

com | to you | m-pesa

TILL  
8355

### M-Pesa Fees

Transaction Range	Airtime Purchases	Withdrawal for Registered M-PESA user	Send Money to Registered M-PESA user	Send Money to Unregistered M-Pesa user	Bill payments
0-19.99	M1.00	---	---	---	---
20-49.99	M1.50	M1.50	M1.00	M2.50	M1.85
50-99.99	M2.25	M2.25	M1.50	M3.75	M3.00
100-199.99	M3.38	M3.38	M2.25	M5.63	M4.50
200-499.99	M5.06	M5.06	M3.38	M8.44	M6.00
500-999.99	M7.59	M7.59	M5.06	M12.65	M8.00
1000-4999.99	M11.39	M11.39	M7.59	M18.97	M11.00
5000-10000	M11.39	M11.39	M7.59	M18.97	M11.00

Conditions apply. E&OE.



Our contribution to the UN SDGs

Vodafone Group Plc  
May 2019



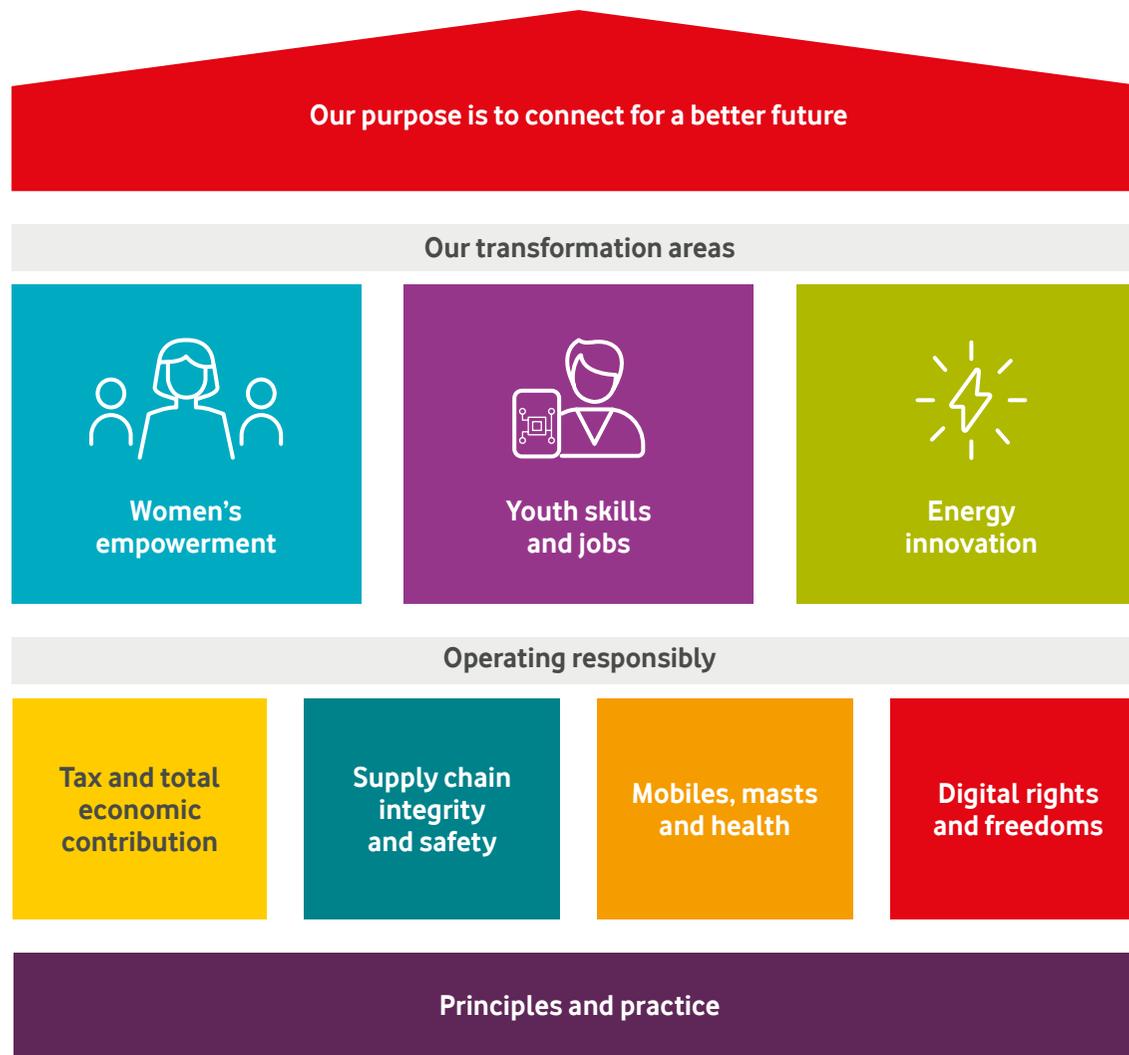
# The UN Sustainable Development Goals

In 2015, the United Nations launched 17 Sustainable Development Goals (SDGs) to end poverty, fight inequality and injustice and tackle climate change, by 2030. Vodafone is committed to leveraging the power of its technology, networks and services to contribute to these global goals.



# Vodafone's sustainable business strategy

We believe that Vodafone has a significant role to play in contributing to the societies in which we operate. Our sustainable business strategy articulates our intention to deliver significant positive impact in three areas, each of which has the potential to improve the lives of our customers and wider society.



# Vodafone's strategy focuses on five SDGs

Through the impact of our extensive global network, wide range of products and services and the work of Vodafone Foundation, we believe we can have the greatest influence over the delivery of five of the UN SDGs.



**4** QUALITY EDUCATION

Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

**Vodafone's commitments**

To support 10 million young people to access digital skills, learning and employment opportunities by 2022.

Vodafone Foundation aims to provide up to 5 million young refugees, particularly girls, with access to a digital education by 2020.



**5** GENDER EQUALITY

Achieve gender equality and empower all women and girls

**Vodafone's commitments**

To connect an additional 50 million women living in emerging markets to mobile.

We aim to improve the lives of millions of women by using our technology to support education and skills; improve health and wellbeing; and enable economic empowerment.

