Vodafone Group Plc

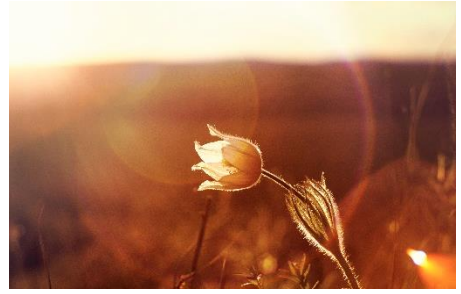
ESG Addendum Methodology 2026

everyone.connected

Our mission is to connect everyone. We aim to build an inclusive, sustainable and trusted digital society where individuals and businesses can thrive.

We address Environmental, Social and Governance ('ESG') topics through our purpose-led strategy, in our aim to enable an inclusive, sustainable and trusted digital society. Our ESG-focused approach helps build the foundations for long-term shareholder value.

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



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Reporting criteria scope

This document outlines the basis of preparation for our ESG data which are available on vodafone.com/esg.

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 are often relatively new, 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available in the context of financial information, nor are they subject to the same or equivalent disclosure standards, historical reference points, comparable benchmarks, or globally accepted accounting principles.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 especially in the case of climate change and its reporting 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 can 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 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 to and re-baselining of ESG data may mean it is not reconcilable or comparable year on year. A re-baselining of GHG emissions data will be initiated for significant portfolio changes, including mergers, acquisitions or disposals impacting our target base year (FY20), reported comparative periods and current period. While other ESG data is not subject to re-baselining there may be restatements where appropriate, including to reflect methodological changes.

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 2025 to 31 March 2026: Europe (Albania, Czech Republic, Germany, Greece, Ireland, Portugal, Romania and UK), Africa (DRC, Egypt, Lesotho, Mozambique, South Africa and Tanzania); Türkiye, North Cyprus 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, OXG Glasfaser in Germany, Maziv in South Africa, MBNL in the UK and Vantage `s 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;
- 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 2026;
- Retail stores owned and operated by third parties are included in our Scope 3 GHG emissions,
- M-Pesa customer numbers, which includes 100% of our associate Safaricom in Kenya and Ethiopia.

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.

Where a transaction is concluded in the first half of the financial year our policy is to re-baseline our GHG emissions data to reflect the outcome of the transaction. Where a disposal transaction concludes in the second half of the financial year data will be included until the closure date and a full re-baseline will be performed in the following financial year.

The merger of Vodafone UK with Three UK completed on 31 May 2025, and the disposal of Vodafone Italy completed on 31 December 2024. Therefore, we have re-baselined our ESG data for all prior periods with respect to both of these transactions.

The acquisitions of Telekom Romania Mobile Communications S.A. ("TKRM") and Skaylink GmbH completed on 1 October 2025 and 17 December 2025 respectively. As these transactions completed in the second half of the financial year, the re-baselining of GHG emissions relating to these acquisitions will be performed in FY27.

The impact of these transactions completed in the year ended 31 March 2026 are included for other ESG metrics from the transaction date unless stated otherwise. The prior period comparatives reflect group structures as at the prior period reporting date. Any material deviations from this are detailed in the methodology summaries in this document.

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.

One of our third-party tower companies updated its reporting methodology to consider more accurate historical data for diesel and electricity consumption at its sites. As a result of these changes, our FY25 Scope 1 & 2 emissions have been restated, with a change of less than 5%. No updates to other prior reporting periods were required.

All financial metrics are presented in Euro (€) currency. Where currency conversion is required for calculations, this has been performed using the same exchange rates applied for financial consolidation.

Independent Limited Assurance Report to the Directors of Vodafone Group Plc on selected non-financial metrics within Vodafone's 2026 Annual Report

Ernst & Young LLP ('EY') was engaged by Vodafone Group plc ("the Company") to perform a limited assurance engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised) to report on selected non-financial performance data (see Appendix 1 of this assurance report) (the 'Subject Matter') presented on page 58 of Vodafone's 2026 Annual Report (the "Annual Report"). In preparing the Subject Matter, the Company applied the criteria as set out in the Company's ESG Addendum 2026 (the 'Criteria').

Other than as described in the preceding paragraph we did not perform assurance procedures on any other information included in the Annual Report, and accordingly, we do not express an opinion or conclusion on any information, other than the Subject Matter.

Conclusion

Based on the procedures performed and evidence obtained, nothing has come to our attention that causes us to believe that the Subject Matter is not prepared, in all material respects, in accordance with the Criteria.

Basis for our conclusion

We conducted our engagement in accordance with International Standard on Assurance Engagements 3000 (Revised), Assurance Engagements Other than Audits or Reviews of Historical Financial Information and International Standard on Assurance Engagements 3410 Assurance Engagements on Greenhouse Gas Statements ("ISAE 3410"), as promulgated by the International Auditing and Assurance Standards Board (IAASB) and the terms of our engagement letter dated 30th October 2025 and engagement addendum dated 11th March 2026 as agreed with the Company.

In performing this engagement, we have applied International Standard on Quality Management ('ISQM') 1 Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services engagements, which requires that we 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.

We have maintained our independence and other ethical requirements of the Institute of Chartered Accountants of England and Wales ('ICAEW') Code of Ethics (which includes the requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants ('IESBA'). We are the independent auditor of the Company and therefore we will also comply with the independence requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard as applied to listed public interest entities.

Responsibilities of the Company

The Subject Matter needs to be read and understood together with the Criteria. The directors of the Company are solely responsible for:

- the selection of the Subject Matter to be assured;
- selecting suitable Criteria against which the Subject Matter is to be evaluated and ensuring the Criteria is relevant and appropriate;
- preparing and presenting the Subject Matter in accordance with the Criteria; and
- designing and implementing internal controls and other processes they determine is necessary, to enable the Subject Matter to be free from material misstatement, whether due to fraud or error.

