Our purpose is to connect everybody to live a better today and build a better tomorrow.

Data and mobile technologies, which stand at the heart of our business, have been one of the main driving forces in our time and are changing societies and lives around the globe. They help create new job opportunities, drive financial independence, improve education, support agriculture and manufacturing, and promote healthy lives and a healthy environment. But we believe that our social commitment and responsibility should go even further.

That is why I am happy to confirm that Vodafone Czech Republic, a.s. reaffirms its commitment to support the Ten Principles of the United Nations Global Compact in Human Rights, employment, the environment, and the fight against corruption. Our pledge to do so, including implementing the Global Compact principles, is reflected in all aspects of our business, including strategy, company culture, and day-to-day operations. That way, we can address the Targets passed by the United Nations General Assembly in September 2015 and stress our efforts to contribute to the Sustainable Development Goals (SDGs).

Our second annual Communication on Progress shows the impact that these efforts have on many aspects of business sustainability across all 17 SDGs. We will continue to share this information with our stakeholders, using various communication channels and the Global Compact Local Network in the Czech Republic.

Yours sincerely,
Petr Dvorak
CEO
Vodafone Czech Republic, a.s.
Vodafone as Sustainable Business
Vodafone as Sustainable Business

Vodafone Group Plc is one of the world's leading telecommunications groups, with a significant presence in Europe, the Middle East, Africa and Asia Pacific.

Our products and services play a central role in the daily lives and livelihoods of more than half a billion people across 26 countries, bringing about a revolution in access to education, healthcare and financial services. Our approach to sustainable business ensures that we are committed to aligning our business goals with societal benefits, in order for our work to deliver positive social outcomes, not just commercial and financial success.

In 2015, Vodafone started supporting the United Nations 17 goals to end poverty, fight inequality and injustice, and tackle climate change. We are committed to leveraging the power of our technology, networks and services to contribute to these Sustainable Development Goals (SDGs), and assess our contribution annually.

The latest report, for 2017-18, can be read here.
Vodafone as Sustainable Business

The Vodafone Sustainable Business Strategy 2025 outlines our intention to work towards three significant global transformation areas with the potential to deliver meaningful socio-economic benefits for our customers and wider society.

In 2018, the Vodafone Group strengthened its approach with ambitious new goals in two of these areas. Doing so will fulfil its aim of connecting everybody, to live a better today and build a better tomorrow.

### WOMEN’S EMPOWERMENT

We are working to extend the economic and social benefits of mobiles to more women living in emerging market countries:

- to bring mobiles to an additional 50 million women living in our emerging market countries over the next decade.
- to strive to be the world’s best employer for women.
- 26% of our senior leadership team and 30% of our Vodafone Group Board are women.

### ENERGY INNOVATION

We see the potential of communications technology to help with emissions reduction and the fight against climate change.

We are focusing our efforts in:

- 100% renewable purchased electricity.
- 40% reduction in CO₂ emissions.
- continuous innovation in the design of our networks and technology centres.

### YOUTH SKILLS AND JOBS

We help ensure that young people have the skills to prosper in a digital working world.

Our goals are:

- to support 10 million young people to access digital skills and job opportunities.
- to expand existing graduate, apprenticeship, internship and work experience schemes worldwide, to reach up to 100,000 young people.
Sustainability in Action in the Czech Republic

The local Vodafone Czech Republic Sustainable Business Strategy 2025 is fully aligned with this global strategy and localizes the content of each element based on knowledge of the local context. We have also embraced the Sustainable Development Goals (SDGs) and in 2016 became an active member of the United Nations Global Compact.

Read more about Vodafone Czech Republic Sustainable Business Strategy 2025

The main transformational areas we are focusing on until 2025:
Sustainability in Action in the Czech Republic

Vodafone Czech Republic business priorities:

Digital Czech

Help build a country with developed digital economy enabled by high speed networks and high-quality internet, penetration in households, companies and institutions. Help companies promote their businesses to the digital world. Enhance digital skills of the public and help companies bridge digital gaps. Undergo internal Digital Transformation.

Convergence

Go beyond mobile services and products. Expand to fix and broadband sector. Bring advantages of convergence of technologies and services to consumers and businesses.

Customer Experience

The customer in the first place. Offer the best network, products, services and customer care on the market.

