



Sustainability report
Vodafone Romania
2021-2022

Together we can
 **vodafone**

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A close-up portrait of a middle-aged man with a shaved head and light-colored eyes. He is wearing a dark blue suit jacket, a white dress shirt, and a red tie with a small dark pattern. He has a slight smile and is looking directly at the camera. The background is a plain, light grey color.

Foreword



it was yet another year of transformation, evolution, and change for us as individuals, for businesses and for the society as a whole.

(continued on page 5)

Dear readers,

2021 was yet another year of transformation, evolution, and change for us as individuals, for businesses and for the society as a whole. When we look back at what was another year under the sign of the pandemic, we see that technology was the main driver for success for the business sector, and a behaviour change trigger on a personal level. According to a study commissioned by Vodafone Business and conducted by London School of Economics, the businesses Fit for the Future (FFTF) have matured from a digital transformation perspective, 86% of them stating that they're taking action to deal with an automated world, compared to 75% of businesses overall. Also, improving FFTF score is directly linked with the financial performance and also with the sustainability commitment.

At the beginning of the pandemic, we were feeling like a mirror was put in front of us showing all the shortcomings and the weaknesses. Particularly this reflection is what provoked the change working as a wake-up call, bringing rapid transformation and digitalization on all layers.

The highly dynamic global context has driven us even faster on our road to innovation, sustainability and best use of technology for both people and planet.

Since last year, the Vodafone Romania network is 100% green, fully powered via renewable energy resources. Our locations already rely on solar energy and we are actively looking into wind-powered solutions. Our data centres in Bucharest, Cluj-Napoca, Timișoara, Brașov, Constanța, Bacău and Craiova have all been certified for energy efficiency.

Switching to eco-SIMs, another positive move for the environment, also cuts down to half the plastic used for every single SIM card we provide.

Every individual step leads us further on our journey towards reducing our total global carbon emissions to net zero by 2040, a mission of each market Vodafone is in.

Evolution cannot take place without the human contribution though. The more diverse and the more inclusive we are,

the better premises for innovation we create. Inclusion for all is one of our strongest beliefs we really on throughout everything we do. For people affected by unemployment due to the pandemic, we have launched last fiscal year **jobseekers.connected** platform to help them stay connected to the labor market, giving them access to reskilling and vocational courses, helping them find a job.

In the same line, building a better society is another goal we strive to deliver on through meaningful, impactful projects. Vodafone Romania Foundation again demonstrated consistency in supporting the country's medical system, with a continuous focus on medical care for new-borns. Following the two success stories of the neonatology intensive care units investments in Constanța and București, last year other several neonatology sections in hospitals in Botoșani, Caransebeș, Craiova, Mediaș, Slatina and Târgu Mureș received funding for renovation, endowment and staff training through Life for Newborns fund.

On our road towards a technology company, we've maintained our focus on expanding and strengthening our network, in order to ensure that even the communities in the most hard-to-reach areas remain connected, with reliable access to quality fixed and mobile services.

The result was a new "Best in test" certification that Vodafone GigaNetwork obtained from the independent German auditor umlaut, for the performance of the mobile data and voice network nationwide. Vodafone GigaNetwork FIBER has also been certified by the same auditor, in August 2021, for the best fixed internet user experience in Romania - the first such certification the auditor conferred to a fixed internet network operator in the country.

Looking ahead, the key word remains "change". At country, society and company level, we expect to see a continuous proliferation of the digital services, more focus on the environment, while striving to leave no one behind.

Together we can!

Achilleas Kanaris
CEO Vodafone Romania



**Our sustainability
commitments**

Context



The State of Communications in Romania

Romania has always represented a competitive market for the telecommunications industry. The dynamic evolution of this sector and the interest of local consumers very quickly led to the creation of a large enough community of digitally experienced customers with specific requirements who are able to use innovative products. This meant, especially during the pandemic, that an important percentage of the population, especially in industries such as IT, education or services, with a high level of education and autonomy¹, were able to adapt their work style quite quickly. Equally, the consumption of technology for connecting with family and friends², recreationally³ and for online commerce activities⁴ has in turn increased, accelerating the digitization process. As a result of this maturing market, as well as the appetite of residential customers for data consumption, converged communications services have become indispensable.

At the same time, consumers' access to digital solutions and their behavior have led to the consolidation or development of businesses based on digital platforms. Increased demand for digital products and services creates cascading opportunities for strengthening digital infrastructure. The overlap between national infrastructure development processes, such as highways, and the applicability of 5G, IoT or NB-IoT technologies bring fantastic opportunities in creating complementary infrastructure between industries. Once implemented, these technologies can accelerate the digitization process of the country. The applicability of digitization is and will become increasingly visible in all fields, from the health system to education, but also in transport, agriculture or other industries.

¹ link

² link

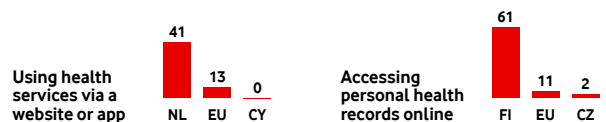
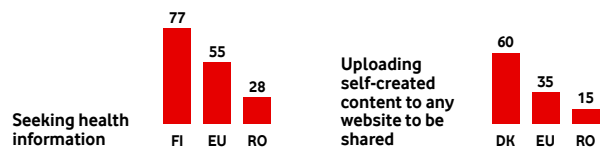
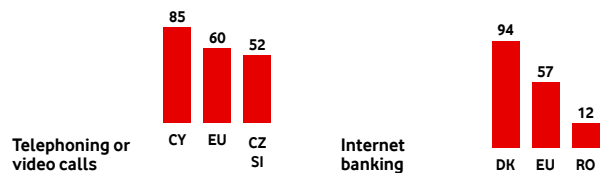
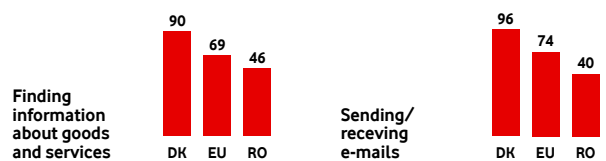
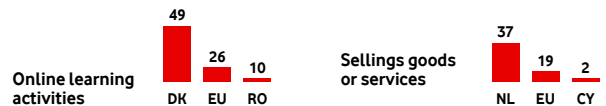
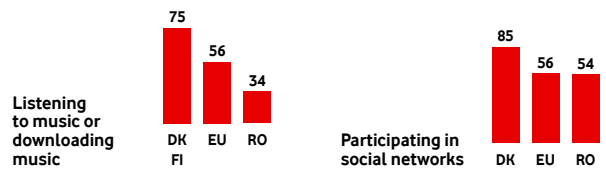
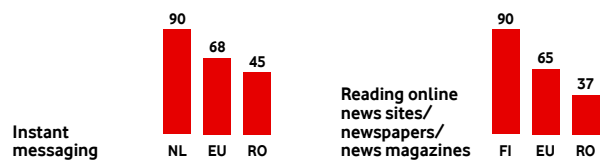
³ link 1

³ link 2

⁴ link

Internet activities in the EU during 3 months prior to the survey

(% of people aged 16-74, 2020 data)



On the other hand, the very strong competition within the sector can also bring challenges. Customers still put the price of services first, at the expense of their quality or complexity. However, this puts more pressure on the profile companies to maintain the same prices, despite the evolution of the socio-economic context, and investments in research, new infrastructure, innovation remain on the back burner.

However, funding programs like NRRP, which are very focused on digitization, can contribute to the technological leap we want. For example, extending telemedicine solutions to rural or small urban areas can have an important impact on life quality. If these programs are well thought out and implemented with public sector partners, they have the capacity to radically change the Romanian citizen's relationship with the state, local authorities, public services and, ultimately, the quality of life.

Vodafone Romania at a glance

Our contribution to increasing the degree of digitization of the country starts from the best possible coverage of the population and the territory of the country with quality services. During the financial year 2021-2022 we invested in the national network to provide reliable and quality services to all customers. Thus, we expanded the mobile network with 700 4G stations, ensuring the connection to voice and mobile data services for approximately 150,000 inhabitants of 158 localities in the countryside, and we expanded the high-quality fixed network, giving access to services to a number of 21,000 households in the countryside. We currently offer coverage with mobile communications services (voice and data transmissions) for 99.7% of Romania's population and 92.1% of the country's territory.

Economic Presence 2021-2022

764 milion
Income (EUR)

11,1 million
Number of clients

4,7
ARPU⁵ mobil

Strong partnerships with the entire supply chain

We are committed to combining technology with care for the environment and community in everything we do. This aspect is reflected in the working principles we have established along our value chain. We want to support our partners to contribute to a green economy together, helping those who want to reduce their carbon footprint. We aim for all our suppliers to implement carbon reduction policies and prioritize suppliers who make ambitious commitments to reduce emissions.

The CO₂ Analytics dashboard, a platform that provides real-time access to information regarding the carbon footprint

of scheduled purchases, provides our colleagues with an important tool for assessing the carbon footprint of our value chain. The most important suppliers, markets and product categories are indexed and their performance is compared with the annual targets assumed by the year 2030 of halving the carbon footprint of our value chain and of neutrality in terms of emissions by the year 2040.

The Code of Ethical Purchasing is the document that sets out the principles that underpin our partnerships with suppliers.



The supplier engagement program involves a global commitment. Together with 116 strategic suppliers with a high impact on emissions we want to reach the 1.5° Science Based Target by the end of the fiscal year 2022-2023. By aligning our suppliers to these ambitious goals, we aim for them, in turn, to halve their greenhouse gas emissions by 2030. As a result of our joint effort, the level of adherence to this goal increased from 19% to 31% during the fiscal year 2021-2022.

Hybrid Carbon Reporting is a complementary initiative, developed in the last fiscal year. This platform will incorporate greenhouse emissions data for each top 10 suppliers partner and life cycle analysis data for the top 10 products in our portfolio. The purpose of this exercise is to increase accuracy in greenhouse emissions reporting and to identify opportunities to make our products more efficient.

In addition, the new carbon reduction feature from Supply Chain Tear Down Laboratory **D2CO₂** now allows us to identify and analyze which components or configurations can be rethought or replaced in order to reduce the carbon footprint of the products and services we purchase. We also use this information in our interaction with suppliers to help them in their own efforts to reduce their carbon footprint.

We are constantly investing in strengthening our relationships with all partners in the supply chain.

We cultivate partnerships based on trust, transparency and mutual support. The **Code of Ethical Purchasing** is the main tool we use to select our partners and build lasting relationships. All new partners participate in on-boarding sessions, where we inform them and discuss our supplier procedures, our values and expectations, and maintain constant and constructive communication on topics related to the principles of ethics and integrity or other key topics for maintaining and increasing transparency and trust.