Responsibilities of Ernst & Young LLP

It is our responsibility to:

- plan and perform the engagement to obtain limited assurance in respect of whether the Subject Matter has not been prepared in all material respects in accordance with the Criteria;
- form an independent conclusion on the basis of the work performed and evidence obtained; and
- report our conclusion to the directors of the Company.

Our approach

We conducted our engagement in accordance with International Standard on Assurance Engagements 3000 (Revised), Assurance Engagements Other than Audits or Reviews of Historical Financial Information and ISAE 3410, Assurance Engagements on Greenhouse Gas Statements, as promulgated by the International Auditing and Assurance Standards Board (IAASB).

Those standards require that we plan and perform our engagement to express a conclusion on whether we are aware of any material modifications that need to be made to the Subject Matter in order for it to be in accordance with the Criteria, and to issue a report.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are 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 procedures were designed to obtain a limited level of assurance on which to base our conclusion and do not provide all the evidence that would be required to provide a reasonable level of assurance.

Although we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls. Our procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.

A limited assurance engagement consists of making enquiries, primarily of persons responsible for preparing the Subject Matter and related information and applying analytical and other appropriate procedures.

Because a limited assurance engagement can cover a range of assurance, the detail of the procedures we have performed is included below, so that our conclusion can be understood in the context of the nature, timing and extent of procedures we performed:

- Engaging with selected members of the Company's leadership and senior management to make inquiries and discuss the governance structures around the preparation of the Subject Matter.
- Meeting with key data owners from the Company to understand the processes for recording, aggregating, calculating, and reporting the Subject Matter as it relates to the Company's consolidated figures.
- Performing analytical review procedures on the Subject Matter and making enquiries of management to obtain explanations for any significant differences we identified.
- Testing, on a limited sample basis, against underlying source information to check the accuracy and completeness of the data and the appropriate application of the Criteria.
- Recalculating computations to assess the accuracy of data aggregation and consolidation for reporting purposes.
- Examining the disclosures within the Report for the appropriate presentation of the Subject Matter, including the discussion of limitations and assumptions relating to the data presented. We also performed such other procedures as we considered necessary in the circumstances.

Inherent limitations

Non-financial information is subject to more inherent limitations than financial information, given the characteristics of the underlying subject matter. Because there is not yet a large body of established practice upon which to base measurement and evaluation techniques, the methods used for measuring or evaluating non-financial information, including the precision of different techniques, can differ, yet be equally acceptable. This may affect the comparability between entities, and over time.

Our conclusion is based on historical information and the projection of any information or conclusions in the attached report to any future periods would be inappropriate.

The Greenhouse Gas ("GHG") quantification process is subject to scientific uncertainty, which arises because of incomplete scientific knowledge about the measurement of GHGs. Additionally, GHG procedures are subject to estimation (or measurement) uncertainty resulting from the measurement and calculation processes used to quantify emissions within the bounds of existing scientific knowledge.

Use of our report

This report is produced in accordance with the terms of our engagement letter dated 30th October 2025, solely for the purpose of reporting to the directors of Vodafone in connection with the Subject Matter for the period ended 31st March 2026.

Those terms permit disclosure on Vodafone's website, solely for the purpose of Vodafone showing that it has obtained an independent assurance report in connection with the Subject Matter.

To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Company and the Company's directors as a body, for our work, for this report, or for the conclusions we have formed. This engagement is separate to, and distinct from, our appointment as the auditor to the Company.

Ernst & Young LLP

19th May 2026

London

Appendix 1 – Selected non-financial performance data in scope for limited assurance:

Metric	Unit	Assured Value
Customers connected to our financial inclusion services	million	92.1
Total Scope 1 GHG emissions	million tonnes CO2e	0.26
Total Scope 2 GHG emissions (location-based method)	million tonnes CO2e	1.96
Total Scope 2 GHG emissions (market-based method)	million tonnes CO2e	0.01
Total Scope 1 and Scope 2 GHG emission (location-based method)[1]	million tonnes CO2e	2.21
Total Scope 1 and Scope 2 GHG emissions (market-based method)[1]	million tonnes CO2e	0.26
Total Scope 3 GHG emissions	million tonnes CO2e	6.11
Total purchased goods and services	million tonnes CO2e	1.89
Total capital goods	million tonnes CO2e	1.01
Total fuel and energy-related activities	million tonnes CO_2e	0.63
Total transportation and distribution (upstream and downstream)	million tonnes CO_2e	0.01
Total waste generated in our operations[2]	million tonnes CO_2e	0.00
Total business travel	million tonnes CO_2e	0.02
Total employee commuting	million tonnes CO_2e	0.07
Total upstream leased assets	million tonnes CO_2e	0.54
Total use of sold products	million tonnes CO_2e	0.70
Total end-of-life treatment of sold products[3]	million tonnes CO_2e	0.00
Total downstream leased assets	million tonnes CO_2e	0.43
Total franchises	million tonnes CO_2e	0.12
Total joint ventures and associates	million tonnes CO_2e	0.69
Percentage of women in management and senior leadership roles	%	37

Notes:

1. Totals may not cast to the nearest million tonnes CO_2e as a result of rounding.

2. Tonnes CO2e reported for this category (2026: 186).

3. Tonnes CO2e reported for this category (2026: 49).

Protecting the Planet

Greenhouse gas ('GHG') emissions

Reporting criteria

GHG emissions are calculated in millions of tonnes of carbon dioxide equivalent (million tonnes CO_2e) 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 apply the operational control approach to account for our GHG emissions, with the reporting boundary defined accordingly. Under this approach emissions are included from operations where we control how energy is used, which associated services.