We champion the inclusion of women in the workplace and aim to become the best employer for women globally by 2025.



**8** DECENT WORK AND ECONOMIC GROWTH

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

**Vodafone's commitments**

To support 10 million young people to access digital skills, learning and employment opportunities by 2022.

As an employer, we aim to provide 100,000 opportunities for young people to receive a digital learning experience at Vodafone.



**9** INDUSTRY, INNOVATION AND INFRASTRUCTURE

Build resilient infrastructure, promote sustainable industrialisation and foster innovation

**Vodafone's commitments**

By extending Vodafone's networks to connect the unconnected and improve broadband access, we aim to enhance global communications infrastructure and the opportunities that flow from greater connectivity.



**13** CLIMATE ACTION

Take urgent action to combat climate change and its impacts

**Vodafone's commitments**

To reduce our greenhouse gas (GHG) emissions by 50%.

To purchase 100% of the electricity we use from renewable sources.

To continue to ensure our Internet of Things (IoT) products and services play a significant role in helping customers to reduce their GHG emissions.



# Quality Education

Vodafone and Vodafone Foundation use mobile technology to provide young people access to new or broader learning opportunities. The provision of free or subsidised education resources and technology – particularly to marginalised groups including refugees – offers enhanced opportunities to achieve academic success and therefore improved life opportunities.

## Key targets

**4.1** By 2030, ensure that all girls and boys complete free, equitable and quality primary and secondary education leading to relevant and effective learning outcomes.

**4.4** By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.

**4.5** By 2030, eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for the vulnerable, including persons with disabilities, indigenous peoples and children in vulnerable situations.

## Vodafone commitments:

To support 10 million young people through our future digital jobs programme, *What will you be?*, to help to address the dual challenges of youth unemployment and a growing digital skills gap by 2022.

Vodafone Foundation aims to provide up to 5 million young refugees, particularly girls, with access to a digital education by 2020.



