementation of fleet management systems enables optimised routing and dispatching of vehicles, improved driving behaviour and reduced fuel consumption that leads to carbon reduction. Fuel savings per vehicle due to the fleet management system are assumed to be 6% for LGVs.
Bus Average bus: 2,443 kgCO ₂ e/connection	Connected telematics system that consist of an in-vehicle unit (IVU) connected to a central server. This feeds back real-time information on the global positioning system ('GPS') location of the vehicle and may include other performance metrics such as fuel consumption and driver performance.	Connected buses can communicate with traffic light systems to prioritise bus routes, improving fuel efficiency. GPS location services can also be used to inform passengers of bus arrival times. Both features can help to increase bus patronage and improve emissions per passenger. Fuel savings per vehicle due to the fleet management system are assumed to be 6% for buses.
Mixed vehicles Average vehicle: 289 kgCO ₂ e/connection	Fleet management is primarily used for satellite navigation and feedback on driver behaviour. This includes fleet management systems which may be used for optimised routing and avoiding congested areas, reducing fuel consumption, and telematics systems, which can offer real time feedback to drivers.	The implementation of fleet management systems enables optimised routing and dispatching of vehicles, improved driving behaviour and reduced fuel consumption that leads to carbon reduction. Fuel savings per vehicle due to the fleet management system are assumed to be 6% for mixed vehicles.
Vodafone Business Fleet Analytics ('VBFA') Global average: 220 kgCO ₂ e/connection	VBFA gathers real-time operational data and actionable insights on fleet performance to maximise vehicle performance, keep employees safe and manage routes with connected intelligence and in doing so the solution reduces fuel consumption.	The implementation of fleet management systems enables optimised routing and dispatching of vehicles, improved driving behaviour and reduced fuel consumption that leads to carbon reduction. Fuel savings per vehicle due to the fleet management system are assumed to be 4.6%.

Electric Vehicle Solutions	Description	Carbon abatement mechanism
Electric vehicles ("EV") charging points Average EV private charging point: 1,318 kgCO ₂ e/connection Average EV public charging point: 6,865 kgCO ₂ e/connection Global average EV mixed charging point: 3,653 kgCO ₂ e/connection	IoT enabled EV charging points interact with electric vehicles or driver mobile apps to direct drivers to the most appropriate EV charging point, giving drivers the confidence to carry out more journeys in electric vehicles.	The use of an electric vehicle over a traditional fuelled vehicle has significant carbon savings. It is assumed each electric vehicle journey provided by the charging point replaces a car journey travelled in an average car with an internal combustion engine (i.e. petrol or diesel).
Healthcare Solutions Smart health care – remote patient monitoring Average remote patient monitor: 264 kgCO ₂ e/connection Cold Chain Logistics 53 kgCO ₂ e/connection	<p>Description</p> <p>Remote patient monitoring devices allow chronic or high-risk patients to be monitored within their own home. This prevents excess journeys to and from hospital by both patients and healthcare professionals, as well as freeing up hospital beds.</p> <p>Real-time data from connected data loggers, ensure effective monitoring of the refrigeration temperatures of medical supplies along the cold chain, which allows for intervention to take place if temperatures fall below the optimum level..</p>	<p>Carbon abatement mechanism</p> <p>The emissions associated with hospital stays (based on average emissions of a patient occupying a hospital bed per day) are avoided by allowing the patient to remain at home. There are also the avoided emissions from not having to make the car journey to and from the hospital.</p> <p>Optimised medical refrigeration monitoring, reduces wastage along the cold chain because of real-time temperature tracking and intervention.</p>

Other Transport and Logistics Solutions	Description	Carbon abatement mechanism
Satellite navigation Global average: 241 kgCO ₂ e/connection	Satellite navigation systems help drivers find the quickest route to their destination and, increasingly, are also able to advise on avoiding congestion.	Savings from reduced mileage and avoided stop-start driving. Real-time traffic information, enabled by IoT connections can deliver additional emission savings over and above the baseline of a stand-alone satellite navigation system. Assumed 8% in fuel savings enabled by satellite navigation.
Smart bins Global average: 5 kgCO ₂ e/smart bin	Municipal waste bins are linked to a computer server by IoT connections and update the server on a regular basis to relay information on how full the bins are, when the bins are full sensors trigger the system to include that particular bin in a collection round.	Smart bins allow optimised routing for the bin collections, which leads to reduced number of trips for the same waste collection, resulting in reduced fuel usage.
Taxi computers Global average: 473 kgCO ₂ e/connection	A central taxi dispatch and control system is able to communicate electronically with taxis and receive automatic updates on location of all taxis in a fleet, which allows for optimised dispatch of taxis.	Savings in distance travelled enabled by optimised dispatch of taxis across the fleet. Assumed 5% fuel savings per connection.
Usage-based car insurance Global average: 189 kgCO ₂ e/connection	Usage based car insurance involves collecting data telematics from vehicles to monitor how the vehicles are driven, offering feedback to the drivers for improvement of safety, efficiency and best practice.	Carbon savings will be due to reduced fuel consumption from improved driver behaviour as a result of feedback provided to the drivers, and the incentive for reduced insurance premiums. There are also carbon savings due to reduced number of accidents and the emissions associated with vehicle repairs.
Handheld terminals Global average: 470 kgCO ₂ e/connection	Handheld terminals are used in the route optimisation of delivery vehicles (LGVs). The route optimisation solution allows the most fuel-efficient route to be used to deliver the same service or number of deliveries.	Savings come from fuel efficiencies in shorter distances travelled due to the route optimisation. Fuel savings per delivery vehicle assumed to be 10% while using handheld terminals.
Connected car Global average: 302 kg CO ₂ e/connection	Connected car technology enables over the air software updates, allowing remote and immediate software updates (to correct issues). This helps reduce the need to call back cars to the service partners. It also allows for dynamic routing to reduce travel time and fuel/energy consumption. Remote monitoring reduces the change of damage parts with new parts (reduces carbon footprint for producing new or spare parts) and tyre management. Lastly, its start stop capability further reduces fuel consumption while driving.	Savings from reduced mileage and excess fuel consumption. Assumed 12.1% in fuel savings, this comes from a weighted average savings of cars pre and post 2019 as well as taking into consideration any potential double counting from fleet management. The fuel savings per mechanism are: 3.3% for adaptive cruise control, 1.5% for tyre pressure monitoring, 8.7% from general connected car savings and 2% from incremental telematics increases.