Emissions from operations where we do not have operational control but have a financial interest: either through our equity shareholding or non-equity as part of our wider value chain (e.g. suppliers) 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; and The Climate Disclosure Standards Board Climate Change Reporting Framework (January 2022).

Our reporting of renewable electricity has been developed with reference to the RE100 Technical Criteria (December 2022)[1]. Where our definition of renewable grid electricity differs from the definition applied by the RE100 Technical Criteria, this is disclosed in this methodology.

Portfolio changes

We include ESG data from newly acquired businesses in line with the approach set out in our policy on reporting environmental data and as set out on page 3. In terms of setting a revised baseline to reflect subsidiaries, joint ventures or associates that have been acquired or sold, our policy is determined as follows:

- Acquisitions are built into the baseline using either actual or estimated data period, based on our assessment of operational control, in the year the acquisition has formed is part of the Group for more than six months or in the following year if less than six months;
- Disposals are removed from the baseline in the year of disposal if the disposal formed part of the Group for less than six months or in the following year if part of the Group for more than six months; 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 re-baselined our GHG emissions across all prior periods to reflect the disposal of Vodafone Italy on 31 December 2024 and the merger between Vodafone UK and Three UK on 31 May 2025.

Notes:
1 Revisions to the RE100 Technical Criteria have been applied to our FY26 reporting.

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 combined 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, missing data 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 Scope 1 and 2 GHG emissions data has been estimated for the month of March 2026. For details on estimation approaches used for Scope 3 GHG emissions, see details below. If in our future year reporting the reconciliation of estimated data against actual data identifies a material difference, we will restate our reporting in accordance with our policy for restatement.

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 stationary power 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 Energy Security and Net Zero ('DESNZ') 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[1,2]	Source	Date of factor
Albania	Supplier factor	2025/26
Czech Republic	Supplier factor	2025/26
DRC	Supplier factor	2025/26
Egypt	Supplier factor	2025/26
Germany	Supplier factor	2025/26
Greece	Supplier factor	2025/26
Ireland	Supplier factor	2025/26
Lesotho	Supplier factor	2025/26
Mozambique	Supplier factor	2025/26
North Cyprus[3]	IEA factor	2023
Portugal	Supplier factor	2025/26
Romania	Supplier factor	2025/26
South Africa	Supplier factor	2025/26
Tanzania	Supplier factor	2025/26
Türkiye	Supplier factor	2025/26
UK	Supplier factor	2025/26

Notes:
1. Relates to emissions for our operating companies, other factors are used for emissions from shared services or other operations.
2. A calculation based on the IEA factor is used for the calculation of emissions from district cooling.
3. The Cyprus IEA emissions factor has been used.

Market-based emissions

Emissions are calculated using a kWh to kg CO_2e 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 2024 – 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

Grid connected electricity emissions are calculated using a kWh to kg CO_2e conversion factor provided in the 2025 International Energy Agency ('IEA') emissions factor database which uses data for the 2023 calendar year. For South Africa, the Factor 1 published by Eskom in 2025 is used. For the calculation of emissions from district heating in Germany, a supplier specific factor is applied, and for all other operations DESNZ emissions factor is applied. For district cooling, the factor is based on the IEA grid connected emission factor and a coefficient of performance factor.

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'), also known as energy attribute certificates ('EACs'). 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 proportion of our electricity directly from renewable generators through Power Purchase Agreements ('PPAs'). These are substantiated through contracts with suppliers and invoices confirming delivery volumes. Renewable electricity matched with RECs includes all renewable electricity from third-party energy suppliers which is traceable to Vodafone through a signed contract stating that the electricity provided is renewable or provision of retired certificates where the RECs are purchased in the open market.

In addition to renewable grid electricity, we also generate a small proportion of the renewable electricity we use ourselves, for example through rooftop solar panels.

In some of the countries where we operate (Albania, DRC, Greece, Lesotho, Mozambique, Romania and Tanzania), market mechanisms for purchasing renewable electricity (traceable using RECs) are not currently available. We match electricity used in these countries with RECs originating from grid-connected markets within the same geographical region (Africa or Europe respectively)[1].

The grid electricity used in our operations that is matched with renewable sources are reported to 1 decimal place. Less than 0.2% of grid electricity we use is not matched with renewable sources (RECs). This is because credible renewable electricity purchasing mechanisms are currently unavailable in North Cyprus where this grid electricity is used.

Markets or countries with operations where we match the grid electricity, through the use of RECs, PPAs and contractual agreements for the financial year ending 31 March 2026 are: Albania, Belgium, Czech Republic, Democratic Republic of the Congo, Egypt, France, Germany, Greece, Hungary, Ireland, Italy, India, Lesotho, Mozambique, Luxembourg, the Netherlands, Portugal, Romania, Spain, South Africa, Tanzania, Türkiye, United Kingdom.

Our reporting of purchased grid electricity (and related targets) does not include electricity self-generated using stationary power generators. Emissions from our use of stationary power generators are accounted for under our Scope 1 emissions. This differs from the RE100 Technical Criteria but avoids double counting of emissions across Scopes 1 and 2.

Notes:
1 Our definition of market boundaries for renewable electricity markets differs from the RE100 Technical Criteria but remains aligned with the GHG Protocol standards because the RECs are sourced from regions reasonably linked to the Vodafone's electricity consumption.

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 reported Scope 3 emissions data. We partner with carbon accounting specialists Normative to model and calculate our annual Scope 3 emissions. Normative are experts in carbon reporting who support us in identifying improvements to the completeness and accuracy of the input datasets and making improvements to our methodology in line with evolving industry best practice.

The table below provides an overview of the methodology for our Scope 3 calculations, including the methodological changes made this year. Where DESNZ emission factors are referenced, these refer to the conversion factors for company reporting of greenhouse gas emissions (published by DESNZ in July 2025).