Vodafone in the Czech Republic in figures:

- 3.8 million customers
- 1,800 employees
- 128 shops

Awards:

- Top Responsible Company 2017
- BePROUD Award for the best LGBT employer
- Sodexo 2017 best Employer in Prague region

Read more about our actions and achievements
Principles and Practice
Principles and Practice

Companies acting responsibly and meeting or exceeding public expectations of good corporate behavior continue to grow in value over time. For Vodafone, acting responsibly is absolutely integral to business performance and the basis of our Sustainable Business Strategy 2025.

ETHICS & CODE OF CONDUCT
Our Code of Conduct sets out what we expect from every person working for and with Vodafone CZ. It also underlines our responsibilities to our people, partners and shareholders.

HUMAN RIGHTS
We fully acknowledge our responsibility to respect Human Rights as set out in the International Bill of Human Rights (IBHR).

Moreover, we are committed to implementing the United Nations Guiding Principles on Business and Human Rights throughout our operations. Our respect for individuals’ Human Rights is enshrined in our Code of Conduct.

We manage risks in the following categories:

- Employment rights
- Civil & political rights
- Rights of the child
- Economic, social and cultural rights

EMPLOYEE ENGAGEMENT IN VOLUNTEERING

- 961 volunteers (over 50% of employees)
- 5,824 volunteering hours
- CZK 1.8 million for charity fundraising

Read more about International Bill of Human Rights (IBHR)
Read more about United Nations Guiding Principles on Business and Human Rights
Principles and Practice

ANTI-BRIBERY & CORRUPTION
We do not tolerate bribery and corruption in any form. Our anti-bribery and corruption policy is summarised in our Code of Conduct and our employees undergo regularly the “Doing What’s Right” (DWR) training programme.

Key results:
- CZK 592 mio of fraud prevented
- 620 investigations (3 criminal)
- 1.2 mio requests from authorities
- 96% employees trained in DWR

POLITICAL ENGAGEMENT
We do not make political contributions to political parties, elected officials or candidates for election. We do not intervene in party political matters. We have specific rules under our Code of Conduct regarding gifts, hospitality and sponsorship involving politicians and government officials.

PEOPLE MANAGEMENT
Our relationship with our employees is governed by The Labour Code, The Employment Act and the Act Stipulating Further Requirements for Health and Safety at Work. The behaviours that we expect from everyone who works for Vodafone, at any level and in any role or location, are encapsulated in The Vodafone Way, which defines how all of us should go about our work.

Key results:
- The Labour Code
- The Employment Act
- Act Stipulating Further Requirements for Health and Safety at Work

LEGISLATIVE COMPLIANCE
Our management systems are designed to ensure compliance with applicable legislation (both local and EU) in all relevant fields, including the following environmental directives concerning mobile and other devices:

- EU’s Restriction of the use of certain Hazardous Substances in Electrical and Electronic Equipment (RoHS) Directive
- Waste Electrical and Electronic Equipment (WEEE) Directive in EU countries
- EU’s Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH)
Transparency
Transparency

There is a strong connection between trust and value, but we live in an era of public suspicion. In order to be trusted, we must be transparent, not only to our employees, but also to external stakeholders, partners, businesses, and the public.

Social media has become a place where concerns are voiced constantly. Vodafone as a sustainable business must address those areas of concern with a high level of transparency and pro-active communication. We are focused on mitigating the risks in the following four areas:
Transparency

1. VALUE CHAIN

Our businesses rely on international supply chains that span multiple tiers and are complex to manage. Ensuring responsible and ethical behaviour across our supply chain is therefore important and highly challenging. Globally, those are areas of concern to many people, from customers and employees to shareholders and policymakers, and include:

- Integrity & Safety
- Supplier standards: labour, environmental, ethical
- Compliance and monitoring
- Conflict minerals
- Responsible services and sales
- Responsible consumption

Read more about Conflict minerals

2. TAX AND OUR TOTAL FINANCIAL CONTRIBUTION

Tax is a vitally important way for governments to raise the revenue needed to help fund reliable public services and civil infrastructure. We recognize and value the benefits for society that arise from fair, effective and predictable tax regimes that are trusted by the public and meet governments’ funding needs.

Country by country reporting can be found here, including the data for the Czech Republic

The obligations we impose on our suppliers in the Czech Republic are specified in the following codes:

- Vodafone Code of Ethical Purchasing
- Organizational Health & Safety (OSH)
- Environmental Code
- Anti-bribery Code of Conduct
- Business Principles
- Sanctions and Export Control
- Business Continuity Code
- Information Protection Code for Partners

Read more about the codes
3. ENVIRONMENT

**Mobiles, Masts and Health:** Electromagnetic fields are not an issue of great public concern in Czech Republic; however, we are ready to answer and clarify any potential queries through our EMF specialist (emf.info@vodafone.cz), who deals with the authorities, customers, and landlords, and provides assurance that our infrastructure and mobiles comply with internationally recognized guidelines.