Smart metering solutions	Description	Carbon abatement mechanism
Commercial Global average: 1,798 kgCO ₂ e/smart meter	<p>IoT-enabled meters, which regularly record utility consumption (gas or electricity) and communicate the information back to the energy or utility company to allow remote reporting.</p> <p>Commercial settings also often have multiple smart meters to isolate different areas of consumption. Sub-meters and district heating are allocated under commercial smart meters.</p>	Smart meters in commercial property provide visibility to building managers as to where and when an organisation is consuming energy. Smart meters have been shown to lead to energy savings, as consumption can be better monitored and optimised. The electricity and gas use avoided per commercial building with a smart meter were assumed to be 16.8% (based on publicly available research of commercial building metering).
Residential Global average for residential gas: 29 kgCO ₂ e/connection Global average for residential electricity: 98 kgCO ₂ e/ connection Global average for residential dual fuel customers: 127 kgCO ₂ e/ connection Global average for residential mixed metering: 69 kgCO ₂ e/connection	<p>IoT-enabled meters, which regularly record utility consumption (electricity or gas) and communicate the information back to the energy or utility company to allow remote reporting.</p>	Smart meters are seen as an important tool to reduce domestic utility consumption and manage utility networks more efficiently. Many studies have demonstrated that the installation of smart meters and associated initiatives have resulted in energy consumption reductions. The electricity use avoided per residential home with a smart meter were assumed to be 3.5%, and 3% for gas use (based on Vodafone industry insights research).
Mixed metering Global average range: 45-160 kgCO ₂ e/connection	<p>IoT-enabled meters, which regularly record utility consumption (gas and/or electricity) and communicate the information back to the energy or utility company to allow remote reporting.</p> <p>Mixed metering includes mixed electricity and gas meters, mixed commercial and residential electricity meters, and mixed commercial and residential gas meters.</p>	Smart meters are seen as an important tool to reduce domestic utility consumption and manage utility networks more efficiently. Many studies have demonstrated that the installation of smart meters and associated initiatives have resulted in energy consumption reductions. For customer with a relatively low level of consumption but for which the metering type (residential or commercial) was not known, a mixed metering abatement factor was applied representative of a weighted average of emissions avoided from residential and commercial metering solutions).

Other green solutions	Description	Carbon abatement mechanism
Street lighting Global average: 9 kgCO ₂ e/connection	IoT enabled street lighting allows variable levels of lighting depending on the time of day and the extent to which people are nearby.	The carbon saving is achieved through avoiding the use of streetlights when it is not necessary. Lower levels of street lighting may be used in less busy areas. Emissions avoided are from the reduced use of electricity.
Connected E-mobility Global e-bike average: 162 kgCO ₂ e/connection Global e-scooter average: 187 kgCO ₂ e/connection Global mixed e-mobility average: 167 kgCO ₂ e/connection	IoT connection for electric scooters and electric bikes that are used instead of the normal mix of transportation (car, public transport, walking etc.).	Vodafone provides IoT connections for e-vehicles such as e-scooters and e-bikes. Avoided emissions arise from customers that opt to use electric vehicles instead of using cars or some forms of public transport. The avoided emissions are calculated based on the fuel use from the journey avoided using the alternative mode of transport.
Connected solar panels Global average: 18 kgCO ₂ e/SIM	Solar panels connected through SIM cards.	The IoT-enabled network of solar panels communicate if there is a fault and can raise alarm if the system crashes. Having the connected solar panels allows technicians to remotely restart the system without having to travel to the solar park, reducing truck roll. This results in the avoidance of emissions associated with the saved fuel from not having to be at the solar park to restart the system.
Device Lifecycle Management ('DLM') Green Global phone range: 20 – 44 kgCO ₂ e/device Global tablet range: 37 – 82 kgCO ₂ e/device	The DLM Green scheme supplies and manages Vodafone's customers with leased mobile phones and tablets, which are refurbished and resold at the end of the lease. The device leases range from 12-36 months.	The devices are refurbished and redistributed (or recycled) at the end of the lease period. The devices' lifespan is effectively extended. Avoided emissions are enabled as the devices lifecycle emissions are spread over a greater period of time, and through their redistribution as refurbished products, the production of a new device (and associated lifecycle emissions from the extraction of raw materials, production and manufacture, transportation and distribution etc.) is avoided.