As the methodology for measuring Scope 3 GHG emissions is developing and industry standards change, we will continue to evolve our methodology. This may result in 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.

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 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.	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. – Removed use of CDP data for a subset of service-based suppliers and estimated all spend-based emissions using EEIO emission factors.
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).	There were no significant changes to the methodology for this category for this year.
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 DESNZ 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 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 DESNZ emission factors for freight have been applied to estimate emissions. For all other goods purchased and sold, we use a spend-based approach where our procurement spend on transport and distribution related product categories is multiplied by a corresponding environmentally extended input-output ('EEIO') emission factor (drawn from third-party EEIO datasets). This approach accounts 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.	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 DESNZ emission factors to tonnage of waste generated by our operations across all of our operating companies (not including post-consumer waste from our products). The tonnage of waste per market is calculated using FY26 headcount data at a local market level.	Changes made to the methodology this year include: – Emissions are now calculated using an average waste proxy per employee, based on Germany and UK data and applied consistently across all markets.

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 DESNZ emission factors. The emissions factors applied were drawn from DESNZ, 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 DESNZ rail travel emission factor. Hotel stay emissions are calculated based on the number of nights stayed, multiplied by the relevant DESNZ emission factor per night. 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.	There were no significant changes made to the methodology for this category this year.
7. Employee commuting Transportation of employees between their homes and worksites and energy use from home working during the reporting period.	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 DESNZ emission factors.	There were no significant changes made to the methodology for this category this year.

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 third-parties.	Changes made to the methodology this year include: – The estimated average energy consumption of passive equipment was updated based on the latest available third-party data.
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. Therefore, no emissions are reported against this category.	There were no changes to the reporting for this category for this year.
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 devices, 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 devices 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 the storage capacity of mobile handsets, by expanding the range of mobile handsets included in the lifetime energy use estimations.
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 DESNZ emission factor for each end-of-life channel. The average rate of waste electronic recycling versus landfill is calculated using the recycling rates in our markets based on desktop research of publicly available information.	Changes made to the methodology this year include: – Improved granularity of recycling rates by transitioning from average recycling versus landfill rates across five of our markets to single region rates.
13. Downstream leased assets Emissions from the use of products or equipment leased to third parties.	These emissions are calculated using the number of leased assets derived from leased revenue information reported in our financial statements, multiplied by the lifetime electricity consumption and the corresponding IEA emission factor.	There were no significant changes to the methodology for this category for this year.

14. Franchises Operation of franchises in the reporting period, 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 in FY25) by the corresponding IEA and DESNZ 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 FY26, these investments included network operators in Australia, the Netherlands, India, Ethiopia, Kenya and infrastructure partners in Europe. 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 period. 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.	Changes made to the methodology this year include: – Adjustments to account for disposal of our investment in our infrastructure partner in India in January 2025. – Where Scope 1 and 2 emissions data is unavailable, emissions are estimated using the investee company's revenue and an appropriate industry emissions intensity factor.

Carbon abatement

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 (use cases) not been in place. Vodafone estimates the potential global carbon abatement impact of their products and services with the support of The Carbon Trust, an external consultant and carbon-accounting specialist.

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 avoid or reduce carbon emissions (e.g., Smart Metering, Fleet Management or Health-care monitoring).

Vodafone worked with The Carbon Trust to define and identify these use cases, develop methodologies and estimate the associated carbon abatement impact by applying a carbon abatement factor to each 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 relate to the use-phase of the product lifecycle and are not net of the embedded lifecycle carbon emissions of the product or service itself (for example, emissions generated during the product's manufacture or end-of-life disposal).
- 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 continues to develop and if industry standards change, we will continue to evolve our methodology accordingly. 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 methodology for estimating and reporting carbon enablement (and associated quantitative targets) is currently under review in light of evolving methodologies for measuring the 'net carbon impact' of digital solutions, such as the European Green Digital Coalition's (EGDC) Net Carbon Impact Assessment Methodology (April 2024). In line with EGDC's guidance, as a business whose core business (connectivity) is not covered within the scope of the methodology, we have not applied the methodology to our reporting this year.

Our goal continues to be to provide the technology and connectivity needed for society to transition to a more sustainable future. This year, we continue to disclose our estimated carbon enablement results, and the methodology applied to calculate them.

Fleet Management Solutions	Description	Carbon abatement mechanism
Cars Average car: 120kgCO_2e/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: 2,032 kgCO_2e/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: 304 kgCO_2e/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: 4,246kgCO_2e/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: 988 kgCO_2e/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: 1,102 kgCO_2e/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 6.8%.

Electric Vehicle Solutions	Description	Carbon abatement mechanism
Electric vehicles ('EV') charging points Average EV public charging point: 817 $kgCO_2e$/connection Global average EV mixed charging point: 225 $kgCO_2e$/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	Description	Carbon abatement mechanism
Smart health care – remote patient monitoring Average remote patient monitor: 147 $kgCO_2e$/connection	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.	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.
Cold Chain Logistics 46 $kgCO_2e$/connection	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.	Optimised medical refrigeration monitoring, reduces wastage along the cold chain because of real-time temperature tracking and intervention.

Other Transport and Logistics Solutions	Description	Carbon abatement mechanism
Satellite navigation Global average: 1,320 $kgCO_2e$/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 9% in fuel savings enabled by satellite navigation.
Smart bins Global average: 5 $kgCO_2e$/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: 3,056 $kgCO_2e$/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 15% fuel savings per connection.
Usage-based car insurance Global average: 189.5 $kgCO_2e$/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: 478 $kgCO_2e$/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: 224 kg CO_2e/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 11.1% 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: 2.5% 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: 526 kg $kgCO_2e$ /smart meter	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. 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.	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.
Residential Global average for residential gas: 26 $kgCO_2e$/connection Global average for residential electricity: 79 $kgCO_2e$/ connection Global average for residential dual fuel customers: 106 $kgCO_2e$/connection Global average for residential mixed metering: 57 $kgCO_2e$/connection	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.	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.