## 619,000 registered students

access our online *e-school* educational portal which extends the range of teaching materials available for students in all major subjects, from grades four to 12, in South Africa.

## 50,000 young students

have regularly attended classes through the *Knowledge is Power* schools project in Egypt, while 2,500 teachers have received additional training.

## 3,000 girls

have completed our *#Codelikeagirl* programme across Europe, Egypt, South Africa, Australia and New Zealand.

## 43,400 children

have received free training in coding and robotics through Vodafone Turkey Foundation's *Coding Tomorrow* programme.

## 850,000 refugee students

have benefited from our *Instant Schools for Africa* programme, which provides young people with access to high-quality educational content in local languages, at no cost.

## 12 languages

in which young people globally can access Vodafone's *Future Jobs Finder* and find online training to boost their digital skills and access job opportunities.

5

GENDER  
EQUALITY

### Key targets

**5.1** End all forms of discrimination against all women and girls everywhere.

**5.5** Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.

**5.B** Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women.

# Gender Equality

Vodafone provides women with access to life-enhancing services which help to unlock socio-economic opportunities and help to address inequality. We also champion the inclusion of women in the workplace, highlighting their vital role in our success, and adopt a progressive stance to encourage others.

## Vodafone commitments:

To connect an additional 50 million women living in emerging markets to mobile by 2025 and improve their lives by:

- supporting education and skills;
- improving health and wellbeing; and
- enabling economic empowerment.

We aim to become the best employer for women globally by 2025.



## 19.4 million more female customers

now have access to mobile to communicate, help manage their daily lives and seek opportunities to learn and earn.

## 7,000 women

were eligible to benefit from our ground-breaking global maternity policy over the last four years. It offers at least 16 weeks' fully paid maternity leave and full pay for a 30-hour week for the first six months of their return.

## 185,000 women

were able to switch from subsistence farming to business or sales in Kenya as their primary occupation, as a result of access to mobile money services through M-Pesa.

## 36,000 women

have received training on entrepreneurship, communications and finance in Turkey through our *Women First in Entrepreneurship* programme. This enables them to improve their livelihoods by using their new skills to make and sell handmade items on a bespoke website.

## 700,000 victims of domestic violence

have been supported through services such as TecSOS (a specially designed mobile device), *Easy Rescue* in Turkey and hotlines in Kenya and South Africa.

## 16.9 million women

now have greater control over their and their family's finances through M-Pesa, enabling them to choose to send or receive money, save and access small loans.

**8 DECENT WORK AND ECONOMIC GROWTH****Key targets**

**8.3** Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services.

**8.5** By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.

**8.6** By 2020, substantially reduce the proportion of youth not in employment, education or training.

**8.8** Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.

**8.10** Strengthen the capacity of domestic financial institutions to encourage and expand access to banking, insurance and financial services for all.