Other green solutions	Description	Carbon abatement mechanism
Software defined wide area network ('SD-WAN') Global average: 46 kgCO ₂ e/site	Vodafone's connectivity enables its customers to switch from traditional wide area network ('WAN') to SD-WAN networks in their sites. The solution allows for optimised logistics, reduced on-site equipment as well as remote management capabilities.	The switch and replacement of traditional WAN devices with Vodafone's SD-WAN cloud-based devices reduces the number of equipment and logistics. Dematerialisation reduces the overall energy consumption of the SD-WAN solution which translates to carbon savings. The remote management capabilities enabled by the cloud-based network reduces the number of site visits required per year. Reduced travel to and from the sites leads to reduced fuel consumption.
Software defined local area network ('SD-LAN') Global average: 239 kgCO ₂ e/site	Vodafone's connectivity enables its customers to switch from traditional LAN to SD LAN networks in their sites.	There is a reduction in on-site equipment for customers as traditional LAN controller devices are replaced with a Cloud-based solution, in turn this results in a reduction in energy consumption.
Water leak detection 742 kgCO ₂ e/connection	Vodafone's narrow-band IoT service enabled acoustic loggers (water sensors) allow for real time data to be transmitted to a control room. Detected leaks can therefore be rapidly responded to and repaired.	The annual reduction in leakage enabled by streamlined repairs saves water which would have otherwise been lost from the network. There are carbon savings associated with this retained water as less water needs to be processed each day reducing the energy consumed daily.
Working from home (avoided commuting) Global average: 312 kgCO ₂ e/license	Vodafone's connectivity enables access to remote working and collaboration platforms. Using these platforms, companies can allow employees to work from home, avoiding or reducing the need to commute to and from their usual workplace.	This avoidance or reduction in commuting results in a decrease in transport related fuel and energy consumption and its associated emissions. While commuting patterns vary by country, the avoided travel emissions typically come from the reduced fuel consumption of cars or trains.
Smart parking 15 kgCO ₂ e/parking space	IoT enabled smart parking spaces with sensors identify free spaces for users and provide routing options. This optimises parking operations and reduces the time and fuel consumption wasted searching for parking, leading to a reduction in emissions.	IoT enabled smart parking spaces with sensors lead to carbon savings by reducing the time spent by vehicles searching for parking spaces and therefore lead to reduced fuel consumption and reduced emissions.
Cloud & hosting – Vodafone data centres United Kingdom: 56 kgCO ₂ e/VM	Vodafone provides shared centralised data centre hosting services through the data centres they own and manage.	The carbon savings are due to efficiencies of operation within a dedicated managed data centre environment, compared to on premises computing facilities. This being primarily from increased utilisation of servers through virtualisation, and improved power usage effectiveness (PUE). This results in a reduction in electricity use per data server, and associated reduction in emissions.

Other green solutions	Description	Carbon abatement mechanism
Germany: 35 kgCO₂e/VM Ireland: 27 kgCO₂e/VM		
Cloud & hosting – Equinix data centres 60 kgCO₂e/VM	Equinix provides shared centralised data centre hosting services that Vodafone customers are transferred to.	The carbon savings are due to efficiencies of operation within a dedicated managed data centre environment, compared to on premises computing facilities. This being primarily from increased utilisation of servers through virtualisation, and improved PUE.
Cloud & hosting – colocation United Kingdom: 381,004 kgCO₂e/MW Germany: 304,020 kgCO₂e/MW Ireland: 219,898 kgCO₂e/MW	Vodafone offers a shared datacentre for customers to use that has a lower power usage effectiveness ('PUE') than on-site server use.	Carbon emissions are avoided through Vodafone's more energy efficient colocation solution, reducing electricity consumption compared to the average regional energy efficiency of datacentres. The savings are due to Vodafone's improved PUE. This results in a reduction in electricity use per square metre area of utilisation in the data centre, and associated reduction in emissions.
Call conferencing 0.15 kgCO₂e/minute	Call conferencing technology allows companies to conduct business remotely through call conferencing, from 2024 this includes International Voice data.	Call conferencing enables carbon savings through the reduction of emissions from travel for business purposes.

Energy use

Improving energy efficiency continued to be a strategic priority for Vodafone, to control both energy costs and GHG emissions. Energy use by our mobile access network, fixed-line network and technology centres accounted for 93% of our total global energy consumption across all operations. Energy efficiencies were achieved through a wide range of initiatives including modernisation of legacy equipment with new generation and highly efficient network equipment, new software functionality that reduces energy consumption in low-load conditions, improving energy efficiency in our data centres, digital solutions for energy optimisation, and rationalisation of our properties.