Smart metering solutions	Description	Carbon abatement mechanism
Mixed metering Global average range: 81kgCO_2e /connection Global average for mixed electricity: 86kgCO_2e/connection Global average for mixed gas: 31kgCO_2e/connection	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. Mixed metering includes mixed electricity and gas meters, mixed commercial and residential electricity meters, and mixed commercial and residential gas meters.	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.

Other green solutions	Description	Carbon abatement mechanism
Street lighting Global average: 9 kgCO_2e/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.
Connected e-mobility Global e-bike average: 118 kgCO_2e/connection Global e-scooter average: 90 kgCO_2e/connection Global mixed e-mobility average: 113 kgCO_2e/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.

Other green solutions	Description	Carbon abatement mechanism
Connected solar panels Global average: 24 $kgCO_2e$/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: 22-72 $kgCO_2e$/device Global tablet range: 30-99 $kgCO_2e$/device	The DLM Green scheme supplies and manages Vodafone's customers with leased mobile devices 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 is avoided.
Software defined wide area network ('SD-WAN') Global average: 45 $kgCO_2e$/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: 235$kgCO_2e$/site	Vodafone's connectivity enables its customers to switch from traditional LAN to SD LAN networks in their sites.	The solution allows for reduced on-site equipment. Customers have LAN controller processes hosted in a centralised public cloud, and the on-site LAN controllers are not necessary. There is a reduction in energy consumption by replacing traditional LAN controller devices with a Cloud-based solution.
Water leak detection 278 $kgCO_2e$/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.

Other green solutions	Description	Carbon abatement mechanism
Smart parking 15 $kgCO_2e$/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 Germany: 26 $kgCO_2e$/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).
Cloud & hosting – Equinix data centres 39 $kgCO_2e$/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 Ireland: 209,820 $kgCO_2e$/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.

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 ISO 14001 and ISO 50001, by local market, using the accreditation scope defined by the relevant accreditation body in each country.

Waste and water

Waste management

We measure the electronic and electrical waste generated by equipment that we decommission from our network operations (referred to as 'network equipment e-waste'). We consider that network equipment e-waste includes used telecommunications equipment and other waste electrical and electronic equipment used to operate our network. Network equipment e-waste excludes waste from activities not directly related to the operation of our network, such as waste from passive network infrastructure or office operations.

In FY26, we updated the definition of the metrics used for our network e-waste reporting. Hazardous waste from network equipment e-waste (which was previously excluded from reporting) is now included and prior year figures have been restated.

Reuse is defined as the redeployment of used equipment from our network in one local market to a network in a different local market. It includes network equipment resold between markets where we operate, or to external third parties, for reuse for the same purpose. Reused network equipment (and its proportion of total e-waste) is measured by weight.

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

Whilst we send end-of-life network equipment e-waste to our third-party waste management partners (known as 'recyclers'), this does not guarantee that everything sent to recyclers is processed for recycling, nor that all materials within our network equipment e-waste are recovered during the recycling process. We measure network equipment e-waste sent to recyclers (and its proportion of total e-waste), by weight, at the point when the e-waste leaves our possession and is transferred to a recycler. This measure is not adjusted retrospectively with information about how much e-waste is ultimately processed for recycling (which is determined by our recycling partner after sorting the e-waste received from us) or the rate of material recovery from the e-waste (which is determined at the end of the recycling process), because this information is not currently available from all recyclers across the markets where we operate.

Disposed network equipment e-waste refers to waste that cannot be reused and is not eligible to be sent to recyclers. This e-waste is therefore sent directly for end-of-life treatment by incineration, landfill or other disposal method in line with our waste management policy. Disposed network equipment e-waste (and its proportion of total e-waste) is measured by weight.

Devices

As part of the campaign in partnership with WWF, we monitor and report on the number of used mobile phones collected for refurbishment and re-use, recycling or donation for social causes. Where data on post-consumer electronic devices that we collect is only available by weight, we estimate the number of mobile phone handsets based on the average weight of a mobile phone handset.

Water usage

We report the total amount of water withdrawn globally from all water sources in cubic metres (M^3).

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 reported in our consolidated financial statements.

Empowering People

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 as at 31 March for each reporting period.

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 device 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 calendar month. 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 as at 31 March for each reporting period.

Network coverage

4G and 5G population coverage

4G and 5G outdoor population coverage is defined as the proportion of the nationwide population that is within range of a 4G and 5G mobile network. This coverage must be 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 data (from the Internet to the device) at a throughput rate of at least one megabit per second (1Mbps) for 4G and at least three megabits per second (3Mbps) for 5G.

A data rate of at least 1Mbps is determined 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. 3 Mbps will offer faster web page downloading, smoother streaming with less re-buffering and support for higher video resolutions, therefore improving user experience.

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 or 3Mbps respectively.

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.

Following the merger of Vodafone UK and Three UK on 31 May 2025, the full integration of both UK networks is ongoing. During this transitional period and until full network integration is achieved, the consolidated UK 5G population coverage position is calculated using a weighted average approach based on the mobile customer bases of Vodafone UK and Three UK.

Number of sites deployed

The number of sites deployed (4G and 5G) is defined as the total number of physical site locations where radio access network equipment is deployed and is carrying live customer traffic on Vodafone's 4G or 5G radio access network as at 31 March for each reporting period. This includes sites managed by Vodafone or those by our active network sharing partners who support Vodafone's 4G or 5G service.

Network coverage metrics are presented as: Europe (Albania, Czech Republic, Germany, Greece, Ireland, Portugal, Romania and UK), Africa (DRC, Egypt, Lesotho, Mozambique, Tanzanis and South Africa) and Türkiye.