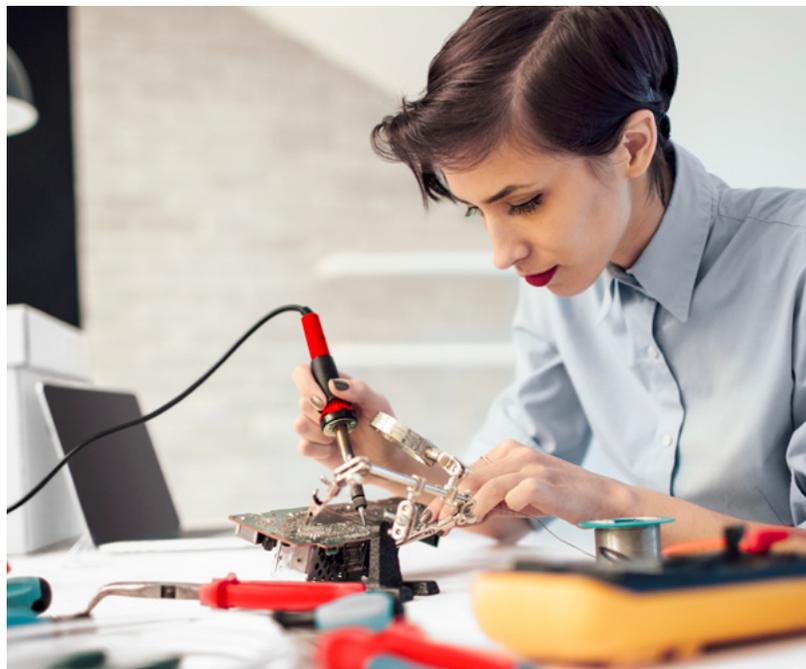
# Decent Work and Economic Growth

Vodafone is committed to helping young people develop their digital skills in order to address the mismatch between future workplace needs and the current skills of the new generation. This will help improve their access to future employment opportunities in the digital economy.

## Vodafone commitments:

To support 10 million young people through our future digital jobs programme, *What will you be?*, to help to address the dual challenges of youth employment and a growing digital skills gap by 2022.

To provide 100,000 opportunities for young people to receive a digital learning experience at Vodafone.



## 475,000 unique users

have completed our *Future Jobs Finder* platform, which aims to inspire and help young people to understand their strengths and skills and find the right job opportunity in the digital economy.

## 5,710 new recruits

aged 26 or under joined our businesses across our global footprint this year. We have committed to create more opportunities for young people to experience or work with Vodafone over the next three years.

## 5,398 graduates

have completed our two-year *Discover* programme over the last 10 years, which offers young people with a bachelor's or master's degree a series of assignments across our business areas and local markets.

## 54,712 young people

had a workplace experience with Vodafone in 2018-19.

## 19 of our markets

offer vocational training and apprenticeship schemes for young people who choose not to go to university.

**9** INDUSTRY, INNOVATION  
AND INFRASTRUCTURE**Key targets**

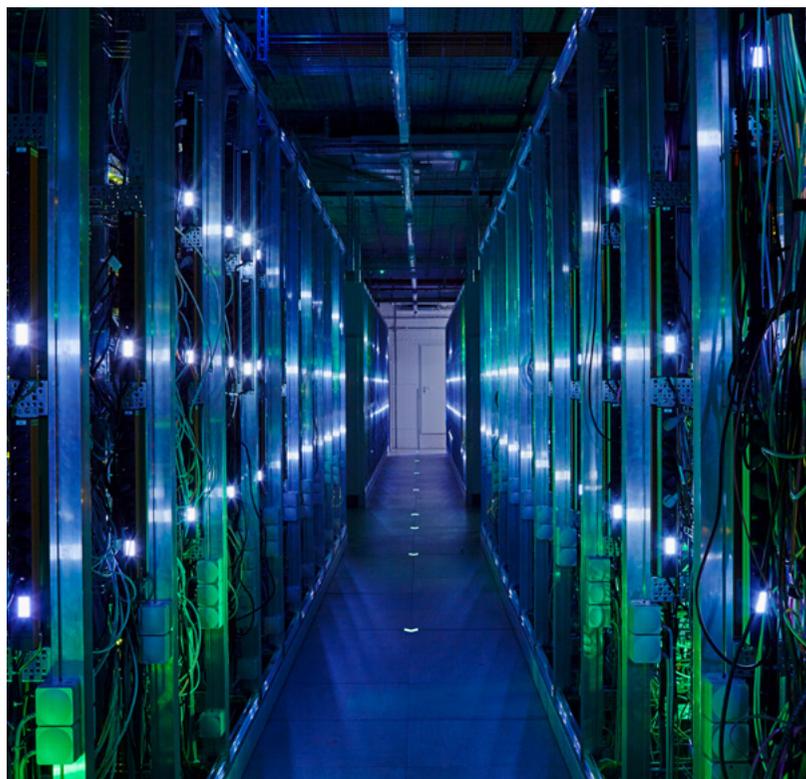
**9.C** Significantly increase access to information and communications technology and strive to provide universal and affordable access to the Internet in least developed countries by 2020.