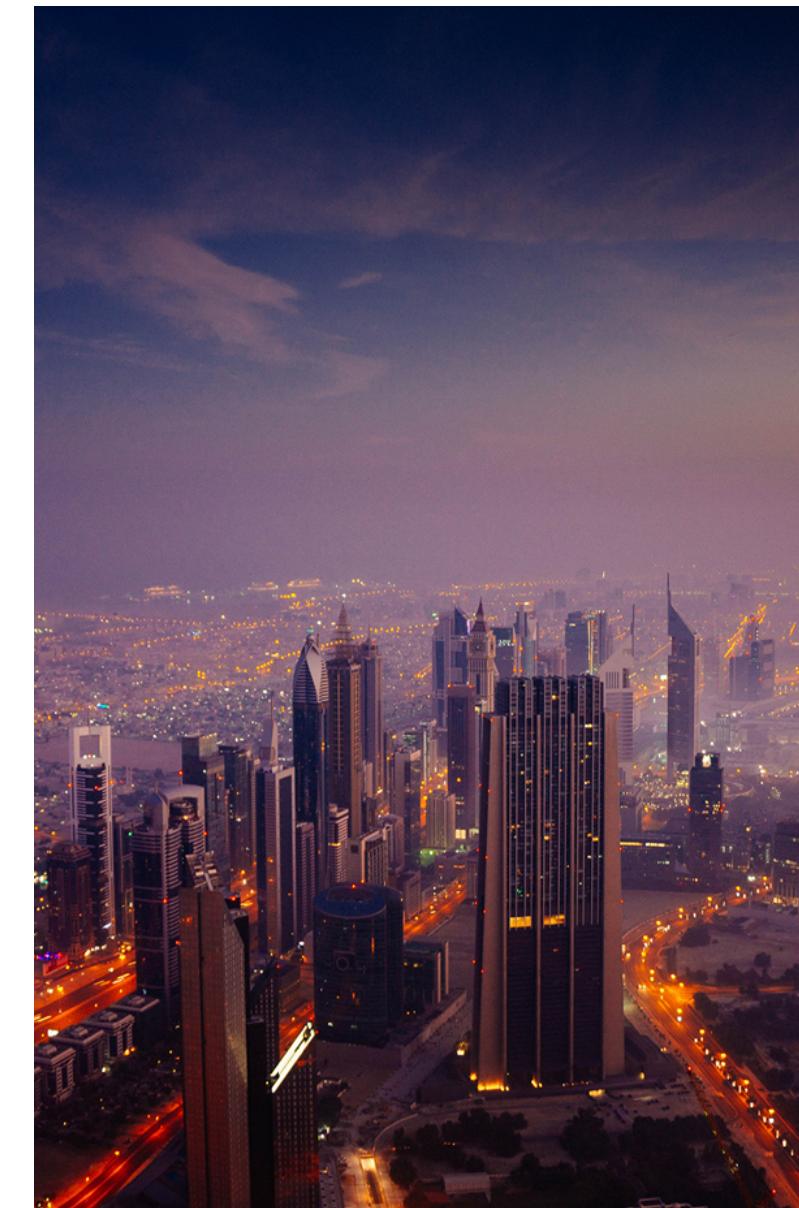
Energy Sources

GWh	2020	2021	2022	2023	2024
Total energy consumption from continuing operations¹	4,995	4,991	4,926	5,052	5,217
Renewable energy consumption from continuing operations ¹	430	1,620	2,759	3,083	3,504
Non-renewable energy consumption from continuing operations ²	4,565	3,371	2,168	1,969	1,713
Total energy consumption from discontinued operations	1,343	1,343	1,358	1,431	1,392
Renewable energy consumption from discontinued operations ¹	796	1,308	1,316	1,378	1,357
Non-renewable energy consumption from discontinued operations	547	35	43	53	35
Total energy consumption from all operations	6,338	6,334	6,284	6,484	6,609
Renewable energy consumption from all operations ¹	1,226	2,928	4,074	4,461	4,860
Non-renewable energy consumption from all operations	5,111	3,406	2,210	2,022	1,748

Notes:

1. Renewable transport includes only renewable electricity from charging points at office locations used to charge electric vehicles. It excludes any biofuel content in diesel or petrol vehicle fuel which is included in the non-renewable transport category.

2. Previously reported information has been restated to remove the estimate for electricity generated from stationary diesel and petrol generators using a conversion efficiency factor.



Renewable energy

The majority of the energy we use in our operations comes from purchased grid electricity. Our network also uses electricity generated by stationary generators, which are mostly powered by fossil fuels (diesel or petrol). Our fleet of vehicles is fuelled by a mix of diesel, petrol and, increasingly, purchased electricity. This year, we continued our efforts to phase out fossil fuels from our operations in favour of renewable energy sources.

Renewable energy¹

Percentage (%)	2020	2021	2022	2023	2024
Renewable grid electricity purchased (% of purchased electricity) (Europe) from all operations	33%	78%	96%	100%	100%
Renewable grid electricity purchased (% of purchased electricity) (Europe) from continuing operations	18%	66%	93%	100%	100%
Renewable grid electricity purchased (% of purchased electricity) (Europe) from discontinued operations ²	62%	100%	100%	100%	100%
Renewable grid electricity purchased (% of purchased electricity)					
(Group) from all operations³	23%	54%	77%	81%	88%
Renewable energy (% of total energy consumption)³	19%	46%	65%	69%	74%

Notes:

¹ 2024 Assured by KPMG LLP, see our ESG Addendum Methodology for further information. The information for comparative periods has been restated to reflect portfolio changes. For information about assurance in comparative periods see ESG Addendum investors.vodafone.com/esg for information on assurance for 2023 and 2022 respectively.

1. During the current year, information relating to 2020, 2021, 2022 and 2023 has been restated to reflect portfolio changes completed during FY23. See our ESG Addendum Methodology for more information on 'Portfolio changes'.

2. Includes data relating to our operations in Italy and Spain.

3. Includes all energy from electricity and fuels.

Waste and Water

Our goal is to reuse, resell or recycle 100% of our network waste by 2025. We consistently seek to manage our own waste impact in a responsible manner and support our customers with their efforts. All of our operations are required to follow our global waste policy, which includes minimum requirements on waste measures and prioritises the reuse, resale or recycling of surplus or obsolete network equipment. We aim to keep resources in use for as long as possible and then recover and reuse materials responsibly.

Waste Management

We report on the following waste generated from our network operations, which includes used telecommunications equipment and other waste equipment (including electrical and electronic equipment). Network waste excludes waste from activities not directly related to the operation of our network including waste from passive network infrastructure or waste that requires secure disposal.

Hazardous waste is excluded and reported separately.

Reuse is defined as the redeployment of used equipment from our network in one operating company to a network in a different operating company, or resale of used equipment for use by a third party.

Recycling is defined as the process where authorised third parties are contracted to recover certain materials from our network waste for treatment or re-processing so they can be converted into new materials or objects.

Disposed network waste refers to waste that cannot be reused or recycled and is therefore sent to landfill or incineration via a third-party waste management partner in line with our waste management policy.

We report our network waste information excluding data relating to reused batteries from reused network waste.

Devices

In accordance with our partnership with WWF we report on the number of used mobile phones collected for refurbishment and re-use recycling or donation of social causes.

Water usage

We report the total amount of water withdrawn from the following sources in cubic metres (M³):

- Surface water;
- Ground water;
- Seawater; and
- Third party water.

We also report the total amount of water withdrawn in water-stressed countries, based on the World Resources Institute ('WRI') Aqueduct database of water-stressed areas.

We report our water usage excluding bottled water and rainwater collected.