5G availability

We report the number of countries where the Group provides a commercially live 5G service from at least one radio access site. 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.

Digital inclusion

IoT SIM connections

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

Engaged unique users accessing Vodafone's V-Hub service

V-hub is a digital tool aimed at small to medium businesses providing free expert guidance, knowledge and a range of tools and training. The number of engaged unique users is measured through:

- The number of unique visitors to the V-hub site spending at least 30 seconds on an article. This is measured using cookie technology and reported by Google analytics or Adobe;
- The number of individual advisory calls with a V-hub advisor; and
- The number of users generating an action plan through the V-Hub private member's site.

We report the number of engaged unique users who have accessed Vodafone's V-Hub service in the reporting period.

Smartphone penetration

Smartphone penetration reflects the level of smartphone adoption across Vodacom Group's active mobile customer base. A smartphone is defined as a handheld mobile device that operates using a mobile operating system, in line with Vodafone's classification standards.

Smartphone penetration represents the proportion of active smartphone customers as a percentage of total number of 30-day mobile active users (outgoing and incoming) across Vodacom companies. This is calculated as at 31 March for each reporting period.

Affordable tariffs

Affordable tariffs are data plans that provide an adequate level of data for foundational internet browsing and access to key services at an affordable price point. Two key elements of these tariffs are the level of data and cost. In alignment with UN and World Bank guidelines, our definition of affordable mobile tariffs is:

- At least 6GB of data per month, or higher if stipulated by local regulation; and
- Cost less than 2% of the average income of the poorest 40% of the population in that market.

A local market can meet the definition through either Vodafone's main, sub- or second brand that has a 4G/5G minimum allowance of at least 6GB per month, and a cost or cost per GB equal to or below the target price set, as at 31 March for each reporting period.

ConnectU

ConnectU is a zero-rated platform that offers Vodacom customers free access to a range of essential services and content aimed at social development. This includes, but is not limited to, resources in education, jobs, health, social, and safety and security. These services are accessible for free, regardless of data usage.

The Group's impact on society is measured through the number of unique visitors to ConnectU. ConnectU unique users is defined as the total number of users who accessed the platform during the calendar month. A unique user needs to have accessed the platform once in the last calendar month.

The number of unique users is measured as at 31 March for the reporting period.

Just4You

Just4You ('J4U') propositions are product recommendations that are personalized at a customer level. These are further structured at a location level (i.e. Just4YouTown) depending on the relative market position across provinces along with business priorities and commercial strategy at the time.

The group's impact on society is measured through:

- Just4You penetration
- Just4You revenue contribution

Just4You penetration represents the proportion of Just4You customers as a percentage of the total number of 30-day prepaid mobile active users (outgoing) across Vodacom.

Just4You revenue contribution represents the proportion of the Just4You revenue as a percentage of the prepaid voice and data revenue across Vodacom. This is calculated as at 31 March for each reporting period.

People

Employee headcount

Employee headcount is the non-pro-rated headcount as at 31 March for each reporting period.

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

Contract type and footprint disclosures are based solely on employee headcount and excludes contractors.

Average headcount

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

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.

Employee turnover is based solely on average employee headcount and excludes contractors.

Employee turnover

Employee turnover is calculated 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.

Contract types

Permanent employees are those with a permanent contract, this is a contract that will not expire but will remain valid until either employer or employee chooses to end the contract. Temporary employees are those on a "fixed-term contract" referring to employees with a short-term contract for a specific period of time. Unless renewed, a fixed-term contract will expire by a pre-determined end date.

Employee footprint

Employee footprint is calculated as the ten largest countries with direct operations as at 31 March for each reporting period.

Operating segments

Operating segments are calculated as the number of employees per operating segment compared to our total direct operations employee headcount as at 31 March for each reporting period. Segments are split as Germany, UK, Other Europe (Albania, Czech Republic, Greece, Ireland, Portugal and Romania) Türkiye, Africa (DRC, Egypt, Lesotho, Mozambique, South Africa and Tanzania), Corporate Services and Shared Operations.

Corporate services reflects corporate support activities across Finance, HR, Legal & Business Integrity, External Affairs, in addition to Brand & Technology Strategy.

Shared Operations includes headcount across our footprint (Albania, Egypt, Hungary, India, Portugal, Romania, Türkiye and Spain) and reflects other shared operational capabilities across revenue generation, product development, technology and network operations, and back-office operations.

Collective bargaining agreements

Collective bargaining agreements are contractual agreements between the Group, its employees and trade unions. It is calculated as the number of employees covered by collective bargaining agreements compared to employee headcount.

Coverage rate is the employee headcount covered by collective bargaining agreement as a percentage of the overall employee headcount in that particular country or operating segment.

Coverage rates of employees within EEA[1] countries are presented at a country level. For non-EEA countries[2], coverage rates are instead presented at an operating segment-level.

Notes:

1. European Economic Area ('EEA') countries are Belgium, Czechia, France, Germany, Greece, Hungary, Ireland, Italy, Luxembourg, Netherlands, Portugal, Romania, Spain and Sweden.
2. Non-EEA countries are those not classified as part of the European Economic Area ('EEA').

Spirit Beat

Spirit Beat is a confidential survey measuring progress on how the 'Spirit of Vodafone' is experienced, the beliefs we stand for and the behaviours that enable the Group's strategy and purpose.

All employees are invited to take part in the survey and participation is voluntary. Spirit Beat is not sent to employees of non-controlled entities such as joint ventures, partner markets, contractors or employees that are on internships or on long-term leave of absence.

The Employee Engagement Index is calculated based on the average response to two questions: overall employee satisfaction and likelihood to recommend Vodafone as an employer. The Frontline Employee Engagement Index uses the same questions but is calculated using responses from frontline employees only. Alignment to Mission is based on responses to whether employees feel their daily work contributes to Vodafone's Mission.