Through the Speak-up whistleblowing and integrity program, all those involved in the company's operational activity, whether employees or business partners, can report any violation of the Code of Conduct, including cases of bad faith, corruption, bribery, fraud, money laundering, violation of employee rights or any other unethical behaviors.

That's why we periodically remind suppliers of its importance and how they can use it.

Last but not least, we adapt to opportunities and challenges and support our partners in difficult situations, such as those of the last year. We have worked closely, particularly with critical suppliers, to track potential supply chain lapses in order to anticipate and prepare for potential risks. These partners play a key role in the implementation of the business continuity plans, called Supplier Resilience Assessment Program.

495

**Total suppliers
which 338 from Romania**

68%

**Our suppliers are from
the local market**

305 million euros

**Our costs in the supplier chain were,
which 235 million (77%) returned to
the Romanian market**

Corporate governance

The pace of social and economic change demonstrates once again the importance of scenario planning for different social developments. Our business model is based on Business Continuity Management and Information Security Management. They are implemented and certified according to ISO 22301 and ISO 27001. In this way, we ensure the speed of reaction to changes in the market in which we operate, without losing sight of the long-term objectives.

Along with these operational systems, which relate to the functional aspects of the business, the Code of Ethics and the new brand positioning **Together we can** establish the network of values and principles that govern the culture of

our organization. The Code of Ethics defines the principles for our good internal collaboration and with business partners, and **Together we can** guides our ambitions and approach in creating a better world for us and for the communities in which we operate, combining human values with the power offered by technology.

More information about
Vodafone's code of conduct
can be found here.



Together we can

The pandemic period showed the strength we have when we act together. Even though valuing teamwork is part of our organization's DNA, the last few years have once again shown us the power of "together".

No matter how strong an organization is, be it multinational or local, private or public, in the face of all the emergencies and needs that have arisen during the pandemic and, since February 2022, in the context of the war in Ukraine, we have all learned that only together we can face these challenges.

Such events are a test point, and the power we acquire from honest partnerships helps us on all levels, beyond crises. Starting in 2021, our new positioning – **Together We Can** – reflects our belief that, when working together, humanity and technology can find the answers and create a better future for all.

That is why we have been asking ourselves some big questions:



Are we doing enough to move society forward?
Are we doing enough to make sure no one is left behind?
Are we doing enough to reduce our impact on the planet?

The answers to these questions turn into concrete actions that help us be better.

Under this umbrella, we have launched health programs that include telemedicine so that patients can receive the highest quality treatments. We have developed new education programs that combine human support with technology to ensure that access to knowledge is within everyone's reach, and we have volunteered for the elderly. We continued our initiatives to protect the environment and invested time and energy to change the behaviors related to our consumption of resources. Electricity is a vital resource for our industry, but equally, it is a resource that can come with a set of irreversible costs for the environment. That is why we have made a commitment to reduce energy consumption in the first place. In the case of data centers, technology solutions have helped us optimize power according to our customers' consumption cycles. Secondly, from fiscal year 2021 - 2022, our network is fully powered by green sources. We did this so that every one of our customers who uses the phone, sends an SMS or uses the Internet can do so in a sustainable way.

Each of our strategic directions has seen important progress in recent years, and the 2021-2022 financial year is no exception to this trend.

Our commitment to building the **digital world** has materialized over the past financial year in investments in our small and medium-sized business customers.

The **V-Hub platform** gives them a space to learn how to use technology and access to our consultants so they can grow their businesses with the help of digital tools. This is the way we believe we can contribute to the strengthening of an important segment of our country's economy - small and medium-sized enterprises.

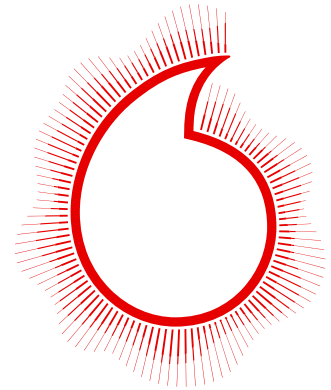
A special area of the Romanian economy in which we strongly believe is **precision agriculture**. We are convinced that our health depends to a large extent on the ability of farmers to cultivate and grow healthy crops, properly monitored. The tools we've made available to farmers this year combine our technology and knowledge to help them get the highest yield without compromising crop and soil health.

The same principles of optimization and intelligent use of resources have also been applied to other projects such as the one carried out together with **Sameday**, for the healthy development of the company.

Only in the scenario where we can build a **future for everyone** we can talk about a healthy society. In the financial year 2021-2022 we have chosen to invest primarily in two major directions: health and education. **The Life for Newborns** funding program is one of the investment projects carried out this fiscal year and intended to equip neonatology departments in the country with equipment and medical technology to save as many lives as possible of the most vulnerable among us – premature newborns. Six projects from the whole country thus received funding for equipment, telemedicine solutions, but also for renovations and training of medical staff in neonatology wards. Another strategic partnership, with **Salvamont**, has given rise to another life-saving initiative. In terms of education projects and encouraging access to the labor market, we ran **Jobseekers.connected**, the **School of the Future** and **Edushare** programs that are based on technology to reduce educational gaps and increase the socio-professional integration rate.

The main achievement in terms of our **environmental** commitments is achieving the goal of having a **100% green network**. In order to achieve a sustainable digital experience for our customers, we started, at the European level, together with four others of the most important network operators, a new Eco Rating labeling scheme to help consumers identify and compare the degree of sustainability of mobile phones and encourage suppliers to reduce their environmental impact. Last but not least, we invited customers to join us in the **DreamLab** program, which we have devoted the last year to climate change research.

Organizational Chart



ACHILLEAS KANARIS
CHIEF EXECUTIVE OFFICER
VODAFONE ROMÂNIA

MIHNEA RĂDULESCU
ENTERPRISE BUSINESS
UNIT DIRECTOR

NEDIM BAYTORUN
CONSUMER BUSINESS
UNIT DIRECTOR

ALEXANDRA OLARU
LEGAL & EXTERNAL
AFFAIRS DIRECTOR

MARIUS CORCOMAN
CHIEF FINANCIAL
OFFICER

ZSUZSANNA RASKÓNÉ TÓTH
HUMAN RESOURCES
DIRECTOR

OKAN CENGAVER
IT DIRECTOR

ANA-MARIA POPA
CUSTOMER OPERATIONS
DIRECTOR

NICOLAE VÎLCEANU
CHIEF NETWORK
OFFICER

PÉTER SOÓS
BUSINESS DEVELOPMENT &
STRATEGY DIRECTOR

Highlights of the year 2021



- ▶ **Launching the package of digital solutions for agriculture;**
- ▶ **Availability of the Life for Newborns funding program;**
- ▶ **Obtaining ISO 50001:2018 certification for energy efficiency;**
- ▶ **Launch of the V-Hub platform for the digital transformation of SMEs;**
- ▶ **Supplying the Vodafone Romania network and the entire Vodafone network in Europe with 100% green energy;**
- ▶ **Expanding the mobile network with more than 700 4G stations;**
- ▶ **The launch of the Jobseekers.connected platform dedicated to people looking for a job;**
- ▶ **Eco-SIM initiative to reduce plastic consumption;**
- ▶ **Using DreamLab to support climate change mitigation research;**
- ▶ **Obtaining the Top Employer 2021 distinction conferred the Top Employers Institute;**
- ▶ **Salvamont equipment with solutions for detecting avalanche victims;**
- ▶ **Launching the global circular economy plan.**

Awards and honors



Top Employer 2021

Top Employers Institute Best in Test Mobile Network, umlaut AG



Biz Sustainability Awards 2021

“Environment” category for the “Smart Forest” project



1st place in the “Best Use of Instagram” category

3rd place in the “Best Use of User Generated Content” category, for the Hit Play project, Webstock 2021



The special prize of the President of the Jury, Mihnea Gheorghiu

for Voice of the Forest, IAB MIXX Awards



2nd place in the “Cause related marketing” category

for the Together we believe in magic campaign, CSR Awards



Vodafone, world leader in IoT-based connectivity services

8th consecutive Gartner recognition in Magic Quadrant report



Silver Award of Excellence

in the “Tech PR & Communication of Innovation” category for the “Smart Forest” project, PR Award Gala



2nd place in the “Best Influencers campaign” category

or Smart Forest and 3rd place in the “Special projects” category for Voice of the forest, Webstock 2021



Excellence in environmental innovation

for the “Smart forest” project, Gala Green Report 2021



1st place in the “Environmental projects” category

or Smart forest, CSR Awards

Affiliations and initiatives supported



AmCham Romania
(Camera Americană de Comerț în România)



FIC
(Consiliul Investitorilor Străini)



AOMR
(Asociația Operatorilor Mobili din România)



BRCC
(Camera de Comerț Româno-Britanică)



Institutul Aspen
România



Coaliția pentru Dezvoltarea
României



Confederația Patronală
Concordia

SUSTAINABLE DEVELOPMENT GOALS



Our contribution to the UN Sustainable Development Goals

Among the 17 objectives, two - Industry, Innovation and infrastructure (9) and Partnerships for achieving sustainable development objectives (17) - represent the main levers through which we contribute to the creation of equitable, resilient societies based on sustainability principles. We provide consumers, organizations and institutions with an indispensable infrastructure for the development of modern

society - the Internet infrastructure. But at the same time, we work closely with national, local or regional authorities, with NGOs or representatives of civil society and with ordinary people to find solutions for systemic or specific problems that affect our societies and, above all, to use the potential we all have in order to grow our communities.

Package of digital solutions for agriculture, digitization of education, digitization of the medical sector, digitization of public administration, SMART solutions in the production and service sectors.

Under the umbrella of these two objectives, the services, projects and initiatives of Vodafone Romania and its main partner in the field of sustainability, the Vodafone Romania Foundation, contribute to the achievement of 10 other sustainable development objectives:





Life for Newborns Fund, telemedicine solutions for assisting patients.



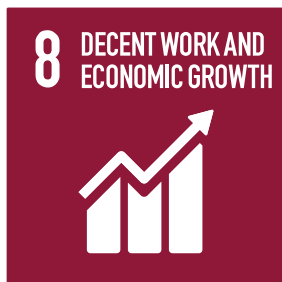
School in a Box, Edushare, School of the future.



Bright Sky, domestic violence support and counseling program.
16 weeks parental leave policy.



Green Network, high-tech solutions dedicated to the optimal consumption of electricity resources, SMART solutions dedicated to our customers to save resources.



Jobseekers.connected, support platform for job seekers.



The SMART solution portfolio that combines IoT and NB-IoT solutions to optimize our customers' operations, the package of solutions dedicated to precision agriculture, digitalization in education, digitalization in health, digitalization in public institutions.



Pillar "A future for everyone", opportunities and promise of a better digital future become accessible to all.



IoT solutions for smart cities that enable traffic flow, optimal use of resources and coordination of institutions that provide public services.