Intensity Metrics

We report our carbon, energy and water intensity metrics which enables us to measure our energy efficiency over time. These metrics are calculated using the revenue figure reporting in our consolidated financial statements.

Environmental Accreditations

We continue to implement international standards for energy and environmental management systems across the Group to improve the way we manage our energy use and environmental impacts.

ISO 50001 is based on the management system model of continuous improvement also used for other standards such as ISO 9001 or ISO 14001. This makes it easier for organisations to integrate energy management into their overall efforts to improve quality and environmental management. It provides a framework of requirements for organisations to develop a policy for more efficient use of energy; fix targets and objectives to meet the policy; use data to better understand and make decisions about energy use; measure results; review how well the policy works; and continually improve energy management.

ISO 14001 is a systematic framework to manage the immediate and long-term environmental impacts of an organisation's products, services and processes to help organisations: minimise their environmental footprint; diminish the risk of pollution incidents; provide operational improvements; ensure compliance with relevant environmental legislation; and develop their business in a sustainable manner.

We report on our environmental accreditations using ISO140001 and ISO50001, using the accreditation scope defined by the relevant accreditation body in each country.

Empowering people

- 29** Closing the digital divide
- 30** Financial Inclusion

Closing the digital divide

We believe everyone should fully benefit from the digital society, regardless of who they are or where they live. However, with a third of the world's population still offline, a digital divide between the connected and unconnected persists. We focus on overcoming the main barriers to connectivity by increasing network coverage, increasing access to smart devices, and providing services aimed specifically at bringing more women online.

4G population coverage

This KPI measures the proportion of the nationwide population that is within range of a 4G mobile network with sufficient radio signal strength in outdoor scenarios for a user's mobile device to remain connected to the network and be able to receive downstream (from the Internet to the device) data at a throughput rate of at least 1Mbps.

A data rate of at least 1Mbps is considered as the minimum required for users to connect to the Internet for the purposes of web-browsing, using online applications as well as to provide a basic level of video streaming.

As the data rate on a mobile device is directly linked to the radio signal strength it receives, we are able to calculate the minimum signal strength required to support the minimum threshold of 1Mbps.

We use radio planning tools to map out the population spread and densities as well as terrain criteria by using 3rd party databases containing this information for a specific country or region. We use this tool to identify optimum locations to build a

new radio base station site as well as to optimise the existing network to ensure our customers enjoy a reliable and consistent data experience.

By mapping all our radio base station sites and their individual technical characteristics such as antenna direction and radio signal strength for example within the tool, we are able to calculate the proportion of the population within a country or geographic area who will typically obtain sufficient radio signal strength for their device to maintain a downstream data rate of at least 1Mbps.

On-net gigabit connections

We report the number of fixed access networks in Europe where the Group owns and manages the active equipment which is capable of downloading data at a rate of at least one gigabit per second (1Gps). We use our inventory database of fixed access networks to identify the number of gigabit capable connections; industry standard DOCSIS 3.1 and Fibre to the Premise (FTTP).

5G availability

We report the number of countries where the Group provides a commercially live 5G service from at least one radio access site and the number of cities with a population over 100,000 with this service. Commercially live 5G services are defined as those where customers are able to obtain 5G access and use it to send or receive mobile traffic over the 5G network. We use our inventory database and radio planning tools to identify the locations of 5G services and to map out the population spread for a specific country or city.

IoT SIM connections

We report the number of IoT SIM connections that are assigned to an external customer as at 31 March of the reporting year.

Number of unique users accessing Vodafone's V-Hub service

The V-Hub service is designed to support self-employed people and small businesses. We report the cumulative number of unique users who have accessed Vodafone's V-Hub service since it launched in July 2020.

A 'user' of the service is a unique visitor to the V-Hub website, tracked by analytics software – this could be an individual or a business.

'Access' is a single instance of entering a page on a V-Hub website. The metric covers all locations that have launched V-Hub in:"

- All European operating companies;
- The Netherlands;
- South Africa;
- Egypt; and
- Turkey.

Number of farmers registered on agricultural platform (millions)

We report the total number of farmers and commercial farms using one or more of our agriculture platform. The total number is the cumulative number of unique active users (identified by mobile phone number) per product. This accommodates seasonal use of select platforms.

Provided by Mezzanine:

- MYFARMWEBTM;
- eVuna (dairy management; seasonal; vouchering and marketplace)

Provided by Vodacom Tanzania:

- M-Kulima

Financial inclusion

We offer the below financial service-related solutions, which are considered as being in line with the World Bank definition of financial inclusion:

- M-Pesa (or equivalent)
- VodaSure insurance
- VodaLend – Business loans and cash advance
- VodaPay

Financial inclusion customers are defined as the unique number of 30-day active customers holding one or more of the products listed above. A customer may hold multiple qualifying products however will only be counted once as a 'unique customer'. These are measured at a point in time, on 31 March in each reported year.

Mobile money (M-Pesa or equivalent)

M-Pesa is a simple, secure, inexpensive and convenient solution now offered to customers across eight markets: the Democratic Republic of the Congo, Egypt, Ethiopia Kenya, Lesotho, Mozambique, South Africa and Tanzania. The service enables customers to send, receive and store money via a basic mobile phone and, more recently in some markets, using a smartphone app, safely and securely.

In most markets, this solution is branded as M-Pesa. However, in some markets (e.g. Egypt) the same mobile money transfer service is branded as 'VF Cash'.

M-Pesa (or equivalent) customers are defined as those who have used their account (to check their balance or to initiate a financial transaction) within the last 30 days. M-Pesa agents (or equivalent) are defined as companies or persons authorised to offer cash deposit or redemption services to customers. M-Pesa (or equivalent) merchants are defined as companies that accept M-Pesa (or equivalent) as one of their methods of payment. These are measured at a point in time, at 31 March in each reported year.