The response rate is calculated as the number of responses received divided by the number of surveys that have been sent out.

Diversity and inclusion

Gender diversity

Gender diversity reflects the distribution of individuals across gender categories within the organisation and is used to monitor representation and inclusion outcomes. Gender is captured using categories of male, female, other and not reported.

Women in management and senior leadership roles

We measure diversity in our management and senior leadership. 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 employee headcount (full-time/part-time) as at 31 March for each reporting period and expressed as a percentage. An employee is defined in the Headcount reporting methodology (see Employee headcount section above) and includes graduates, people on international assignments and people on work experience who are on the payroll or have been at Vodafone (or a local market) for longer than six months. The numbers exclude pensioners, employees on administrative leave and non-employees.

Women as percentage of internal and external hires

Internal hires are existing Vodafone employees who move into a different role within the organisation through lateral moves, progressions, or promotions.

External hires are employees who are recruited from outside of Vodafone and join the organisation as new starters.

Demographics: age and generation

Age and generation are calculated as the employee headcount per category as compared to the total employee headcount as at 31 March for each reporting period.

Employees' age category is captured using the following categories:

- Under 30 years old
- 30-50 years old
- Over 50 years old

Employees' generation category is captured using the following categories:

- Baby boomers (1946-1964)
- Generation X (1965-1980)
- Millennials (1981-1996)
- Generation Z (1997-2012)

Training

Training is measured as the number of training hours offered and completed by employees. The average number of training hours is calculated as total training hours compared to employee headcount including a breakdown by gender (see Gender diversity section).

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.

Health and safety

Health and safety incident reporting includes information relating to the Group's:

- Own workforce (employees and contractors) in accordance with headcount reporting methodology (see Headcount above);
- Upstream value chain workers (suppliers' employees and contractors) for any suppliers highlighted by local markets as performing high risk safety work on behalf of Vodafone, based on the Safety in Supply Chain policy; and
- Community (members of the public) involved in work-related incidents involving our own workforce or upstream value chain workers, as described above.

ISO 45001 certification

ISO 45001 is a systematic framework to manage occupational health and safety risks and performance. We report on our occupational health and safety system management certifications using ISO 45001, by local market, using the accreditation scope defined by the relevant accreditation body in each country.

Work-related accidents

Work-related accidents are defined as work-related injuries or ill health from work-related incidents that resulted in medical treatment beyond first aid, restricted work or lost working days, including recordable fatalities. Work-related accidents (from FY25 onwards) are reported for the first time in FY26.

We previously reported on work-related employee injuries or ill health (excluding fatalities) that resulted in days away from work, not including the day the injury occurred or the illness began.

Lost-time incidents ('LTI')

Lost time incidents ('LTI') are work-related accidents that resulted in lost working day(s), not including the day that the injury occurred or the illness began.

Lost working days

Lost working days are calculated as the total calendar days an employee is away from work due to a work-related accident. The count begins the day after the incident date until the last day of the absence. Lost working days are not counted for fatalities. The maximum number of lost working days is capped at 180 days. Days on which the affected individual was not scheduled to work will be counted, including for weekends, holidays and leave days, in the number of lost working days.

Lost working days falling in the current reporting period as a result of work-related accidents that occurred in the previous reporting period are included in the current reporting period, up to the cap of 180 days, as applicable.

LTI rate

The number of own workforce lost time incidents per 1,000 employees and contractors based on the Group's average Full Time Equivalent ('FTE').

Average FTE is the sum of the pro-rated headcount (employees and contractors) at each reporting month-end divided by 12.

Total recordable fatalities

For own workforce and value chain workers, a recordable fatality is a death as a result of a work-related accident. Each incident is reported to the Chief Human Resources Officer and Head of Safety, Health and Wellbeing and their review of the completed investigation has concluded that the incident was work-related.

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

Total recordable incident rate

Total recordable incident rate per 1,000,000 hours is the number of own workforce work-related accidents per 1,000,000 hours worked. This calculation is based on the Group's average FTE (as used for calculation of LTI rate) working 40 hours per week, 50 weeks per year. The rate represents 500 workers working 40 hours per week, 50 weeks per year.

Maintaining Trust

Responsible supply chain

Spend

The total procurement spend across all material categories at both locally and centrally managed levels, presented in EUR (€) billions.

Suppliers

The number of suppliers at Group level and top 10 sourcing locations includes:

- Active suppliers, which are suppliers that Vodafone has spend with in the reporting period;
- First tier suppliers; and
- Only the ultimate parent company of the active supplier is considered.

Estimated number of workers across the upstream value chain

The estimated number of workers across the upstream value chain is estimated by multiplying 10% of the total group spend by a proxy for the average global salary per capita[1].

Note:
1. Global gross GDP per capita as provided by Statista, which uses data for the 2024 calendar year

Protection of whistleblowers

Speak Up reports

Speak Up is a whistleblowing service available to our employees, contractors, suppliers, business partners, and joint venture partners.

Speak Up reports are categorised by the nature of the report, including:

- Health and safety
- Integrity
- People issues (including diversity and inclusion)
- Other

Reports also include those relating to modern slavery concerns.

The number of Speak Up reports requiring remedial action is the number of reports received during the reporting period that were investigated and substantiated and consequently require remedial action.

Doing What's Right ('DWR')

The Doing What's Right programme features e-learning training, including specific modules on:

- Anti-bribery
- Code of Conduct
- Health and safety
- Privacy
- Security

Module completion rates

For each DWR topic, the module completion rate is the percentage of employees who were required to complete the relevant training module within the reporting period that have no overdue requirements relating to this topic as at 31 March for each reporting period.

DWR completion rates

The overall completion rate is the percentage of employees required to complete a minimum of one (of five) DWR training module(s) in the reporting period, who had no overdue requirements relating to any of the required modules as at 31 March for each reporting period.

