About Vodafone Group Plc

July 2020
We connect people all over the world

22 countries in which we have mobile operations

17 countries in which we have fixed operations

48 Partner Markets
We build a digital future for everyone

**Vision**
We believe in the power of new communications networks and technology to transform our lives and our societies

**Innovation**
We make technology work for people, families, businesses and communities

**Inclusion**
Leaving no one behind, expanding access where it doesn’t exist, doing our part for a sustainable planet
We believe in a present and a future that includes everyone – and we’re working hard to build it

**Investment**
We’re working in partnership with leading technology innovators, governments, and other businesses to meet the challenge of building the infrastructure on which our digital future depends
Every 24 hours, Vodafone customers:

- make **7.4bn minutes** of mobile calls
- stream the equivalent of **18.8bn songs** on their smartphones
- watch the equivalent of **2.3bn 3 minute HD videos** over their fixed broadband connections
- make **32m financial transactions** using M-Pesa
- are reunited with **three** missing cars thanks to Vodafone Automotive

1. Europe only
One of the world’s leading converged operators

Mobile
One of the world’s largest mobile networks
300m+ customers\(^1\)

Fixed
Our NGN network is Europe’s largest
136m households\(^2\)

TV
Europe’s second largest TV platform
22m customers\(^2\)

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1. Includes joint ventures
2. Includes Vodafone Ziggo
Europe’s largest 5G network

Commercial services in 8 European markets*

Roaming available in 5 markets

Services live in 97 major cities

1000+ 5G cell sites

7 5G-compatible handsets available

*Vodacom 5G services also now active in South Africa
Europe’s fastest growing superfast network

32m households can access Vodafone’s superfast Gigabit broadband\(^1\)

136m households, when wholesale agreements are taken into account\(^1\)

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1. Includes VodafoneZiggo
Delivering content for customers across Europe

22m
TV customers in 10 markets

Cloud-based IPTV platform powered by AI

Voice activated TV available in Portugal and rolling out across Europe
M-Pesa provides financial freedom to millions of people in Africa

Launched in Kenya in 2007

396,000 agents

42m active customers

Available in 7 countries
World leading IoT platform

103m connected SIMs

39 countries covered by our IoT platform¹

8 ‘V by Vodafone’ consumer IoT markets

2.9 tonnes CO₂e saved per tonne generated by Vodafone IoT customers

¹ Includes partners and commercial agreements
Vodafone Business

Trusted by more than 10m organisations around the world

Sector expertise includes: energy and utilities, logistics and transport, insurance, automotive, retail and manufacturing.

Global reach – fixed network points of presence in 74 countries

Helping businesses succeed in a digital world

...by connecting people, places and things
Our Executive Team

- **Nick Read**
  - Chief Executive Officer
  - Vodafone UK

- **Margherita della Valle**
  - Chief Financial Officer

- **Hannes Ametsreiter**
  - CEO
  - Vodafone Germany

- **Aldo Bisio**
  - CEO
  - Vodafone Italy

- **António Coimbra**
  - CEO
  - Vodafone Spain

- **Ahmed Essam**
  - Chief Commercial Operations Officer

- **Nick Jeffery**
  - CEO
  - Vodafone UK

- **Shameel Joosub**
  - CEO
  - Vodacom Group

- **Vinod Kumar**
  - CEO
  - Vodafone Business

- **Rosemary Martin**
  - Group General Counsel

- **Joakim Reiter**
  - Group External Affairs Director

- **Serpil Timuray**
  - CEO
  - Europe Cluster

- **Johan Wibergh**
  - Chief Technology Officer

- **Leanne Wood**
  - Chief Human Resources Officer

- **Vivek Badrinath**
  - CEO, European TowerCo
## Group financial summary

12 months to 31 March 2020

| Metric                      | Value  
|-----------------------------|--------
| Revenue                     | €37.9bn
| Dividend per share          | 9c     
| Operating profit            | €4.09bn
| Adjusted EBITDA             | €14.9bn
| Market capitalisation (29 May 2020) | £35bn  |
Our Purpose

We connect for a better future

Improving 1bn lives and halving our environmental impact by 2025

Digital Society
Investing in our Gigabit networks

Planet
Lowering our environmental impact

Inclusion for All
Embracing everyone on our journey to a digital society
Our aims: Digital Society

- **IoT Innovation**
  Connecting over 150m vehicles to make travel smarter

- **Gigabit Networks**
  Connecting over 350m people and businesses to make life better

- **Financial Services**
  Connecting 50m mobile money users to banking
Our aims: Inclusion for All

She Can
Connected She Can
Connecting 50m additional women in developing markets

Best Employer for Women
Connecting thousands of skilled women to new opportunities

Digital Skills
Connecting 10m young people to digital skills and upskilling the next generation

Inclusion for all
Our aims: Planet

- **Greenhouse Gas Emissions**: Reducing our greenhouse gas emissions by 50%
- **Renewable Electricity**: Purchasing 100% renewable electricity
- **Tackling e-Waste**: Re-using, reselling or recycling 100% of our network waste
COVID-19: comprehensive and coordinated external Vodafone response

Five-point plan to deliver critical national digital infrastructure to keep families connected, to enable business to operate, students to learn, health care to be delivered and governments to provide critical services

1. Maintain quality networks
   - Invested to increase network capacity
   - Traffic increased by up to 70%
   - >95% customer care team working remotely

2. Support critical services
   - Donating equipment to hospitals and foundations
   - Connecting new field hospitals
   - Hospital bed remote monitoring

3. Provide public information
   - Free data access to critical info.
   - Vodafone created info sites
   - Supporting governments with dedicated mobile applications

4. Support community & business
   - Supporting the most vulnerable
   - Extra mobile data and TV content
   - SMEs supported by faster supplier payments
   - Virtual health consultations

5. Lead on data insight
   - Mobility insight dashboard to support government lockdown
   - Contact tracing supporting government solutions

Supporting response & recovery with total donations* of ~€100 million reaching 78 million customers

*Direct contributions and services-in-kind
History of Vodafone Group
The future is exciting. Ready?