Maintaining Trust

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Integrity is core to who we are and how we act at Vodafone. Recognising that digitisation can be disruptive and pose new challenges, we want to be a trusted partner to customers, employees, suppliers and the communities we serve in the digital society. We protect their data, ensure that services are delivered securely and responsibly, and provide guidance on how to navigate new technology. We respect human rights across all our operations, and proactively manage risks in our supply chain.

We continue to foster a diverse and inclusive global workforce that reflects the customers and societies we serve. We behave responsibly and transparently and always strive to uphold the highest industry standards.

People

We report the average headcount in our direct operations for the financial year. This is calculated using monthly headcount information which is averaged for the year and includes both employees and contractors.

Employees are individuals holding a permanent or fixed term employment contract with Vodafone and paid via company payroll.

Contractors include:

- Individuals that provide a service for a fixed period of time and are employed by a company or agency that contracts with Vodafone for the provision of the service; and
- Temporary workers who are supervised by Vodafone employees, not paid via company payroll but are employed and paid via an agency.

All headcount figures exclude Associates and Joint Ventures and include any acquisitions or disposals in the year pro-rated from or to the date of the transaction.

Contract type, employee turnover and footprint disclosures are based solely on employees average headcount and excludes contractors.

Headcount¹

	2020	2021	2022	2023	2024
Employee nationalities	128	137	146	146	146
Average number of employees from continuing operations	78,346	80,952	81,563	83,186	85,887
Average number of contractors from continuing operations	10,954	10,455	8,775	8,225	6,848
Average headcount from all direct continuing operations	89,300	91,407	90,337	91,410	92,735
Average number of employees from discontinued operations ²	9,673	9,473	9,444	9,283	8,747
Average number of contractors from discontinued operations ²	35	6	4	2	2
Average headcount from all direct discontinued operations ²	9,708	9,479	9,447	9,285	8,749
Average number of employees from all direct operations	88,019	90,425	91,006	92,468	94,634
Average number of contractors from all direct operations	10,989	10,461	8,779	8,227	6,850
Average headcount direct operations	99,008	100,886	99,785	100,695	101,484

Notes:

1. During the current year, information relating to 2020, 2021, 2022 and 2023 has been restated to reflect portfolio changes completed during FY23. See our ESG Addendum Methodology for more information on 'Portfolio changes'.

2. Relates to operations in Italy and Spain.

Employee Turnover

We calculate employee turnover as the number of male or female leavers compared to total overall leavers during the reported year. Turnover of employees on fixed term and temporary contracts is included where the contract has terminated before the contractual end date.

Voluntary turnover is the departure of the employee by their own decision (which includes retirements and death-in-service), whereas involuntary turnover is the termination of employment by Vodafone.

Diversity and Inclusion

We are an inclusive employer and diversity is important to us. Our focus is on removing barriers to workplace equality and we are committed to developing a diverse and inclusive global workforce that reflects the customers and societies we serve.

Percentage of women in management and senior leadership roles

Calculation of progress against our target of 40% women in management and senior leadership roles includes the diversity figures for all management bands. Vodafone's definition of 'management' is aligned with the Willis Towers Watson guidance. The methodology refers to a management role as:

- The primary focus or purpose of the job and its key responsibilities relate to the management of people, projects, programmes, or processes;
- Incumbents' performance objectives are primarily focused on the work of the team, unit, project, programme or process that is being managed; and

- For people manager jobs, incumbents have full hire, fire, performance review, and pay decision-making accountability.

The diversity figures are based on the average number of employees (full-time/part-time) as at the end of the financial year. An employee is defined in the Headcount policy above and includes graduates and people on international assignments as well as people on work experience who are on the payroll or have been at Vodafone (or an operating company) for longer than six months. The numbers exclude pensioners and non-employees.

Race, ethnicity, and cultural heritage ('REACH') targets

We collect this information through our '#CountMeIn' initiative which encourages employees to voluntarily self-declare their diversity demographics. These include race, ethnicity, disability, sexual orientation, gender identity and caring responsibilities, in line with local privacy and legal requirements. sexual orientation, gender identity and caring responsibilities, in line with local privacy and legal requirements.

Health and Safety

Keeping people safe is one of the most important responsibilities we hold as an employer. Our ongoing focus is to provide a safe working environment for everyone working for and on behalf of Vodafone and the communities in which we operate.

We want everyone working with Vodafone to return home safely every day.

Our health and safety management system is based on international standards for occupational health and safety, is aligned to internationally recognised best practice, and always meets local requirements at a minimum. In addition, some of our

local markets have chosen to undergo certification to ISO 45001, the international standard for occupational health and safety.

We report in accordance with the Group Health and Safety policies and standards, all work-related incidents are reported through the Global Incident Reporting database. Investigations are proportionate to the severity of the incident. We report on employees and contractors in accordance with headcount reporting methodology (see Headcount section above).

Work-related injuries or ill health (excluding fatalities)

We report on work-related employee injury or illness (excluding fatalities) that resulted in days away from work (not including the day the injury occurred or the illness began). An injury or illness is work-related if an event or exposure in the work environment either caused or contributed to the resulting condition or significantly aggravated a pre-existing injury or illness.

Lost time incidents ('LTI')

Lost time incident ('LTI') is the term we use when an employee is injured while carrying out a work-related task and is consequently unable to perform regular duties for a complete shift or period of time after the incident. Lost time is equivalent to 1 working day.

Total recordable fatalities

A recordable fatality is a fatal incident that has been reported to the Chief Human Resources Officer and Head of Health, Safety and Wellbeing and their review of the completed investigation has concluded that the incident is within Vodafone control.

Responsible Supply Chain

We spend approximately €24 billion a year with approximately 8,000 suppliers around the world to meet our businesses and customers' needs across our network infrastructure, IT and services related to fixed lines, mobile masts and data centres that run our networks.