**Recycling policies:** Demand for mobile devices is increasing and thus it is our responsibility to focus on sustainable development and recycling. We partner with REMA collection system to ensure efficient recycling of electronic waste. Revenue gained by recycling is invested in the “Green” projects of the Vodafone Foundation.

**Environmental reporting:** Since 2009, a Corporate Responsibility Report has been published every two years, containing detailed data describing our environmental profile. Since 2016 the report is aligned with the Sustainable Business Strategy 2025.
4. DIGITAL RIGHTS, FREEDOMS AND SECURITY

During the year, Vodafone Group publishes separate transparency reports in different areas of significant public debate, including law enforcement and freedom of expression matters, through the Digital Rights and Freedoms Reporting Centre. This expands the existing law enforcement transparency report, which now includes a number of related areas of significant public and policy concern:

• Law enforcement assistance
• Freedom of expression including network shutdown and child safety online
• Privacy including net neutrality
• Big data
• Cyber security

Digital Rights and Freedoms Reporting Centre
Our 2025 Transformation Areas
Our 2025 Transformation Areas

The Vodafone Sustainable Business Strategy consists of three global transformation areas to be achieved over a 10-year period by 2025. Each of them is closely aligned with the Vodafone core business and has the potential to deliver meaningful socio-economic benefits for our customers and wider society, across our markets.

Each transformation goal consists of a set of external objectives intended to achieve a positive impact within the targeted demographic group or sectors, together with a set of internal objectives intended to enhance our own operating performance. The objectives are also designed to have a positive effect in terms of external stakeholder response.
Diversity & Equality
Access to mobile internet and technology presents revolutionary opportunities for addressing issues of inequality related to gender, age, special needs and cultural/religious backgrounds. The benefits of technology can be significant, numerous and wide-ranging: from improving business opportunities and increasing income and scaling social impact, to supporting healthcare and education.

For us, equality is a matter of Human Rights. And we understand Diversity as crucial to build a fair, open, diverse and inclusive society. It is also vital for boosting business results by improving working teams, reflecting different points of view, and mirroring the diverse capability and needs of society.

Read more here
**Women. Our Focus:**

- **Internal Goal:**
  - In the TOP 250 biggest companies in CZ, just 12.5% in leadership are women. While unemployment rate is less than 5%, 40% of mothers with children under the age of 6 are unemployed. We aim to boost employability among women and their career chances.

- **External Goal:**
  - Women are underrepresented in STEM, among other areas in society. We want to enhance their participation and the quality of women’s lives through building skills and entrepreneurship, enabling financial inclusion and improving health and wellbeing.

- We organized a Diversity week focused on women’s empowerment
- Our Leadership and Human Resources teams were trained to help them overcome Unconscious Bias
- Managerial and Internal campaigns for Reconnect recruitment (female 45+): 5 women hired
- We launched the Rising Stars Programme to promote talented women
- At 4 major conferences we lobbied for women’s empowerment
- We engaged with NGOs to support girls and women and invited students for a Tech Tours (Girls in STEM, Coding course #CodeLikeAGirl)
- Through the Czech Business Women Award, we support female entrepreneurship
- Vodafone Czech Republic received the gold award for Diversity activities in Top Responsible Company 2017
LGBT. Our Focus:

**Be the best employer for LGBT: grant equal conditions, opportunities and rights at work**

**Advocate for equal rights and opportunities of LGBT citizens in society**

**Internal Goal:** Full equality of registered LGBT couples with heterosexual couples in directives and labour conditions

- Internal directives reviewed: 10 days for new fathers – the same for same sex couples
- Guides to Coming Out and Transgender issued
- LGBT social networks groups are active (FB, Yammer)
- Employees actively participate in LGBT activities: Prague Pride and fundraising for NGO sbarvouven.cz, CZK 200,000.
- We helped to establish the Pride Business Forum Memorandum 2017 and partnered for the Pride Business Forum Summit.
- Our retail stores became a petition point for JsmeFer.cz initiative (equal rights for same sex couples marriages).
- Raising awareness of top management of LGBT topics
- Various workshops on best practice sharing

**External Goal:** Public promotion and support of LGBT equality in Czech society

**Areas to Improve:**

**Differently abled people**

- Offer our differently abled customers even more accessible services and products
- Integrate and support at least 20 people differently abled among employees

**Age management**

- Elderly and mid-career people with digital skills included among Vodafone employees
- Empower elderly people to use mobile technology more confidently
Energy Innovation
Mobile communication technology uses vast quantities of energy. However, our technology offers an important opportunity to leverage the mobile networks we have built and the services we deliver to help achieve the SDGs.

