

Women's empowerment

	2017	2018	2019
Estimated number of female customers in emerging markets (millions)	109.7	113.7	119.8
Number of M-Pesa customers (millions)	31.0	34.7	37.1
Estimated number of female M-Pesa customers (millions)	10.1	14.9	16.9
Women in management and leadership (%)*	29%	30%	31%
Women in senior leadership (%)*	26%	26%	28%
Women in senior management (%)*	27%	28%	28%
Women in middle management (%)*	30%	31%	31%
Women - all non-management employees (%)*	40%	40%	40%

*2017 and 2018 data has been restated to exclude employees from our joint ventures in the Netherlands and India, and Vodafone Qatar, which was sold in March 2018.

Youth skills and jobs

	2017	2018	2019
Total number of young people supported to access digital skills, learning and employment opportunities (cumulative progress to date)			533,698
Total number of opportunities for young people to receive a digital learning experience at Vodafone			54,712
Total number of <i>Future Jobs Finder</i> completions			478,986
Digital work experience opportunities provided during the year			46,833
Internship opportunities provided during the year			974
Apprenticeship opportunities provided during the year			518
Graduate opportunities provided during the year			677

Energy innovation*

Our greenhouse gas emissions

Scope 1 and 2 (market-based method)	2017	2018	2019
Scope 1 GHG emissions (million tonnes CO ₂ e) (market-based method)	0.30	0.29	0.26
Scope 2 GHG emissions (million tonnes CO ₂ e) (market-based method)	1.72	1.77	1.74
Total Scope 1 and Scope 2 GHG Emissions (million tonnes CO ₂ e) (market-based method)	2.02	2.06	2.00
Scope 1 and 2 (location-based method)	2017	2018	2019
Scope 1 GHG emissions (million tonnes CO ₂ e) (location-based method)	0.30	0.29	0.26
Scope 2 GHG emissions (million tonnes CO ₂ e) (location-based method)	2.34	2.29	1.91
Total Scope 1 and Scope 2 GHG Emissions (million tonnes CO ₂ e) (location-based method)	2.64	2.57	2.17
GHG emissions (tonnes CO ₂ e) per petabyte of traffic on Vodafone's networks	1,137	682	371
Scope 3 emissions by source** (thousand tonnes CO ₂ e)	2017	2018	2019
Purchased goods and services	6,100	6,400	4,000
Use of sold products	1,800	1,600	2,100
Upstream leased assets	1,900	1,700	50
Fuel and energy-related activities	900	900	700
Joint ventures and associates	700	700	6,000
Business travel	80	60	60
Waste generated in our operations	4	1	1
Ratio of GHG emissions savings for customers to our own emissions GHG footprint (tonnes CO ₂ e)	2.4	2.6	2.9

Energy use

Energy Use (GWh)	2017	2018	2019
Network base station sites	3,651	3,637	3,684
Technology centres	1,510	1,569	1,571
Offices	350	308	282
Retail	51	55	45
Total	5,561	5,569	5,582

Energy use by source (GWh)	2017	2018	2019
Grid electricity	4,567	4,463	4,516
Grid renewable energy	692	804	821
On-site renewable energy	4	6	5
Diesel and petrol	213	213	165
Other	86	83	75

	2017	2018	2019
Grid renewable energy purchased (% of total electricity use)	13%	15%	15%

* 2017 and 2018 environmental performance data has been re-baselined in line with our policy that disposals are removed in the year of disposal, unless otherwise noted.

[See page 70 of the 2019 Sustainable Business Report for further details.](#)

** The 2017 and 2018 Scope 3 emissions data has not been re-baselined to remove Qatar, Netherlands or India. Selected Scope 3 data has been restated in 2017 and 2018 due to identified errors in previous years' reporting.

People

	2017	2018	2019
Average number of training hours for every employee			20
Average number of employees*	92,200	91,980	92,005
Part-time employees*	8,310	7,979	7,560
Total number of voluntary leavers*	12,378	11,644	12,339
Total number of involuntary leavers*	4,225	3,912	3,680
Newly hired employees*	16,380	14,837	17,276
Average turnover rate (%)*	18%	17%	17%

*2017 and 2018 data has been restated to exclude employees from our joint ventures in the Netherlands and India, and Vodafone Qatar, which was sold in March 2018.

Supply chain integrity

	2017	2018	2019
Number of supplier site assessments conducted by the Joint Audit Committee	69	81	79
Number of supplier site assessments conducted by Vodafone	26	17	6
Number of sites assessed using mobile survey of workers	7	10	12
Number of factory workers surveyed using mobile survey	4,743	2,556	1,693

Safety

Total recordable fatalities	2017	2018	2019
Total recordable fatalities (employees)	0	0	0
Total recordable fatalities (suppliers' employees/contractors)	10	6	2
Total recordable fatalities (members of the public)	1	3	0

Recordable fatalities by cause	2017	2018	2019
Vehicle accident	10	4	1
Electrocution	1	3	1
Falling object	0	1	0
Criminal activity	0	1	0

Recordable fatalities by country	2017	2018	2019
India	8	3	0
Vodacom*	1	4	1
Egypt	1	0	1
Turkey	1	0	0
Ghana	0	2	0

*Vodacom markets include South Africa, Democratic Republic of Congo, Lesotho, Mozambique and Tanzania.

Lost-time incidents (employees only)	2017	2018	2019
Number of lost-time incidents	86	61	64*
Lost-time incident rate per 1,000 employees	0.81	0.62	0.62

*Data includes LTIs from India up until 1 September 2018