Board and Executive Committee

Appointments

The Nominations and Governance Committee ('the Committee') continues to ensure that the Board has an appropriate balance of skills, knowledge, experience and diversity so that it is effective in discharging its responsibilities and in having oversight of all matters relating to corporate governance.

Remuneration

The Remuneration Committee sets, assesses and recommends for shareholder approval the Remuneration Policy for Executive Directors, sets the remuneration of the Executive Directors and approves the remuneration for the Chair of the Board and members of the Executive Committee. It also reviews remuneration arrangements across the Group to ensure they are aligned with our strategy, support our purpose and celebrate the 'Spirit of Vodafone'.

Other information

35 GRI Index

35 UNGC

35 SFDR

36 Definitions

Global Reporting Initiative ('GRI')

Vodafone's ESG addendum 2024 and related reporting are in reference to the GRI standards: core option. The GRI Standards allow companies to report their material impacts for a range of economic, environmental and social issues.

United Nations Global Compact ('UNGC')

Vodafone's communication on progress is structured using the 10 principals of the United Nations Global Compact ('UNGC'). The UN now require online submission of this process and Vodafone's response can be accessed on the UNGC CoP platform¹.

SFDR Principal Adverse Impacts ('PAI') Indicators

We have prepared an Index in line with the European Union's Sustainable Finance Disclosure Regulation ('SFDR'), to help stakeholders navigate our disclosures easily and to assist investors who are required to collect information for their own disclosures on Principal Adverse Impacts ('PAI').

Note:

1. <https://unglobalcompact.org/participation/report/cop/advanced/469630>

Definitions

Term	Definition
#CountMeln	In November 2020 we launched the '#CountMeln initiative which encourages employees to voluntarily self-declare their diversity demographics. These include race, ethnicity, disability, sexual orientation, gender identity and caring responsibilities, in line with local privacy and legal requirements.
_VOIS	_VOIS (Vodafone Intelligent Solutions) has grown from a single entity service provider to a global purpose-driven company that provides a comprehensive portfolio of services to Vodafone and other telecommunications operators throughout the world.
3G	A cellular technology based on wide band code division multiple access delivering voice and faster data services.
4G	4G or long-term evolution ('LTE') technology offers even faster data transfer speeds than 3G.
5G	5G is the fifth-generation wireless broadband technology which provides better speeds and coverage than the current 4G.
Africa	Comprises the Vodacom Group (including Egypt).
AGM	Annual General Meeting
Agricultural platforms	Includes eVuna, Connected Farmer and MYFARMWEB.
Applications ('Apps')	Apps are software applications usually designed to run on a smartphone or tablet device and provide a convenient means for the user to perform certain tasks. They cover a wide range of activities including banking, ticket purchasing, travel arrangements, social networking and games. For example, the MyVodafone app lets customers check their bill totals on their smartphone and see the minutes, texts and data allowance remaining.
Carbon Disclosures Standards Board ('CDSB')	The CDSB is an international consortium of business and environmental non-governmental organisations ('NGOs'), which provides companies a framework for reporting environmental information with the same rigour as financial information.
Carbon abatement/enablement	Carbon abatement, also known as enablement or avoided emissions, is an estimated measurement of carbon savings resulting from the use of identified products and services.
Carbon intensity	Carbon intensity is a measure of carbon dioxide and other greenhouse gases (CO ₂ e) per specific product unit or financial output.
Climate Disclosure Project ('CDP')	CDP is a not-for-profit charity that runs the global environmental disclosure system for investors, companies, cities, states and regions to manage their environmental impacts.
Cloud/hosted services	This means the customer has little or no equipment, data and software at their premises. The capability associated with the service is run from the Vodafone network and data centres instead. This removes the need for customers to make capital investments and instead they have an operating cost model with a recurring monthly fee.
CO ₂ e	'CO ₂ e' or 'Carbon dioxide equivalent' is a term for describing different greenhouse gases in a common unit. For any quantity and type of greenhouse gas, CO ₂ e signifies the amount of CO ₂ which would have the equivalent global warming impact.
Common Functions	Comprises central teams and business functions.

Term	Definition
Conversion Factors	A conversion factor is a multiplier that describes the rate at which a given activity releases greenhouse gases ('GHG's) into the atmosphere.
Downstream activities	Downstream activities include emissions-producing activities required to consume Vodafone's products and services. These include those relating to the use of sold products and end-of-life treatment.
Electric vehicles ('EV')	EVs are vehicles that are either partially or fully powered on electric power.
Enablement ratio	The ratio of GHG emissions that our solutions enabled our customers to avoid to the Scope 1 and 2 greenhouse gas 'GHG' emissions from our own operations
Energy Intensity	Energy intensity is the amount of energy used to produce a given level of output or activity.
Europe	Comprises the Group's European businesses and the UK.
Fibre to the cabinet ('FTTC')	Involves running fibre optic cables from the telephone exchange or distribution point to the street cabinets which then connect to a standard phone line to provide broadband.
Fibre to the home ('FTTH')	Provides an end-to-end fibre optic connection the full distance from the exchange to the customer's premises.
Full time equivalent ('FTE')	Full time equivalent or FTE refers to the number of employee hours considered full-time.
GHG Protocol Standards	GHG Protocol provides greenhouse gas accounting standards, designed to provide a framework for businesses, governments, and other entities to measure and report their greenhouse gas emissions in ways that support their missions and goals.
Gigawatt hours ('GWh')	GWh is a unit of energy representing one billion (1,000,000,000) watt hours and is equivalent to one million kilowatt hours.
Global Positioning System ('GPS')	GPS is a satellite-based radio navigation system
Green Digital Solutions	Products and services that can help our customers reduce their carbon emissions and optimise efficiency.
Greenhouse gas 'GHG'	Greenhouse gases ('GHG') are gases in the earth's atmosphere that trap heat.
emissions	
High Speed Packet Access ('HSPA')	HSPA is an amalgamation of two mobile protocols—High Speed Downlink Packet Access ('HSDPA') and High Speed Uplink Packet Access ('HSUPA')—that extends and improves the performance of existing 3G mobile telecommunication networks.
International Energy Agency ('IEA')	The International Energy Agency is an autonomous intergovernmental organisation, that provides policy recommendations, analysis and data on the entire global energy sector.
Internet of Things ('IoT')	The network of physical objects embedded with electronics, software, sensors, and network connectivity, including built-in mobile SIM cards, that enables these objects to collect data and exchange communications with one another or a database.
ISO	International Organisation for Standardisation.
KWh	A kilowatt hour ('kWh') is a measure of how much energy is used per hour.