The electricity supplied to our base stations, switching and data centres is supplied via the national electricity transmission network. Since 2011, we have been purchasing only green energy generated from renewable sources: water, solar, wind power, biomass, and biogas. However, 40% of our base stations are at leased or shared locations and thus we cannot influence the type of energy purchased.

<table>
<thead>
<tr>
<th>Year</th>
<th>Total electricity consumption (MWh)</th>
<th>Conventional electricity (MWh)</th>
<th>Green electricity (MWh)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017/18</td>
<td>80,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2016/17</td>
<td>70,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2015/16</td>
<td>60,000</td>
<td></td>
<td></td>
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<tr>
<td>2014/15</td>
<td>50,000</td>
<td></td>
<td></td>
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<tr>
<td>2013/14</td>
<td>40,000</td>
<td></td>
<td></td>
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<tr>
<td>2012/13</td>
<td>30,000</td>
<td></td>
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<tr>
<td>2011/12</td>
<td>20,000</td>
<td></td>
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<tr>
<td>2010/11</td>
<td>10,000</td>
<td></td>
<td></td>
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<tr>
<td>2009/10</td>
<td>0</td>
<td></td>
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<tr>
<td>2008/09</td>
<td>0</td>
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<tr>
<td>2007/08</td>
<td>0</td>
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</table>
We therefore compensated for this conventional energy consumption by tree planting (515,000 trees). Overall assimilation by “our trees” until 2070 is 416,370 tonnes of CO₂, which equals the overall cumulative carbon footprint of the company until 2036 (if we consider that the carbon footprint remains the same as in 17/18 FY).
Energy Innovation. Our Focus:

**Internal goal:**
Seek to reduce to the lowest level possible the power used — and associated greenhouse gas emissions generated — by our own operations:

- Reduce energy consumption/CO₂ footprint per transmitted data
- Reduce fuel consumption/CO₂ footprint in car fleet
- Reduce paper consumption

**External goal:**
Drive energy and carbon efficiency gains across our enterprise and consumer customer base through continued innovation, namely Internet of Things (IoT): Increase CO₂e emission savings of our customers comparing to the previous year thanks to IoT solutions.
Energy Innovation. Our Focus:

- **Tonnes CO\(_2\)e per petabyte of traffic in Vodafone CZ network**
  - 2012/13: 6,090
  - 2013/14: 3,347
  - 2014/15: 1,193
  - 2015/16: 483
  - 2016/17: 326
  - 2017/18: 237

- **Vehicle fuel consumption in liters**
  - Number of cars: 390
  - 2010/11: 19.96
  - 2011/12: 19.45
  - 2012/13: 17.4
  - 2013/14: 14.52
  - 2014/15: 10.83
  - 2015/16: 6.44
  - 2016/17: 2.43
  - 2017/18: 4.45

- **Office paper in tonnes**
  - Recycled paper (70% recycled fibers): 393
  - Non-recycled paper (20% recycled fibers): 343
  - 2010/11: 14.52
  - 2011/12: 12.43
  - 2012/13: 10.83
  - 2013/14: 6.44
  - 2014/15: 5.86
  - 2015/16: 4.45
  - 2016/17: 3.7
  - 2017/18: 1.26
Energy Innovation. Our Focus:

Savings of customers in tons of CO\textsubscript{2}e through IoT

- 317 tonnes of CO\textsubscript{2}e savings = 2.6% annual Vodafone CZ CO\textsubscript{2}e emissions in 2016/17
- 5,165 tonnes of CO\textsubscript{2}e savings = 42% annual Vodafone CZ CO\textsubscript{2}e emissions in 2017/18

- 33 trips around the world by car in 2016/17
- 538 trips around the world by car in 2017/18
Youth Skills & Jobs
Globally, young people struggle to find employment. Although in the Czech Republic the youth unemployment rate is relatively low, in the digital age, the creation of new jobs will present a challenge. Are young people well prepared? Are they going to have the necessary skills and capabilities for the jobs of the future? Half of young Czechs (aged 18-24) think that the hardest challenge for their generation will be finding a well-paid, permanent job (YouGov Survey, January 2018).