# Industry, Innovation and Infrastructure

Vodafone is committed to continuing to make significant investments in the network infrastructure, coverage and quality that will be required for a competitive economy in the age of digitalisation, to deliver a high-quality service that allows individuals and businesses to connect confidently anywhere and at any time.

## Vodafone commitments:

To extend the coverage of our network to a greater percentage of the population in our markets of operation and further improve access to high-speed broadband services.



## €7.2 billion

invested in our digital network and IT infrastructure in 2018-19 to deliver improved coverage, reliability, speed and customer service.

## 3 million calls

placed using our Instant Network emergency response service which deploys people and technology to provide free communications and technical support in areas affected by a natural or humanitarian disaster.

## 85 million IoT connections

which bring intelligent interconnection and network control to previously disconnected devices and services, delivering greater efficiency and reliability.

## 164,000 base stations

which together with 65,000 computer servers, 4,200 buildings and over one million kilometres of cable comprise our global infrastructure which connects over 100 countries.

## 168 countries

with 4G roaming coverage, serving twice as many destinations as the next best local competitor in most of our markets.



**Key targets**

**13.2** Integrate climate change measures into national policies, strategies and planning.

# Climate Action

We are working to reduce the amount of energy required to run our networks and services while meeting increasing customer demand for data. We will reduce the amount of GHG emissions associated with our operations and will increase the proportion of the electricity we buy from renewable sources.

**Vodafone commitments:**

To reduce our GHG emissions by 50% by 2025.

To purchase 100% of our electricity from renewable sources by 2025.

To increase our investment in the energy efficiency of network and IT operations.

To continue to help our customers to operate more efficiently and reduce their GHG emissions through the use of our IoT solutions.



**2.0 million tonnes CO<sub>2</sub>e**

total Scope 1 and 2 GHG emissions, a decrease of 3% compared to 2017-18. This reduction was predominantly due to a reduction in the carbon emissions associated with purchased electricity.

**36% GHG emission ratio reduction**

per petabyte of mobile data used since 2018, while continuing to provide our customers with ever-increasing amounts of data.

**26 million carbon-saving IoT connections**

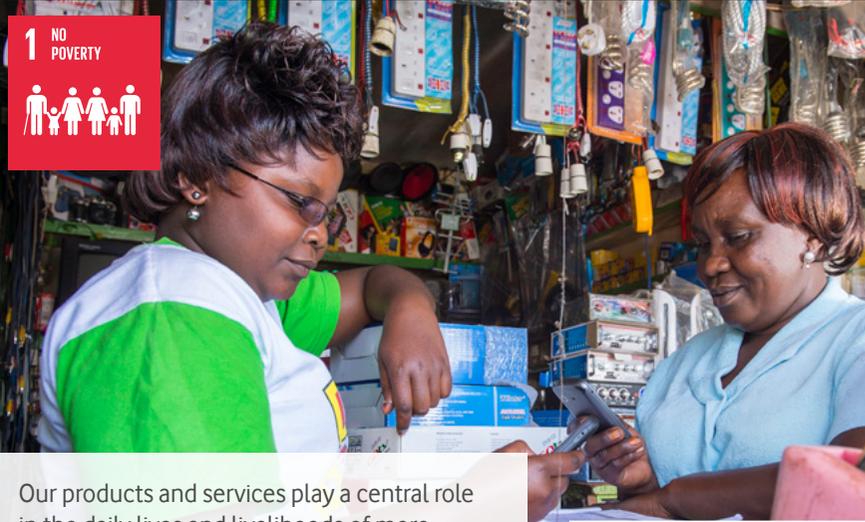
that directly enable our customers to reduce their GHG emissions; for example, through applications such as smart metering, fleet logistics and remote monitoring.

**5.9 million tonnes CO<sub>2</sub>e**

avoided as a consequence of our IoT technologies and services – more than double those avoided in 2013.

**5 countries**

Germany, Greece, Ireland, Turkey and the UK, where we have achieved ISO 5001 certification, which provides a management framework to help organisations reduce energy consumption, costs and GHG emissions.