100% recycling of WEEE from the network, purchasing exclusively green energy, optimizing energy consumption in data centers, reducing packaging consumption, reducing the size of SIM cards and using recycled plastic, classifying phones according to their environmental impact.



Implementation of circular economy principles in the case of WEEE in the network, reduction of greenhouse emissions, optimization of electricity consumption in data centers, Smart Forest.



Digital world

Together we can
 **vodafone**



The digital community

We believe in a digitally connected community where data travels at the speed of light, connecting more people, communities and gadgets to the Internet than ever before.

Digital transformation is a process that is gaining ground in business practice, and companies that are open to using digital tools, have good planning and keep up with emerging trends are much better prepared to face the challenges of today's markets. **Vodafone Business' Fit for the Future 2021 report**, carried out in partnership with the London School of Economics, highlighted that 94% of companies using digital tools are better positioned to face risks.

This study supports the digitization effort at European level. The European Commission invests in solutions that enable member countries to adopt and implement digital solutions. Both public authorities, companies and NGOs are targeted for these financings and contribute to the formation of technological skills, the implementation of digitalization solutions for public services, as well as cyber security solutions. SMART communities are mentioned for the targeted solutions – where technology is within the reach of the entire economy and society. These communities include both digitized public institutions and a high level of interconnectivity to serve citizens. Once made available to social and economic actors, the technology will mean the digitization of various industries such as food, transport, health or any other sector.

At national level, through the Authority for the Digitalization of Romania, steps are being taken for the digital

Strategic objectives

- ▶ **Transforming Vodafone into a technology company**
- ▶ **Connecting people, places and things through fixed and mobile Gigabit networks**

transformation of public institutions, increasing citizens' access to digital solutions and easier communication between institutions and people.

Vodafone Romania supports this national approach through our effort to implement digital solutions and strengthen the digital infrastructure. Over time, we have initiated connection programs in the field of health, education and public administration. We have invested in access to digital solutions such as telemedicine. Similarly, we have equipped schools and provided students and teachers with the digital tools needed to bring learning closer to today's needs.

The projects included both the provision of equipment and the effort to train teachers in the use of new technologies. Two examples from the last year are the School of the Future and Edushare projects, where technology helps both teachers, but especially students to recover from the stagnation in the educational process caused by the COVID-19 pandemic, but also to use technology as an effective way of connecting to current realities.

In addition, IoT and NB-IoT projects significantly contribute to the implementation of efficient solutions, where technology helps to optimize operational activities, but equally reduces the impact on the environment.

Our services and products

A digital world for residential customers

Due to constant efforts to extend our networks to the most remote and inaccessible areas of the country, where no other network has reached, we have taken our services to isolated communities without any access to communications. Our goal of ensuring that we are with people wherever they live and work, we leave no one behind and we put technology at the service of everyone who needs it is a moving target, but we are getting closer to its fulfillment with each new project.

By the end of June 2021, we have expanded our mobile network coverage with more than 700 4G stations, ensuring connection to voice and mobile data services for approximately 150,000 residents in 158 rural localities. Currently, Vodafone Romania has reached a coverage of its mobile communications services (voice and data transmissions) of 99.7% of the Romanian population and 92.1% of the country's territory, offering access to fixed and mobile voice services and internet including for some of the most isolated communities in the country.

During the same period of time, we expanded our high-quality fixed network to 21,000 rural households, and we currently serve more than 3.3 million rural and urban households.



Constant investments in the expansion of our networks, but also in increasing their capacity and quality, were recognized in the fiscal year 2020-2021 by three certifications conferred by the independent German auditor umlaut. The Vodafone GigaNetwork mobile network was certified "Best in test" in March 2022, achieving a record total score of the last six years in the umlaut ratings of 922 points, 25 points ahead of the next ranked operator. Thus, Vodafone's GigaNetwork mobile communications network stood out as the best mobile voice and data network nationally, achieving the highest total score, the highest score for mobile voice services, the highest score for mobile data, the highest score for urban areas and the highest score for mobile network reliability.

This certification comes approximately seven months after another recognition conferred by the same auditor. Thus, three years after the launch of the first 5G network in Romania, Vodafone was confirmed as the most reliable 5G network in Romania, also obtaining the highest score in terms of the performance of mobile data services.

The confirmation of the performance of the mobile data services offered by Vodafone Romania comes after

"In 2020-2021, we began the transformation process from a telecommunications company to a technology company, which provides beyond converged communications services, digital services and technological products to as many people as possible, in our mission to not leave anyone behind in the evolution towards an inclusive digital society."

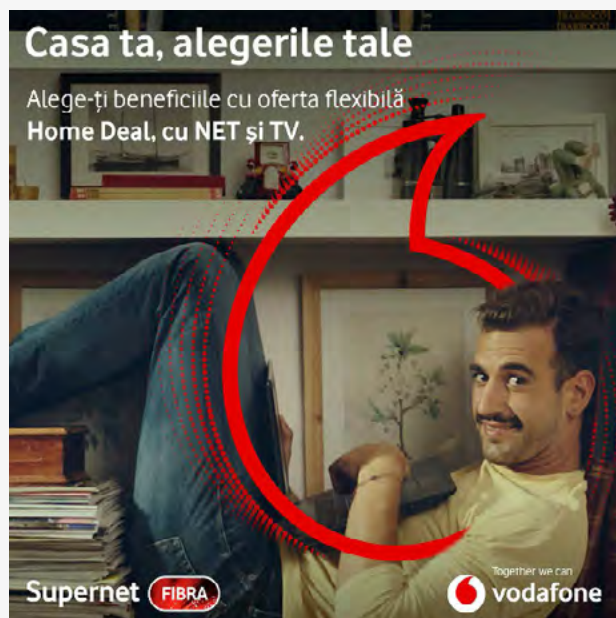
Nedim Baytorun, Consumer Business Unit Director, Vodafone România

comparative measurements carried out on all mobile networks in Romania by the independent auditor umlaut and is the seventh recognition for Vodafone Romania's mobile network following the measurement campaigns carried out. The mobile network certifications are added to the first certification awarded by the umlaut auditor to a fixed network operator in Romania for the best fixed internet user experience in Romania provided by the Vodafone GigaNetwork FIBER network.

Convergent offers

Continuing our path as an operator of convergent services, in the fiscal year 2020-2021 we continued to focus on providing our customers with relevant and attractive benefits and integrated service packages that respond as best as possible to their consumption habits and needs, but also transparency and the ease of choosing what is best for them. Thus, in September last year, Vodafone Romania launched, for the first time on the Romanian telecommunications market, a simplified and flexible offer of fixed internet and television services, giving users the freedom to add extra benefits for free, of their choice, in accordance with their preferences, while also having better clarity regarding the contents of the package and related costs.

Launched under the name “Home Deal”, the package with 500 Mbps Internet and 157 TV channels (Sports option included) could be supplemented, depending on customer preferences, but at no extra cost, with two of four benefits at choice. In the All inclusive version, customers could opt for all four benefits.



Digital innovation

Streamlining the operational process of Sameday Romania

In 2021, Sameday announced a 142% year-over-year revenue increase. This dynamic growth was based on the development of e-commerce. To be able to keep up with the high volume of operations and maintain the quality of services, our partner needed complete digitization solutions to automate and improve operational flows. Vodafone Romania, as a technology partner, offered technological solutions in three areas of activity: the sorting and optimized handling of parcels in the logistics center, the efficient coordination of the courier network and the sustainable expansion of the e-locker network.

“The partnership with Vodafone Romania is part of the digitization direction of the company that we started over four years ago. Our collaboration empowers the technologies we use to revolutionize the delivery experience and helps us be more agile in a fast-paced industry. Coordination, efficiency and responsiveness are key elements for Sameday, and the digitization of flows responds to our need to harmonize internal processes with consumer expectations. Our customers and recipients want the fastest possible delivery time and a very good quality of courier services. Through innovation, we are able to meet these demands with better than market average performance and an enhanced customer experience.”

Elena Stoica, Chief Commercial Officer, Sameday.



Our role in the digitalization of Romanian businesses

Digital solutions have shown their usefulness during the pandemic, when they gave people a chance to reconnect and communicate. From shopping to online consultation, all these services have created a new pattern of interaction and life.

We responded to the need of Romanian businesses to transform their way of operating, so we built a learning space

regarding digitization, as well as IoT solutions adapted to different economic sectors.

V-Hub is the online platform dedicated to small and medium enterprises (SMEs) with free access to relevant resources, information and tutorials regarding digitization. The platform is structured into four main sections: Digital Expertise, Digital Marketing, Digital Security and Remote Work. Furthermore, through V-Hub, companies can connect with a Vodafone Business consultant for free consultation.




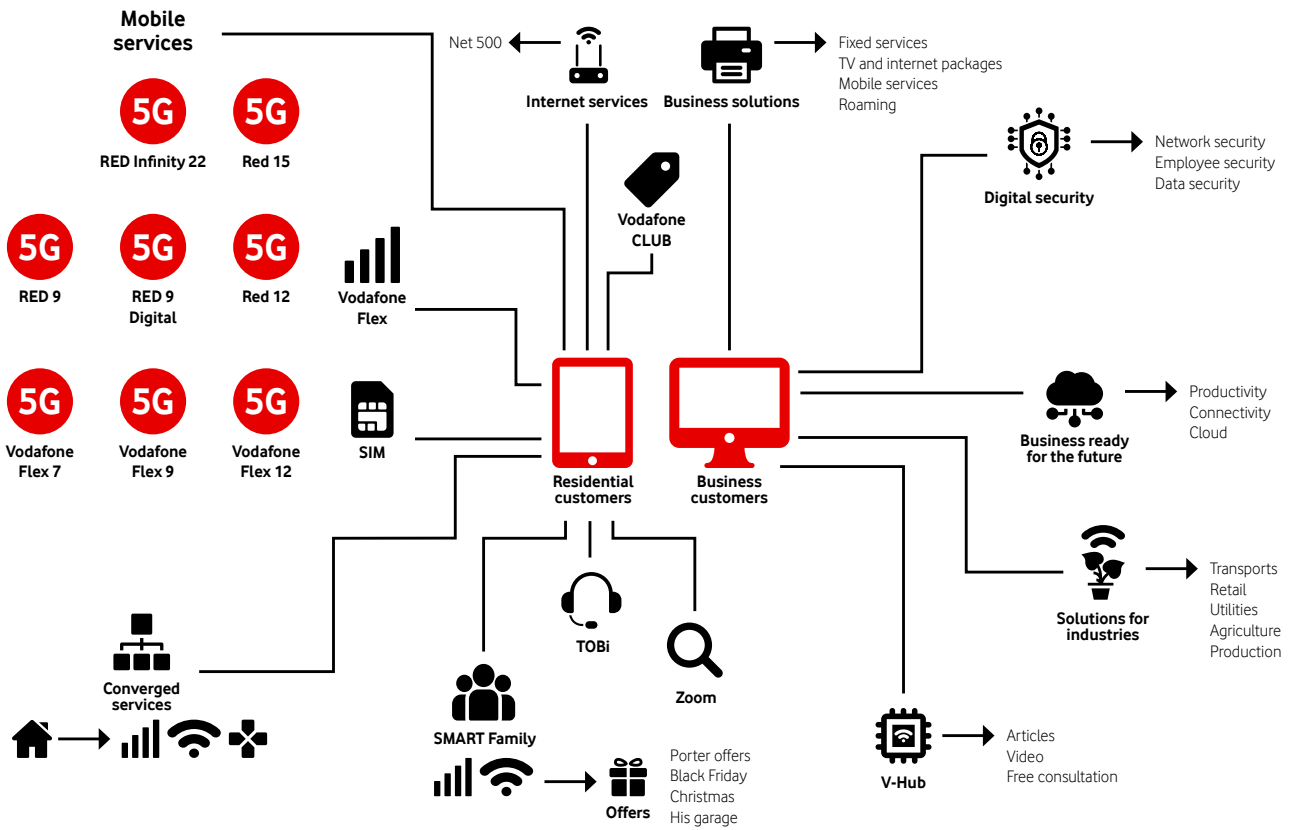
Digitization in the agricultural sector

In the context of a growing tendency towards the responsible use of resources, precision agriculture is a key element. It is based on digital solutions and technologies and allows the supply of the exact number of substances (water, nutrients, pesticides) at the optimal time for agricultural crops.