Information security

ISO 27001 certification

ISO 27001 is a systematic framework for managing information security risks and protecting the confidentiality, integrity and availability of information. We report on our information security management system certifications using ISO 27001, by local market, based on the accreditation scope defined by the relevant certification body in each country.

Cyber

Cyber events

The number of material cyber events represents the total count of cyber incidents occurring during the reporting period that are assessed as material under the United States Securities and Exchange Commission ('SEC') definition, meaning there is a substantial likelihood that a reasonable investor would consider the event important when making an investment decision.

Data privacy

Number of fines

The total number of data privacy-related fines imposed on Vodafone during the reporting period. It includes court-imposed and administrative fines issued by relevant local or non-local regulatory authorities for non-compliance with personal data protection regulations. Fines are recognised based on the date Vodafone is formally notified that a fine has been imposed.

Value of fines

The total monetary value of data privacy-related fines imposed on Vodafone during the reporting period. It includes both court-imposed and administrative fines issued by relevant local or non-local regulatory authorities for non-compliance with personal data protection regulations. The value of fines is reported based on the date Vodafone is formally notified that a fine has been imposed.

Economic value

Direct economic value generated

The total revenue per the consolidated income statement in the Group's financial statements.

Direct economic value distributed

The total of:

- Operating costs: the sum of cost of sales, selling and distribution expenses, and administrative expenses per the consolidated income statement. Adjustments are made to exclude staff costs, depreciation and amortisation expenses based on Note 3 to the Group's financial statements;
- Employee wages and benefits: staff costs per Note 3 to the Group's financial statements;
- Payments to providers of capital: payments of interest, equity dividends, and dividends to non-controlling shareholders in subsidiaries per the consolidated statement of cash flows in the Group's financial statements;

- Payments to government: income tax expense for the current year, excluding any adjustments for prior years, per Note 6 to the Group's financial statements; and
- Community investment: donations to local and communities and non-governmental organisations of contributions and in-kind services, combined with our technology, per the Group's strategic report.

Economic value retained

Economic value retained is direct economic value generated less direct economic value distributed based on the definitions above.

Human rights

Stakeholder engagements

Engagement and/or collaboration between the Group and predefined third-party stakeholders through a form of communication. This includes engagements to:

- improve the approach for Law Enforcement Assistance ('LEA') requests; and
- drive the reduction of the number of complete service and platform blocks imposed by governments.

The number of engagements is measured as those that have taken place during the reporting period.

Substantiated severe human rights incidents

Substantiated instances of forced labour, human trafficking or child labour within Vodafone's upstream value chain identified through Speak Up reports, audits (performed by Vodafone or other JAC members) or notified to Vodafone by NGOs or investors during the reporting period.

JAC assessments

The Joint Alliance for CSR ('JAC') is a non-profit association of telecoms operators aiming to verify, assess and apply Corporate Social Responsibility ('CSR') and sustainability practices across the products supplied and the manufacturing sites of its key suppliers.

The number of site assessments, the number of sites where we have conducted a confidential survey via their personal mobile devices, and the number of workers surveyed are all extracted directly from JAC's 2025 Annual Report.

On-site audits conducted by Vodafone

The number of on-site supplier audit reports received from auditors engaged on behalf of Vodafone within the reporting period.

Non-conformances and corrective actions

We report the number of non-conformances deemed related to human rights concerns identified by audits conducted by Vodafone during the reporting period, as well as the corrective actions taken in relation to these. This is defined as all findings related to forced labour, child labour, working hours, in addition to major and priority non-conformances relating to health & safety.

Corrective actions reported are those from Corrective Action Plans ('CAPs') where Vodafone has approved the evidence submitted by the supplier.

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

Global Reporting Initiative ('GRI')

Vodafone's ESG Addendum 2026 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 platform[1].

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').

Notes:

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

Definitions

Term	Definition
#CountMeIn	In November 2020 we launched the '#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.
_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.
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).
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	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_2e) 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.
CO_2e	'CO_2e' 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_2e signifies the amount of CO_2 which would have the equivalent global warming impact.
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.
DESNZ	Department for Energy Security and Net Zero.
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.
Europe	Comprises the Group's European businesses and the UK.

Term	Definition
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.
Global Positioning System ('GPS')	GPS is a satellite-based radio navigation system.
Greenhouse gas 'GHG' emissions	Greenhouse gases ('GHG') are gases in the earth's atmosphere that trap heat.
International Energy Agency ('IEA')	The International Energy Agency ('IEA') 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.
Law Enforcement Assistance ('LEA')	Vodafone is obliged to comply with local law and therefore lawful orders for assistance from local law enforcement, such as policy, intelligence agencies and courts.
Location-based	A location-based method reflects the average emissions intensity of grids on which energy consumption occurs.
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.
MWh	A megawatt hour ('MWh') equals 1,000 kilowatts of electricity generated per hour and is used to measure electric output.
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% 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.
Operating company	Group companies in countries where we had operational control during the year to 31 March 2026: Albania, Czech Republic, Germany, Greece, Ireland, Portugal, Romania, Türkiye, 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.

Term	Definition
Platform	An electronic tool for communication, including by content creators, examples include Facebook, Instagram, TikTok and Telegram.
Power Purchase Agreement ('PPA')	A Power Purchase Agreement ('PPA') is a contract between energy buyers and sellers for a set amount of energy generated by an existing or planned renewable asset, such as a solar or wind farm. PPAs are typically signed for long-term periods between 10 - 15 years.
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.
Radio access network ('RAN')	Radio access network is the part of a mobile telecommunications system which provides cellular coverage to mobile devices 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.
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 CDP, the United Nations Global Compact ('UNGC'), the World Resources Institute ('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.

Term	Definition
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.
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.