Our products and services play a central role in the daily lives and livelihoods of more than half a billion people across the globe. Vodafone's significant investment in our network ensures ever-increasing access to connectivity and the innovative products and services that deliver greater empowerment and economic inclusion for our customers.



Vodafone offers IoT technology, mobile finance and mobile agriculture solutions to help improve the productivity of small-scale farmers.



Vodafone's mobile health solutions support vaccination programmes, improve drug stock control, increase awareness of health issues and can be used for reminders for daily medication and diabetes and cardiac monitoring. Vodafone Foundation offers maternal health and HIV programmes in Tanzania and Lesotho respectively.

## Supporting the remaining UN SDGs

Through our networks, products and services, responsible operations and Vodafone Foundation, we also contribute to the remaining 12 SDGs.



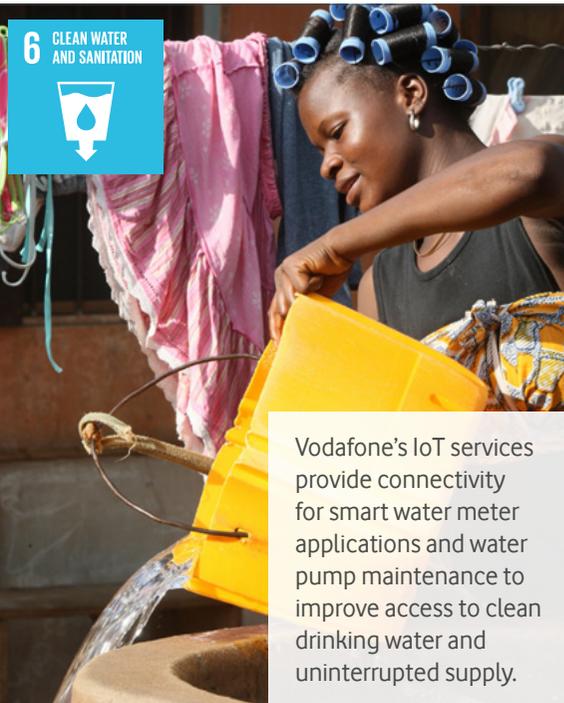
Vodafone promotes the use of energy efficiency solutions and renewables in our own operations. We offer IoT solutions for smarter energy distribution and use, and are helping the expansion of the use of portable solar solutions for off-grid communities.



We drive energy efficiency in our networks. Vodafone is also committed to reusing, reselling or recycling 100% of our redundant network equipment.



We actively participate in helping address global policy issues (e.g. data privacy) and promote the values of a responsible business with an overarching commitment to operating with integrity. We offer insight and understanding into our policies and how we do business through our transparency programmes.



**6** CLEAN WATER AND SANITATION



Vodafone's IoT services provide connectivity for smart water meter applications and water pump maintenance to improve access to clean drinking water and uninterrupted supply.



**10** REDUCED INEQUALITIES



Increased access to connectivity and our digital services – especially for women and those living in rural areas – through our network offers the possibility of greater equality of opportunity for economically disadvantaged people. Through M-Pesa, we are helping to reduce the cost of sending money abroad.



**11** SUSTAINABLE CITIES AND COMMUNITIES



Vodafone's IoT solutions help governments, businesses and civil society to address environmental issues and are enabling the development of connected and smart cities, helping them to run more efficiently and effectively.

**Supporting the remaining UN SDGs**  
 Through our networks, products and services, responsible operations and Vodafone Foundation, we also contribute to the remaining 12 SDGs.



**14** LIFE BELOW WATER



Vodafone's IoT technology is used to help track marine animals and increase scientists' understanding of the challenges they are facing.



**15** LIFE ON LAND



Vodafone encourages its suppliers to manage e-waste responsibly across our supply chain. Our IoT technology is used in warning systems to avert forest fires and track endangered animals.



**17** PARTNERSHIPS FOR THE GOALS



Vodafone is a leading advocate of sustainable development, using our global footprint to influence others to do the same. We pursue an active social agenda and through the work of Vodafone Foundation we work in partnership with governments and non-governmental organisations in many of our markets.