Digital solutions bring to farmers major benefits of increasing crop productivity and quality, maintaining soil health, reducing production costs, by optimizing the use of fertilizers, water, pesticides, as well as improving the efficiency of

human resources, by automating specific activities in greenhouses and solariums.

We see a future where farmers can understand and act in real-time in a tailored-made manner to crop needs. That is why we have created a platform with information, but also customized packages according to the specific needs of each farmer and consultancy for choosing the best options, which can be accessed [here](#). 



Responsibility to the client

Currently, SIMs in our stores are marked as non-disposable products, but collected as electrical waste.

In addition, in 2021, Vodafone joined the Circular Electronics Partnership, which brings together leaders from the entire value chain specific to this industry, to promote solutions for the circularity of electronic products. Vodafone, together with four of Europe's leading network operators, has launched a new Eco Rating labeling scheme to help consumers identify and compare the sustainability of mobile phones and encourage their suppliers to reduce their impact on the environment.

We have had no incidents regarding the safety and security of the products and services sold in our stores.

We strictly respect our customers' right to privacy. Our team is constantly trained on topics related to data privacy and respect for customer rights, and this is also reflected in our relationship with suppliers or third parties. The Vodafone Romania team strictly respects Vodafone's Confidentiality Commitments, so that the trust of our customers remains one of the fundamental elements for which they choose us as partners.



Vodafone's Privacy Commitments

Openness and honesty

We clearly communicate all actions that could affect the protection or privacy of customer data

Balance

When we must balance the rights to protect customer data with the obligations that ensure a safe and free society, we will make every effort to minimize the impact on the privacy of our customers' data

Choice and access

We give people the opportunity to make relevant choices about their private data and give them – where possible – the option to access, update or delete their personal data

Fairness and compliance with the law

We comply with laws regarding the protection of private information and act fairly and with integrity. We work in partnership with governments and other regulatory agencies to give the most relevant shape to the laws and standards dealing with data privacy

Privacy by design

Respect for privacy is a core component in the design, development and delivery of our products and services

Responsibility

We are responsible for upholding these principles throughout the Vodafone Group and in relation to our suppliers and partners

We try to provide the best services and meet the requirements of all our customers. However, unavoidably, situations arise where we cannot fully meet these requirements. As a first step, we seek to better understand our customers' needs and offer alternatives when the requested products or services do not meet expectations. However, beyond these efforts to resolve differences

amicably, there are also situations where customers request their resolution in court. During the financial year 2021-2022, 50 lawsuits initiated by our clients, individuals or legal entities, were ongoing. To solve them, we participate with responsibility, speed and transparency.

Here you can find the channels through which we can be contacted.



Emergency aid in the context of the conflict in Ukraine

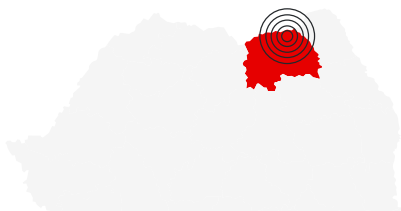
In humanitarian and emergency situations, communication plays a crucial role in coordinating support for vulnerable people. We have sought every means by which we can be with those fleeing the path of war and families who are forced to separate.



Together we can

Here is a summary of our actions:

- Free roaming, free minutes and free international SMS until March 31st. Also, all Vodafone subscribers could call/send free SMS to Ukraine, and Vodafone Romania subscribers that had roaming in Ukraine benefited from free Internet and calls to any destination until March 31st.
- 46,600 free prepaid SIM cards distributed at border points, in Vodafone stores in Satu Mare, Maramureș, Iași, Suceava, Botoșani, Galați, Tulcea, as well as in refugee centers with user information in Romanian, English and Ukrainian.
- **Landing page** in Romanian and Ukrainian with useful information for those who use the prepaid Vodafone Card.
- **Free Wi-Fi** in seven locations, such as the checkpoints of the border, but also in two refugee camps.
- **Mobile sites** in Sighet and Siret Customs and extended network capacity in customs areas transited by refugees.
- **Employment opportunities** available in Vodafone Romania through a fast-hiring process.
- Close partnerships with authorities for an efficient distribution of resources, so that we avoid overlapping efforts and cover as many requests as possible.



We have expanded the network in **Vama Sighet** and **Vama Siret** border areas to enable refugees to get in touch with families left across the border.

Benefits included on the card

- 10GB National Net
- 100 national minutes and SMS
- Unlimited minutes and SMS in the network
Bonus: 200 international minutes
30 international minutes with Ukraine

Our short-term goals, the Digital Community

- Connecting over 1 billion people to high-speed Internet by 2025.
- We are strengthening and scaling our 5G network and improving our fixed services offering to give customers access to higher speeds, more stable connections and bundled services.
- We equip cars with internet connectivity and offer fleet management solutions and optimization of distribution routes, helping companies to reduce consumption and traveled distance.





A future for everyone

Together we can
 **vodafone**

A future for everyone

The 2021-2022 fiscal year marked the start of an extensive transformation process from a telecommunications company to a technology company. When the final result will be seen in our products and services, it will be possible as a result of our transformation as a team, by investing in employee development programs, increasing the team of IT specialists, digitizing internal processes. We place more and more emphasis on flexibility, on adopting the Agile working style in as many departments as possible, on upskilling and reskilling programs to become the future-ready organization in which every employee demonstrates their maximum potential and develops solutions and services for a digital society of the future.

In 2021 we have embraced a broad challenge that we believe will radically transform people's relationship with technology. We dare to imagine technological solutions that can answer major current challenges with long-term impact, from protecting the environment to saving human lives.

Transformational Leadership

The first step on this new path is the investment in our team, in the development of technical skills, but also in those skills related to the ability of designing and creating our own future. A first step was the launch of the Transformational Leadership program, through which our colleagues in management functions and key specialists go through a process of learning and adapting to a way of working based on creativity, experimentation and adaptation. The Transformational Leadership program is like an experiential journey through which we develop the leadership capabilities of the management team and key specialists. We want our programs

Strategic Objectives:

- ▶ **To become the best employer for women by 2025 by facilitating the access of thousands of qualified women to jobs in both IT and other positions.**

- ▶ **To support young people to acquire digital skills so they can be ready for the jobs of the future.**

Ambitious technical solutions, however, require brave teams capable of designing and turning them into reality. We want to be a technology company capable not only of responding to the increasingly dynamic demands of customers, but also of anticipating them and coming up with solutions including systemic needs.

to help them develop, take a step forward in their careers, and Transformational Leadership aims to prepare them to take on more complex roles, having the mindset and capabilities to lead the company's transformation. As a result of this approach, the company's strategic objectives are analyzed and implemented in the context of the evolution process from a telecommunications company to a technology company. The project was built on the pillars of our organizational culture program "Spirit" and was based on the modules "Connecting with Self", "Leading the Others with Impact", "Leading Inclusively" and "Leading in Your Market".

One Tech Team

Another vision for the team is the One Tech Team, which connects thousands of Vodafone IT specialists across Europe and Africa and whose work will also drive the transformation from a telecommunications company to a technology company.

The technology is the product of the imagination and expertise of thousands of engineers and specialists. At Vodafone we have created a network of technology professionals so that together we can bring digital innovation to everyone. More than 30,000 people from different countries embarked together on a fantastic journey of innovation in order to bring new products and platforms across Europe and Africa.

Our engineers team up with big tech companies, start-ups and academia to build these new products and applications.

We imagine a future where we will talk more and more about nanotechnology, where we will have stickers with long-lasting batteries or keyboards that can “grow” on any surface.

All these challenges are the result of the work of the pan-European team. Our team in Romania is an integral part of this bold initiative, which is changing the way we think about and grow technology talent.

Vodafone’s effort involves the integration of 7,000 software engineers, whom we want to recruit, reprofessionalize and coordinate, apart from the 9,000 specialist colleagues in various technical areas, who already lay the foundations of our new positioning as a technology company.

Vodafone Romania, a place of diversity

In such projects with global impact, it is essential to embrace diversity. We already operate with regional teams; we implement projects with relevance and applicability in various markets. That’s why our concern for diversity – in all its forms, helps us ensure an inclusive work environment where everyone can truly be themselves and belong. We embrace diversity and we want everyone to feel valued, regardless of gender, ethnic group or social category. In Vodafone Romania, we are proud of those who choose to be our colleagues, regardless of socio-demographic criteria.

We already have programs with a long history of encouraging women to achieve their aspirations in the labor market, but we also offer our male colleagues the chance to balance their personal and professional lives by offering them extended paternity leave.

Since 2018 we are signatories of the Diversity Charter, and since 2021 we are founding members of the Chamber of Commerce for Diversity.




To support this commitment to diversity, we launched the **#CountMeIn** internal campaign, inviting colleagues to voluntarily self-declare their diversity profile (information regarding gender identity, sexual orientation, ethnicity, disability etc.). The data is confidential and aggregated both to support workforce representation reporting and to

create a culture where we can all feel like ourselves. In line with this effort, we created a resilience training program, through which we wanted to give all colleagues the tools to contribute to a more inclusive work environment.

Jobseekers.connected

Young people represent our future, both as a country, but also as an industry and company. That's why we invest in projects through which they can build careers that really value them. Because technology is a tool of the future, we support young people who want to acquire relevant digital skills, but also to experience what a job means. The Jobseekers.connected and Discover programs provide young people with important experiences to discover their professional interests and passions.