Term	Definition
Location-based	A location-based method reflects the average emissions intensity of grids on which energy consumption occurs.
LTM	Last twelve months.
Market-based	A market-based method reflects emissions from electricity that a company has purposefully chosen (or their lack of choice).
Mbps	Megabits (millions) of bits per second.
Metric tonne	A metric tonne is equal to 1,000 kilograms.
Mobile broadband	Mobile broadband allows internet access through a browser or a native application using any portable or mobile device such as smartphone, tablet or laptop connected to a cellular network.
MWh	A megawatt hour ('MWh') equals 1,000 kilowatts of electricity generated per hour and is used to measure electric output.
Net Promoter Score ('NPS')	Net Promoter Score is a customer loyalty metric used to monitor customer satisfaction.
Net zero	In line with the SBTi's Corporate Net Zero Standard, 'net zero' means that we will reduce our carbon emissions in absolute terms by 90-95% by our net zero target year (and in line with a science-based 1.5-degree pathway), and neutralise any residual emissions through high quality carbon offsetting.
Non-renewable	Non-renewable energy comes from sources that will run out or will not be naturally replenished in our lifetimes such as oil and gas.
Other Europe	Other Europe comprises Portugal, Ireland, Greece, Romania, Czech Republic and Albania.
Operating company	Group companies in countries where we had operational control during the year to 31 March 2024: Albania, Czech Republic, Germany, Greece, Ireland, Italy, Portugal, Romania, Spain, Turkey, UK and Vodacom Group and its subsidiaries in the DRC, Egypt, Lesotho, Mozambique, South Africa and Tanzania;
Partner Markets	Markets in which the Group has entered into a partner agreement with a local mobile operator enabling a range of Vodafone's global products and services to be marketed in that operator's territory and extending Vodafone's reach into such markets.
pps	Percentage points.
Product carbon footprint ('PCF')	A product carbon footprint ('PCF') is a means for measuring, managing and communicating greenhouse gas ('GHG') emissions related to goods and services.
RAN	Radio access network is the part of a mobile telecommunications system which provides cellular coverage to mobile phones via a radio interface, managed by thousands of base stations installed on towers and rooftops across the coverage area, and linked to the core nodes through a backhaul infrastructure which can be owned, leased or a mix of both.
RE100 technical guidance	RE100 is the global corporate renewable energy initiative bringing together businesses committed to 100% renewable electricity. As a member Vodafone reports annually to the initiative.
Renewable	Renewable energy is energy that comes from a source that won't run out. They are natural and self-replenishing, and usually have a low- or zero-carbon footprint for example solar or wind power.

Term	Definition
Renewable energy certificates ('RECs')	Renewable energy certificates ('RECs') are a market-based instrument that certifies the bearer owns one megawatt-hour (MWh) of electricity generated from a renewable energy resource.
Science Based Targets initiative ('SBTi')	The SBTi is a collaboration between the CDP, the United Nations Global Compact ('UNGC'), WRI and the World Wide Fund for Nature ('WWF'). It defines and promotes best practices in emissions reductions and net-zero targets in line with climate science.
Scope 1	Scope 1 covers direct emissions from owned or operationally controlled sources
Scope 2	Scope 2 covers indirect emissions from the purchase and use of electricity, steam, heating and cooling in our owned or operationally controlled activities.
Scope 3	Scope 3 includes all other indirect emissions that occur in the upstream and downstream activities.
Supplier factor	The emissions factor reported by the utility provider.
Task Force on Climate-related Financial Disclosures ('TCFD')	TCFD is a global framework for companies and other organisations to develop more effective climate-related financial disclosures through their existing reporting processes.
The Carbon Trust	The Carbon Trust provides independent certification and assurance services in sustainability.
UK Streamlined Energy and Carbon Reporting ('SECR')	The UK Streamlined Energy and Carbon Reporting (SECR) policy requires organisations to share energy use and carbon emissions information in their annual reports.
Upstream activities	Upstream activities include all emissions-producing activities required to produce Vodafone's products and services. These include the purchase of goods from manufacturers and transportation costs.
Vodafone Business	Vodafone Business supports organisations in a digital world. With Vodafone's expertise in connectivity, our leading IoT platform and our global scale, we deliver the results that organisations need to progress and thrive. We support businesses of all sizes and sectors.
Vodafone Procurement Company ('VPC')	VPC is Vodafone's procurement company, leading purchasing and supplier management for Vodafone as a whole. Based in Luxembourg, VPC manages most of Vodafone's spending with suppliers worldwide. VPC supports the needs of Vodafone's operating companies and group functions and sells procurement services to third parties.
Water intensity	Water intensity is the amount of water a company withdraws per a specific product unit or financial output.
Water stressed	Water stress occurs when the demand for water exceeds the available amount during a certain period or when poor quality restricts its use.
World Resources Institute ('WRI')	The World Resources Institute is a global research non-profit organisation. WRI's activities are focused on seven areas: food, forests, water, energy, cities, climate and ocean.