Through the Job Seekers program we offer online courses and professional counseling and, because together we can, we have partners such as the Regina Maria Health Network or eJobs. More details about the program can be found [here](#). 



Key Information	FY 2021/22	FY 2020/21
New hires	1.108	852
Women	60%	61%
Men	40%	39%
Parental leave	65	10%
Women on Bord	33%	50%

Spirit of Vodafone Day

Each quarter, colleagues have the opportunity to spend a day differently. This is the way we want to take a break, to be closer to colleagues or simply to pay more attention to our well-being. In October 2021, on the first day of the Vodafone SPIRIT we discovered our playful side in arts & crafts activities and competitions or relaxed through mindfulness exercises. Thus, all of us, in offices or shops, in the field or at home, had the opportunity to discover ourselves not only in our usual roles at the office, but also as people with diverse passions and knowledge.

At Vodafone Romania, we believe that the team is like a living organism, which develops when it has the key elements such as caring for employees, a strong and authentic organizational culture, recognition of professional and team contribution, a sense of belonging and the power to contribute and improve the work environment.

The Code of Conduct is our starting point, providing us with the guideline for our organizational culture in respect of human rights, good professional conduct and strengthening an inclusive culture based on diversity. The Speak-up policy helps us to implement these

principles as best as possible, offering colleagues, but also partners, a quick and effective tool for reporting possible violations of these principles. Once such cases are reported through the Speak-up platform, we intervene to correct any inappropriate types and behaviors and support colleagues in internalizing our principles. In the financial year 2021-2022 the platform was used eight times. Each case was verified, and if the situations were confirmed, the necessary measures were taken to correct the inappropriate behavior.

More details about employee benefits and the right to collective representation can be found in detailed format in the company's 2019-2020 sustainability report.



Health and safety in the Vodafone Romania team

Along with ethical principles and inclusion, the safety and security of our colleagues is a key element of our business. The ambitions we set for ourselves cannot be fulfilled if we do not, first of all, take care of each of us. That's why we invest time and energy to maintain the health and well-being of our colleagues.

If, initially, work from home during the Covid-19 pandemic had the role of reducing the risk of infection, later, we focused on remote work. For some colleagues, work-life balance is easier to achieve if they can carry out their office duties from home. That's why we chose to keep the way we work flexible. During the fiscal year 2021-2022, 60% of the employees working in the administrative area worked from home, and among the employees in the Customer Operations area, the proportion is 80% working remotely and 20% in the office.

In the context of working from home, the risk of anxiety, chronic fatigue or isolation is very real. That's why we believe the Stay Well emotional health and wellness program is crucial to the emotional and mental well-being of our employees. Through exercise or arts & crafts workshops, but also through psychological counseling, we help our colleagues overcome moments when they feel overwhelmed or tired by giving them the necessary tools to find a balance.

Number of accidents at work: 1

Number of occupational disease cases: 0

Number of days of absence due to workplace incidents: 6

Number of deaths due to an accident at work: 0

Together we form a team

Vodafone University remains the place where our colleagues continue their professional training process. More than 3000 colleagues have used the platform in the last year, devoting, on average, 12 hours to the learning process. Thus, approximately 70% of our team attended at least one training session.

This year as well, the platform included both mandatory courses, but also courses related to the specifics of the departments and the areas of interest of the colleagues.

Mandatory courses

- ▶ Anti-bribery
- ▶ Security
- ▶ Health and Safety
- ▶ Protection of personal data
- ▶ Transparency and the rights of individuals
- ▶ Permissions and Consent (GDPR)
- ▶ Competition Law

Additional career development topics

- ▶ Agile in Vodafone
- ▶ Big Data analysis
- ▶ Project management
- ▶ Performance Development - Guide for Managers (Line)
- ▶ Customer relationship management - Vodafone
- ▶ The Vodafone spirit
- ▶ How to make exceptional presentations



Diversity and Inclusion at Vodafone

- Bright Sky, the domestic support and counseling program for victims of domestic violence, later expanded by the Vodafone Foundation into the Bright Sky app, a free digital tool that supports victims of domestic violence, providing support and useful information to people in an abusive relationship or those who want to help people in such situations;
- Discover, the Trainee Management program dedicated to final year students, master's students or graduates, through which, for 2 years, each participant benefits from a personalized program, which involves three rotations within different teams and departments (for all this time, young people will have a buddy and a mentor with them, who will offer support during the learning process);
- 16 weeks fully paid parental leave policy for colleagues who become biological or adoptive fathers, and the option of gradual return to work (colleagues can opt for a reduced schedule to 30 hours of work per week, for a period that extends up to 6 months, benefiting from a fully paid salary);

Count me in

Discover

ReConnect

**16 weeks
paternity leave**



Stay Well

Bright Sky

**Sprijin pentru victimele
violentei domestice**

Our short-term goals, a future for everyone

- Developing fellow programs to grow the IT team, both in size and to increase the team's ability to operate on pioneering IT projects.
- Simplifying internal processes, increasing the ability to work in teams and progressive work based on collaboration - the integration of AGILE work principles.
- Continuation of the Transformational Leadership program dedicated to top managers and specialists.



Our planet

Together we can
vodafone

Planeta noastră

By promising to minimize our impact on the environment, we ensure a sustainable future for each of us, and this aspect is possible thanks to new technologies. Our work as a technology company brings digitization to focus, which is the key to saving energy, using natural resources more efficiently, reducing greenhouse gas emissions and supporting the circular economy.

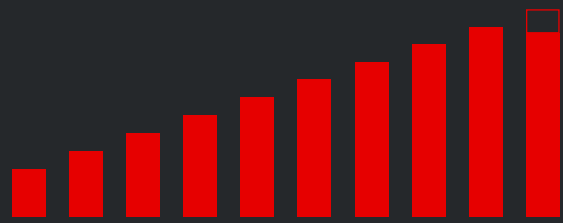
One of the areas in which technology already plays a key role is the protection of the environment and the resources of the Planet. Digital solutions monitor and signal fluctuations in the use of resources, such as electricity. They can also optimize routes for car fleets or contribute to the information flow in real time, leading to their good planning. That is why we are very proud both of the solutions implemented in our own operational processes and of those we have offered to our customers such as Sameday, Lactalis or others in various fields, from agriculture and forestry to the oil industry.

Although the original goal was for our European network to be powered by 100% green energy by 2025, we have achieved it since the summer of 2021. Globally, **Vodafone has reduced its total greenhouse gas emissions by 30% of Greenhouse Goals 1 and 2**, to 1.37 million tons of CO₂e (carbon dioxide equivalent), as a result of the continued concern for energy efficiency and the increase in the share of green energy purchased in Europe, from 33% in fiscal year 2020, to 80% in fiscal year 2021.



Strategic Objectives and Progress:

- ▶ To reduce greenhouse gas emissions by 50% by 2025
- ▶ To eliminate all greenhouse gas emissions, and by 2040 to become a company with net zero carbon dioxide emissions.
- ▶ To give new life to all network waste by 2025



98.7%

98.7% reached in 2021/22

Vodafone's power consumption remained broadly flat last year despite a 47% increase in mobile data traffic, from 7,983 petabytes (PB) in the 2020/2021 financial year to 11,714 PB last fiscal year. This was due to the increased use of more energy-efficient mobile technologies, including MU-MIMO which is approximately 70% more efficient than 4G.

Vodafone invested €65 million last year in energy efficiency and renewable projects at various sites, which contributed to annual energy savings of 135 GWh. Key initiatives included the acquisition and development of more efficient network equipment and the replacement of the 3G network as well as legacy equipment in the core network.

Vodafone's efforts have been recognized globally by non-profit organization CDP as decisive and transparent actions for environmental impact, **placing Vodafone on the A-list of companies for environmental action related to climate change**. Our energy efficiency and energy management system performance are attested locally through ISO 50001:2018 certification.

Our attention also goes towards the recycling of electrical and electronic waste. Vodafone is committed to reusing, reselling or recycling 100% of its network waste by 2025. In 2020, we created an internal market for the resale of excess stock or large end-of-life electrical devices such as antennas, for all branches. As a result of this measure, in the financial year 2021-2022 we managed to reach a 98.7% recycling threshold of network waste.

Vodafone supports the move to a fully circular economy for devices sold to customers and has accelerated initiatives aimed at extending their life through repair, improvement and resale as steps leading to responsible end-of-life recycling.





Energy consumption

Even if we are not part of an energy-intensive industry, we do not want to neglect the impact we generate through our energy consumption. The first steps taken in this direction consisted in the initiation of energy consumption optimization projects and the use of renewable sources where possible. The second important step was the timing of the implementation of the green energy policy for our owned sites, offices and shops and its gradual extension to offices and shops in leased premises.

After the increase in consumption caused in the financial year 2019-2020 by the integration into our network of UPC sites, stores and offices, from 2020-2021 we managed to maintain a constant consumption and even reduce consumption in the case of offices. In fiscal year 2021-

2022 we used 197,087,873 kWh, of which 180,597,636 kWh were purchased from suppliers. Since we could not obtain 100% green energy labels for all our consumption, for the consumption of 44,640 MWh, which was not covered by renewable sources, we chose the purchase of green certificates, in order to reach the proposed targets.

We will continue the projects to optimize and diversify renewable energy sources, so as to ensure that we have as little energy consumption as possible, coming from green sources.

Energy consumption Scope 2

Scope 2	Network	Offices	Shops	Total
Unit	kWh	kWh	kWh	kWh
Fiscal year 2021-22	173.547.467	3.634.699	3.415.470	180.597.636
Fiscal year 2020-21	222.127.561 ¹	6.466.599	3.216.028	231.810.188



Energy consumption Scope 1

Category	Diesel (stationary)		Gas (stationary)		Diesel (transport)		Gas (transport)		Natural gas	Micro renewable
	Litres	kWh	Litres	kWh	Litres	kWh	Litres	kWh	kWh	kWh
2021/22	49,374	157,503	532	1,531	891,149	9,428,356	489,611	4,631,720	2,464,365	136,195
2020/21	25,100	80,072	580	1,670	677,861	7,208,037	489,611	2,114,398	3,286,182	35,884

¹ Starting this year, for the most accurate reporting, we have decided to include consumption values from data centers and from the fixed network in the Network category. In the previous year, they were reported in the Offices category. Also, for the calculation of consumption related to the financial year 2020-2021, the consumption of the technical equipment infrastructure of other operators, rented by Vodafone Romania, through the Network Sharing program, was also included in the network category. This consumption represents, by and large, the same consumption that other operators have as a result of renting our equipment from other sites. In order to avoid double reporting, we have chosen to report exclusively the consumption made by the technical equipment in our infrastructure starting from the year 2021-2022.

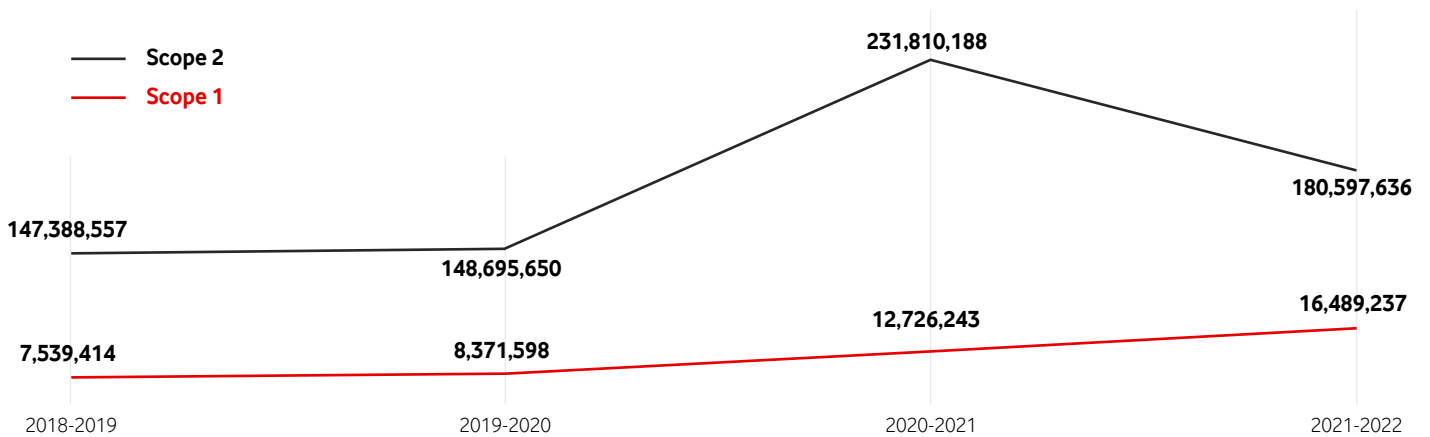


Emissions

We want to eliminate 50% of CO₂ emissions from our activity by 2025, and to be a net zero company in terms of greenhouse emissions by 2040. This ambition is one with many challenges, but this clear target motivates us to move forward. The previous financial year was a turning point for us, as we have spectacularly reduced emissions related to our direct activity (equipment, car fleet, infrastructure or our premises) through the policy of purchasing green energy. We continue this year to maintain a low level of emissions, but we still have steps to take until we reach the proposed

targets. That is why we are investing in programs to optimize the cooling solutions in our data centers, we are looking for green solutions to power equipment located in isolated areas that cannot be connected to the national grid, and we are increasing the fleet of hybrid cars. Last but not least, the policies regarding the purchases of responsible products, together with our services that propose optimizations and implicit savings extend the effects of our work throughout our value chain.

Energy Consumption Vodafone Romania (Kwh)





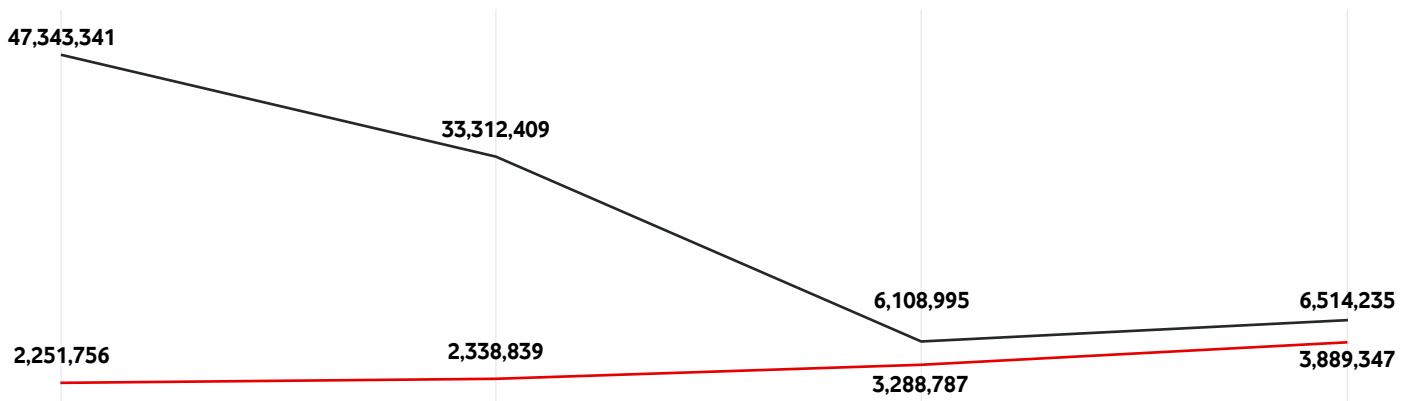
Car fleet management

The car fleet is a significant source of emissions. Traffic in cities is an important factor that influences the quality of life of the inhabitants, causing the temperature in the city and the noise levels to rise. That's why we've increased the number of hybrid cars in our fleet over time, so that we also minimize our carbon footprint.

Currently, our colleagues use 18 hybrid cars and we want to increase their number in order to achieve one of the most important environmental goals assumed - the elimination of greenhouse emissions from all our activities by 2040.

CO₂e emissions of Vodafone Romania (Kg CO₂e)

— Scop 2
— Scop 1



Water consumption

Our company has a low water consumption, as it is not an indispensable raw material for our operations. All consumption boils down to potable and municipal water consumed in shops and offices by our colleagues. However, we know that water is a key resource for communities and we are paying more attention to it. The building where our

company headquarters is located is certified as a green building, so water consumption is managed as sustainably as possible. In the financial year 2021-2022, our water consumption, in the entire network of Vodafone Romania stores and offices, decreased by almost 11%.

Total water used in our activity

21.280.272 litres

2020/21

▼ **18.955.043 litres**

2021/22



Management of EEE and WEEE

In recent years we have implemented efficient resource management and waste disposal programs to minimize the environmental impact of network and IT equipment waste. Our main impact from a waste perspective was network waste. That's why we've invested time and energy in identifying the most effective ways to extend the life of our equipment. As a result of these efforts, 98.7% of Vodafone's network waste, excluding hazardous waste, was sent for reuse and recycling in the **2021-2022** fiscal year.

In order to achieve our targets for minimizing the environmental impact, in the financial year 2021-2022 Ecotic collected, on behalf of Vodafone Romania, 11,609 kg of batteries and accumulators, of which 185 kg were collected from our sites.

In addition, Ecotic collected 617,280 kg of WEEE on behalf of our company, of which 30,280 kg from our sites. Of these collected materials, 8,591 kg of batteries and accumulators as well as 456,787 kg of WEEE were recycled, representing 74% of the total.

In addition, we continue to engage customers in programs to reduce the WEEE footprint by returning phones they no longer use but can be refurbished and resold. In this way, we significantly extend the life of phones and increase access to digital services, through the reduced prices of resealed products. In fiscal year 2021-2022 we refurbished 218,636 used devices that were returned by customers.

Technology as a tool to achieve the objectives for a green Europe

In July 2020, Vodafone committed to helping its corporate customers reduce their carbon emissions by a total of 350 million tons over ten years between 2020 and 2030, equivalent to the total annual carbon emissions of Italy in 2019. Much of these savings will be made possible by the Internet of Things (IoT) service that improves the efficiency of logistics and fleet management, smart meters, manufacturing and other activities.

According to a calculation by The Carbon Trust, **Vodafone enabled customers to avoid the consumption of**

around 7.1 million tons of CO₂e in the 2021-2022 financial year, with more than 54% of Vodafone's 123 million IoT connections enabling customers to directly reduce their emissions.

In March 2021, **Vodafone became a founding member of the European Green Digital Coalition**, which brings together companies from the IT&C sector to collaborate with policy makers and experts from the EU, in order to stimulate investment and implement digital solutions to prevent climate change.

DreamLab, climate change research vehicle

The DreamLab application has demonstrated its usefulness in recent years by contributing to cancer treatment research by the Garvan Institute of Medical Research, as well as accelerating studies by Imperial College London to find treatments for the Covid-19 virus. These results encouraged us to put this application to use in climate change research as well. The app allows ordinary people to contribute to research, so from March 2022, Imperial College London and Vodafone have extended their partnership to study the effect climate change has on cyclones and extreme weather.



Eliminating plastic from our current business

Terminals and their accessories as well as SIM cards represent another potential source of pollution. In the second half of the fiscal year 2021-2022, ecological SIM cards, made of recycled plastic, were launched in several markets, and they will also be available in Romania starting from the next fiscal year. This approach, to think about our products also from the perspective of environmental impact, is reflected both in



the materials used and in their size. Eco-SIMs are small in size and will gradually replace existing SIM cards. This initiative to introduce recycled plastic SIM cards to the European markets as well as Turkey, Egypt and South Africa will generate a reduction of 340 tons of plastic and the equivalent of 1,760 CO₂ emitted.

Recommerce, partner for extending the life of phones

Vodafone offers its customers in European markets an extensive list of services, including insurance, support and device repairs, with the aim of extending the life of phones or other terminals. Vodafone will also launch a new digital platform making it straightforward for customers to agree trade-in options for their existing phones.

At the same time, Vodafone will also encourage customers to return any mobile devices that are at the end of their ability to function, and, wherever possible, will ensure that they are recycled responsibly or repurposed for social or charitable causes. In addition, Vodafone will begin to offer a wider range of high-quality, competitively priced refurbished smartphones at retail.

Eco Rating label for sustainable phones

In May 2021, the main telephone operators in Europe: Vodafone, Deutsche Telekom, Orange, Telefónica and Telia launched the Eco Rating initiative. The aim of this initiative is to give customers the opportunity to evaluate their device purchasing options against criteria related to the environmental impact of the production, transport, use and disposal of certain phones.

The Eco Rating methodology uses information from producers and applies a fair rating system made up of 19 distinct criteria. Based on the evaluation of the 19 criteria, each phone receives a unique score. In addition, Eco Rating provides guidance in five key areas of terminal quality:

- resistance
- access to repair services
- degree of recycling of components
- climate efficiency (the amount of greenhouse emissions generated during the lifetime of the product)
- resource efficiency (pressure caused on raw materials due to the shortage of the respective materials, depletion of sources etc.)

Our short-term goals, Our Planet

- **1The launch of the #SwitchToGreen campaign to discover together with customers solutions in order to reduce energy consumption when using phones or other devices.**
- **The introduction of recycled plastic SIMs on the local market Sbas well.**
- **Launching buyback, warranty and repair programs to extend the life of devices.**

Sustainability in communities



Sustainability in communities

During the year 2021-2022 we wanted to increase with our energy, knowledge and resources especially two of the four strategic directions of the Vodafone Romania Foundation - health and education, both of which play a fundamental role in creating strong communities, able to face challenges constantly changing.

The third direction, dedicated to social services, received special attention in February 2022, when the conflict in Ukraine generated an impressive number of people who came to Romania and needed support. As a result of the war in the neighbouring country, we witnessed a wave of empathy and mobilization, which is why we are grateful to all the Romanians who came to the aid of our neighbours. We understood, once again, that it is not the appropriation

The support of ordinary people, for social causes in Romania, was also visible through donation mechanisms, such as SMS. Thanks to this tool, 94 organizations benefited from key financial resources.

The fourth strategic direction of the Vodafone Romania Foundation, represented by volunteer actions, complemented the foundation's investments, especially in social projects addressed to the elderly and emergencies caused by the crisis in Ukraine.

and the desire to help that we Romanians lack. But rather the social infrastructure that captures and puts to the benefit of society this willingness of our people to help. The Vodafone Romania Foundation, together with the Vodafone Foundation, Vodafone Romania and our colleagues, reacted to the humanitarian crisis and chose to support initiatives that cover the entire range of needs, from urgent ones - such as medical assistance, to medium and long-term needs - such as those related to the education of children and young people who fled the path of war.

The Vodafone Romania Foundation is a supporter of good deeds. We are strongly involved in helping disadvantaged communities throughout the country, and together with our volunteers, we support disadvantaged social categories, education, health and active social involvement. Our efforts are visible in the challenges we manage to face, and alongside us in these endeavours is technology, complemented by the human spirit, which we use in equal measure to change for the better the lives of millions of people. We are happy when we can be close to the people who need help and leave no one behind, and this aspect was also reconfirmed in the light of the tragic event marking the beginning of 2022 – the military intervention in Ukraine. Both the Vodafone Romania Foundation and the Vodafone Foundation have joined their efforts for a noble cause - supporting the people who have been affected by the war on the border.”

Angela Galeța,
Director executiv, Vodafone Romania Foundation






Health

“Life for Newborns” Fund


One of the most important initiatives of the 2021-2022 financial year is represented by the funding program for equipping level I and II maternity hospitals in the country. The purpose of the fund is to help neonatology wards and departments, as well as ICU neonatology departments to provide optimal medical services to small patients. Our attention has been directed in particular to equipping the wards with medical equipment and telemedicine solutions, but we also support renovations or modernization of medical spaces which, in turn, contribute to a superior medical act.

We also support the medical teams in these wards in their training and development efforts. In the first round of funding, worth 4.5 million lei, neonatology departments and compartments in six cities benefited from our support: Botoșani, Caransebeș, Craiova, Mediaș, Slatina and Târgu Mureș. For more details, see the [program page](#). 


Dara – palliative care for pediatric oncology patients

The capacity to provide home health care and palliative care services is small compared to the needs, especially for children living in small towns or rural areas. Many children with cancer or other serious chronic illnesses are deprived of much-needed medical care. This is due to the small number of specialists centres offering treatment, monitoring and support. Sometimes, even where they exist, local providers are reluctant to take care of cases with serious pathologies, especially for children. In addition, assistance in multidisciplinary teams is almost non-existent in Romania, bringing together specialists from different fields and hospitals being difficult. The Sharing Wings Association has created a digital platform that eliminates location and communication barriers. For each patient, it offers a

personalized interface according to all the international specifications characteristic of pediatric oncology care, incorporating diagnostic and treatment standards for each stage of the disease and allowing the creation of multidisciplinary teams to respond promptly to the needs of small patients. More about the project here.

More about the project , [here](#). 

Alte inițiative pentru sănătate:

[Together for health](#) 

Education

School of the Future

The PISA report released in May 2021 indicates that only half (54%) of European students can recognize biased information and only one in 10 can distinguish between facts and opinions. In order to support students and teachers, the Vodafone Romania Foundation launched in September 2021 **scoaladinviitor.ro**, a free educational platform, dedicated to children between the ages of 6 and 12, aimed at training them in the digital skills necessary to reach their maximum potential.

The platform contains 90 educational activities, centred on the needs of children that they can complete alone or assisted by parents or teachers. Through the proposed activities, children develop their critical thinking, learn how to manage and filter information, how to protect themselves and how to behave and interact in the online environment, how to create or reuse digital content collaboratively.

The School of the Future is part of Skills Upload Jr. - an initiative of Vodafone Foundations in nine countries created

to help educators and students use digital technologies creatively. By the end of the year, the School of the Future platform registered over 7,000 hits.

More about the project, [here](#). 



Edushare

The pandemic has meant for education moving activities from the classroom to the online/hybrid system. This, however, for many children meant stagnation or regression in the learning process. Thus, together with our partners from the Citizen Next Association, we chose to create an educational platform based on the concept of microlearning. The purpose of the platform is to carry out remedial activities

by 500 secondary school students, in the form of online meditations centered on learning units for the Romanian language and mathematics, study subjects that represent the basis of national assessments.

More about the project, [here](#). 

Other projects for education

▶ **School in a Box** 

▶ **Teachers' school** 

▶ **Investigating and understanding physics** 

▶ **Eduaccess** 

▶ **"Antreprenoria" program** 

Social services

Online psychotherapy

Learning the news of a serious diagnosis for a child and his family brings with it, in addition to the pressure of treatment, a lot of effort in accepting the diagnosis. Very often, children and their families have to manage the trauma of such news alone, because in Romania only 5% of young patients benefit from specialized psychological support adapted to the situations they face.

To provide comfort and confidence to small patients and

their families, the M.A.M.E. Association created an online platform where interested people can access resources created by specialists for free (articles, videos, interactive sheets, psychological tests, brochure with useful information, a database of psycho-emotional services available nationally etc.). Because interaction is a key factor in the management of the disease, the association also provided psycho-emotional counselling for 500 beneficiaries, either face-to-face in the psychotherapy office or online, through the chat implemented on the platform.

More details about the project, [here](#). 


Support for refugees from Ukraine

The times that try us the hardest are also the ones that show us the measure of our strength. In past years, the Covid-19 pandemic was the touchstone, globally. The month of February 2022 represented for all of us, but especially for the countries neighbouring Ukraine, the second big test. The citizens of these countries represented the safety net for those who fled the path of war. Families, women with children or even single children put their lives in the hands of strangers in the hope of saving themselves, to rebuild their lives away from what they used to call home. We could not have remained indifferent to the tragic events and the urgent need of our neighbours. From the first days, the Vodafone company has urgently installed Instant Networks in the refugee camp near the Vama Siret customs. Thus, we wanted those who fled to be able to contact their loved ones who remained at home or who were waiting for them in other countries.

The Vodafone Foundation allocated EUR 500,000 from the Emergency Humanitarian Fund to NGOs in the Czech Republic, Romania and Hungary that carry out support actions for refugees in Ukraine, part of this money being redirected to the United Nations High Commissioner for Refugees (UNHCR).

Vodafone Romania and the Vodafone Romania Foundation have mobilized EUR 160,000 from this fund for projects aimed at meeting urgent needs such as the construction of refugee camps and the purchase of maximum emergency products (blankets, food, thick clothes etc.) as well as the provision of necessary services in the medium and long-term such as those of legal assistance, counselling or social assistance, medical or education services. Our colleagues reacted in turn and were with us from the first day of the conflict. They donated 4,000 EUR that was offered as a sponsorship to the Carusel Association, in order to cover the costs of the refugee centre in Bucharest, with a capacity of 40 people.


Other social projects

- ▶ **IT equipment for 141 foster and family-type homes** 
- ▶ **Elderly Phone** 
- ▶ **Hope Fund for Ukraine** 

Volunteering

Our colleagues are the key element of our company's success, but they are also our support point for many social projects. Their time and experience for the benefit of the community is an invaluable resource. For more than 10 years, Vodafone employees have been supporting children from disadvantaged backgrounds around Christmas, taking on the role of Santa Claus. However, the complexity of the needs in such communities is very high.

A special category, which hardly manages to cope with the economic pressures, is represented by the elderly. The elderly population in Romania is growing, so that now it represents approximately 15% of the country's population, and in 2050 it is estimated that 30% of the country's population will be

elderly. In rural areas, in particular, the sources of income for this population category are minimal, most of them working in agriculture. So many reach retirement age with very low incomes, but with increasing medical and social needs. 326 colleagues chose to get involved in the campaign to collect packages of food, personal hygiene products and cleaning products around the Easter holidays in 2021, to provide relief and support to 220 elderly people who are suffering alone, which are constantly supported by Bacău Community Support Foundation. More details about our colleagues' initiative can be found [here](#). 

Financial data of the Vodafone Romania Foundation

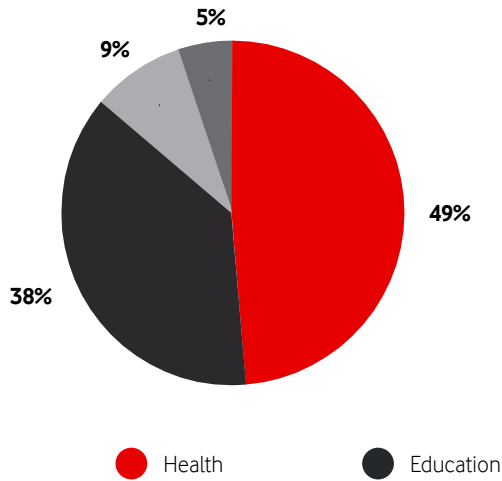
The Vodafone Romania Foundation remains an important partner of civil society in Romania. Its approach, focused on continuity and strategic projects, gives NGOs and other community partners, such as schools or hospitals, the

chance to implement long-term programs. The foundation's focus is on the need for change, strengthening communities and collaboration, and the foundation's resource allocation starts from these principles.

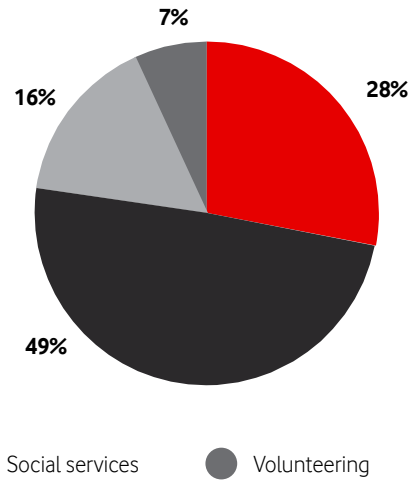
Vodafone Romania Foundation Results	2019	2020	2021
Total amount of grants (EUR)	1,805,798	1,689,654	2,244,903
Beneficiaries	4,182,643	232,153	286,545
Projects and programs	40	34	31

The distribution of the investments of the Vodafone Romania Foundation

Strategic programs financial year 2021 -2022



Strategic programs financial year 2020-2021



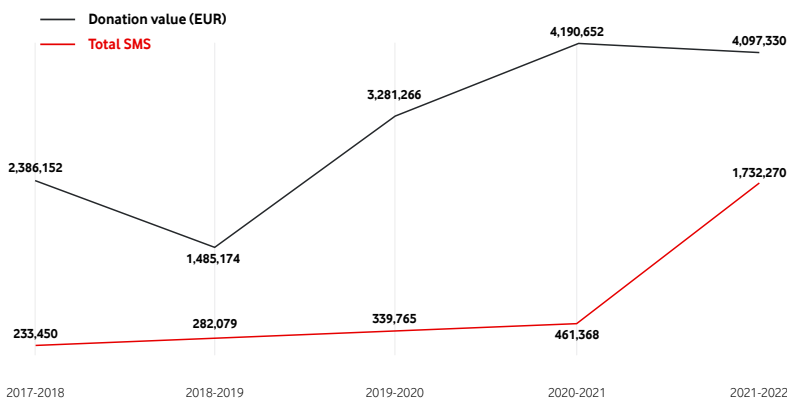
Technology put to the benefit of the community

Donations via SMS

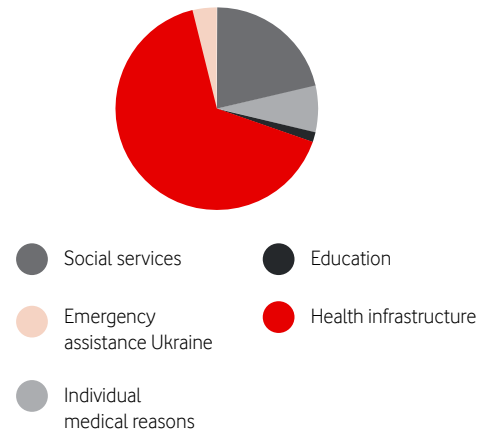
One of the most accessible social engagement tools is that of SMS donations. They are easy to use by both donors and recipient organizations. In addition, they have the advantage of cost efficiency, as more than 90% of the donation value reaches the beneficiaries, the rest being the cost associated with the administration of the donation mechanism. The accessibility of this donation mechanism can be assessed by the extent of its use. In the fiscal year 2021-2022, over 1,73 million donation SMS were sent by Vodafone Romania

customers. Thus, almost EUR 4,1 million were directed to community projects. This amount is important because it competes with the largest private financing programs in Romania, but the great advantage is the flexibility of the way to respond to community needs. Thanks to its simple and transparent way of functioning, the SMS donation mechanism is now a key tool for Romanian civil society.

Using the SMS donation mechanism Vodafone Romania customer donors



The amount donated in 2021-2022



Avalanche victim location systems

In 2021, Vodafone Romania equipped the Romanian National Mountain Rescuers Association (Salvamont) with equipment to locate victims of avalanches or people lost on the mountain. This initiative came as a natural step to continue the strategic partnership, given that Romania is in the top 10 European countries with avalanche risk. The donated equipment uses the RECCO system, consisting of a locator used by mountain rescuers and reflective tags that tourists can wear in their equipments and with the help of which it is possible to find them. Reflective plates can be purchased from sporting goods stores around the country as a helmet sticker, zip key fob or attached to a trouser belt. The detector can locate reflectors up to 80 meters in the air and 20 meters on the ground, or an effective range of 30 meters in avalanche conditions. The system is currently used by 900

mountain rescue organizations and ski resorts in 28 countries around the world.

In addition to the RECCO system for rapid identification of avalanche victims, the Vodafone Romania Foundation supports the operation of the Salvamont National Rescue Dispatch and the correct information of mountain tourists regarding the practice of tourism in safe conditions. Over the course of three years, the Vodafone Foundation invested 316,000 RON. During this time period, there were over 4,000 emergency calls requesting the intervention of mountain rescuers in mountain accidents and approximately 1,500 calls announcing fires in mountain areas.

The first Romanian team at the European Rocketry competition

We supported the first team of Romanian students that participated in the largest international rocket launch competition - European Rocketry Challenge (EuRoC) - held in Ponte de Sor, Portugal. EuRoC aims to encourage young engineering students to design, build and launch their own vehicles. More broadly, the competition aims to encourage students to learn science, technology, engineering and mathematics (STEM) and develop their technical skills.



Our short-term goals, Sustainability in communities

- **"Life for Newborns" Fund** - Expansion of telemedicine solutions in all level III units that offer neonatology and intensive care medical services for newborns.
- **School of the Future** – Platform with digital skills training activities and digital workshops for children between 6 and 12 years old.
- **Bullying-free education** - Investing in bullying prevention programs in schools.
- **Bright Sky RO** – Campaigns to educate the population on recognizing and stopping gender-based violence.
- **Letters to Santa** - Christmas gifts for disadvantaged children.



About this report

About this report

The 2021-2022 financial year (04.01.2021 - 03.31.2022) is the fourth financial cycle in which we produce the sustainability report for the Romanian market, referring to the GRI methodology. The Vodafone Romania Foundation remains the main implementation partner of our community initiatives, therefore its activity was also included in this report. The content of chapter 5. Sustainability in communities includes the activities of the Foundation, along with other CSR activities of Vodafone Romania.

Vodafone Romania's quantitative indicators and progress data are reported in relation to the company's fiscal year (04.01.2021 - 03.31.2022). Activities outside the period are marked appropriately. For example, part of our environmental performance is assessed based on data collected from calendar years 2021 (CY 2021-2022). If any information in this report refers to another time frame, such as previous fiscal or calendar years, this is marked throughout the document.

This report refers to the GRI standards, GRI 101/2016: Basic option. The report covers all relevant (i.e. material) aspects of the economic, social and environmental impact of our work philosophy, our principles as well as our environmental and social governance (ESG). The material aspects discussed in this report were identified during the stakeholder engagement process and clearly stated in the Materiality Matrix (see Figure A). The details of this process are discussed below.

We aim to publish non-financial reports every year because we believe in their value in communicating our own practices and the progress we make year-on-year, their usefulness in initiating and maintaining dialogue with key stakeholders, and the opportunity they offer in identifying and setting bold new sustainability goals. The teams that set local social and environmental goals and aim to achieve them are permanently connected to the network of professionals and

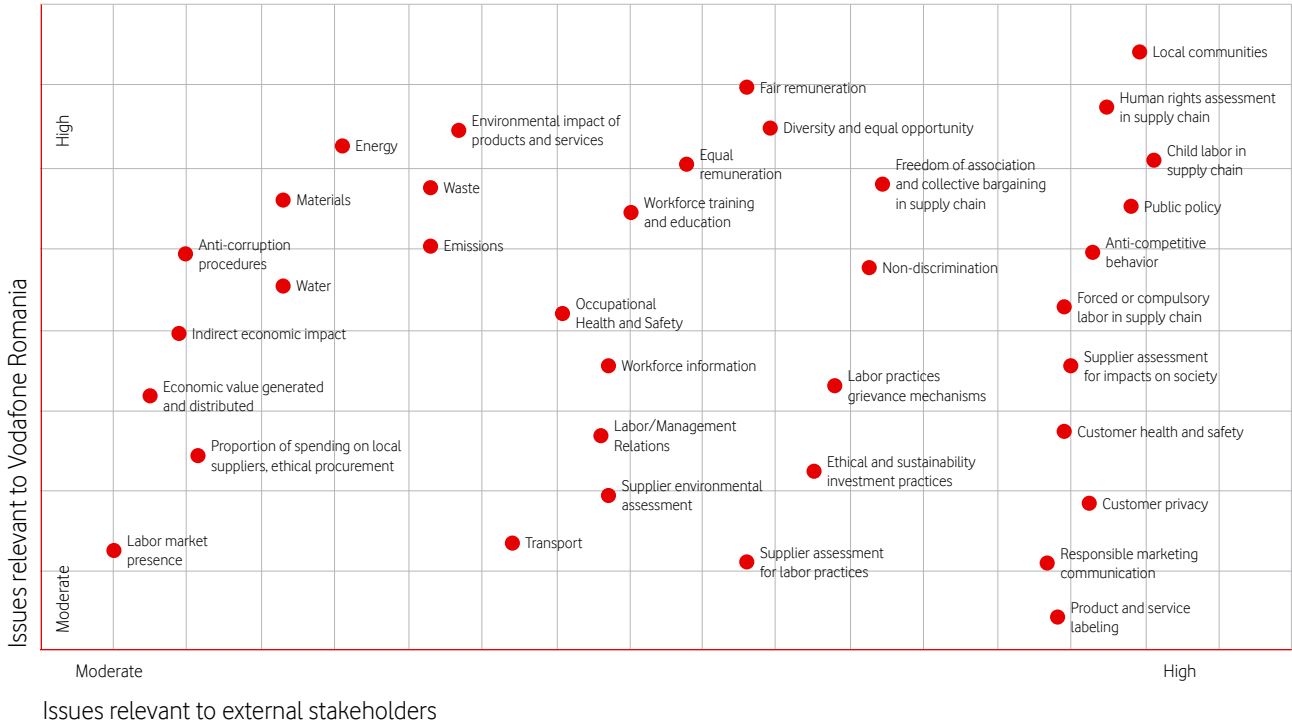
practitioners in all Vodafone subsidiaries around the world. Our goals are deeply interconnected with the projects and practices of our colleagues and we support each other in transforming Vodafone into a technology company that respects and supports the people and the environment.

Our Governance Committee supports a consistent and transparent reporting process in accordance with the highest international standards. As a result, it ensures the supervision and validation of the development process and the content of the report. Within this process, powers can be delegated to committees or specialized teams, as appropriate. Each of the three strategic sustainability directions – Digital Community, Future for All and Planet benefits from the involvement and constant monitoring of a sponsor. In the case of the first two strategic directions, the sponsor is a member of the company's executive team: Digital Community - Nedim Baytorun, Consumer Business Director and Future for All - Anca Bancu, Human Resources Director. The Planet strategic direction is under the umbrella of the sponsor Cătălin Buliga, Chief Network Officer of Vodafone Romania.

Among the sponsors' attributions, we mention the alignment of the Group's strategic directions with the local specifics, the integration of international sustainability programs in the Vodafone Romania portfolio, the coordination of local teams with those from other markets, monitoring and reporting progress towards achieving the assumed objectives.

We maintain open channels of dialogue with stakeholders and base our decisions on their views and needs. Therefore, it is only natural that we also include their observations in our report. We want it to be relevant to the interests and expectations of our stakeholders regarding the activities and impact we create.

Figure A. Materiality Matrix
(Visual representation of prioritization of topics)





Contact information

For more details on the information contained in this report, please contact:

PublicRelationsDepartment_ro@vodafone.com

Postal address:

Corporate Headquarters: 210 Barbu Văcărescu Street, Globalworth Tower, 2nd District, Bucharest, Romania.