Using our technology, we want to help them develop their skills and capabilities and improve their ability to find jobs, as well as creating new opportunities for them to gain experience at Vodafone. We are dedicated to upskilling and reskilling after they complete their studies. A new era is creating new jobs that were not known previously and therefore we support the growth of their personal and professional potential, and their involvement in society. We enable young people to enjoy the transformative benefits of technology in a safe and reliable environment.
Youth Skills and Jobs. Our Focus:

Being an enabler for young people and giving them a voice within Vodafone

Using our technology – through learning and jobs services – to help young people develop

Help young people navigate the complex and changing job market

Internal Goal:

- Help young people find their ideal career path in the digital sector
  - We have created internal rules for employment of young people to encourage managers to hire students and graduates
  - We have taken part in 4 job fairs, 3 workshops at the Czech Technical University, and organized many events at our HQ (over 420 young people attended)
  - We have built a strong group of about 1,000 students who are candidates for internships, apprenticeships and Discover positions
Youth Skills and Jobs. Our Focus:

External Goals:

- Build the skills young people need for the digital future
  - We have temporarily engaged young people in Vodafone:
    - 10 Apprenticeships for pre-graduates
    - 20 Internships for students
    - 1 Columbus Programme participant; up to 3 years after university/college
    - 10 Discover Programme participants, who can participate in an internship abroad

- Promote cyber security among young people and reduce risks they face in the digital world
  - The microsite on Digital Parenting and Lecturing on Digital Security within Vodafone is functioning and updated
  - Communication platform #jetovtobě (Itisinyou) encourages people to behave safely online
  - NGOs helped us to promote digital security and skills (E-Bezpeci and IN(ternet) Generation) with over 10,000 people benefiting from the programmes, including 170 elementary schools

- Drive innovations and social engagement in young people
  - The “Vodafone Foundation Laboratory” 2017-18 startup programme involved 20 teams (60 people) with social innovation projects
  - Last call “VPohybu” (Vodafone Foundation Programme for Youth) had 10 NGOs selected for crowdsourcing campaign
  - 40 projects with more than 500 participants were involved in the initial bid, and of them implemented their projects
COP4 Principles
Correspondence and SDGs
In April 2016, Vodafone joined the UN Global Compact Initiative and confirmed that Vodafone CZ Republic a.s. supports the 10 principles of the UN Global Compact with respect to Human Rights, employment, environment and anti-corruption. At the same time, we became a member of the Global Compact Network Czech Republic. See the table below to find out more about how we are meeting the 10 Principles.

### UNITED NATIONS GLOBAL COMPACT 10 PRINCIPLES

<table>
<thead>
<tr>
<th>Human Rights</th>
<th>Location in the 2017-2018 COP</th>
</tr>
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<tbody>
<tr>
<td><strong>Principle 1</strong></td>
<td>Principle and Practice Ethics &amp; Code of Conduct</td>
</tr>
<tr>
<td>Businesses should support and respect the protection of internationally proclaimed Human Rights; and</td>
<td>Human Rights People Management Legislative Compliance</td>
</tr>
<tr>
<td><strong>Principle 2</strong></td>
<td>Principle and Practice Ethics &amp; Code of Conduct</td>
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<tr>
<td>make sure that they are not complicit in Human Rights abuses.</td>
<td>Human Rights People Management Legislative Compliance</td>
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</tbody>
</table>

<table>
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<tr>
<th>Labour</th>
<th>Principle and Practice Ethics &amp; Code of Conduct</th>
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<tr>
<td><strong>Principle 3</strong></td>
<td>Human Rights People Management Legislative Compliance</td>
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<tr>
<td>Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;</td>
<td>Principle and Practice Ethics &amp; Code of Conduct</td>
</tr>
<tr>
<td><strong>Principle 4</strong></td>
<td>Human Rights People Management Legislative Compliance</td>
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<tr>
<td>the elimination of all forms of forced and compulsory labour;</td>
<td>Principle and Practice</td>
</tr>
<tr>
<td><strong>Principle 5</strong></td>
<td>Human Rights People Management Legislative Compliance</td>
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<tr>
<td>the effective abolition of child labour; and</td>
<td>Principle and Practice</td>
</tr>
<tr>
<td><strong>Principle 6</strong></td>
<td>Human Rights People Management Legislative Compliance</td>
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<td>the elimination of discrimination in respect of employment and occupation.</td>
<td>Principle and Practice</td>
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<th>Environment</th>
<th>Principle and Practice</th>
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<tr>
<td><strong>Principle 7</strong></td>
<td>Ethics &amp; Code of Conduct</td>
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<tr>
<td>Businesses should support a precautionary approach to environmental challenges;</td>
<td>Human Rights</td>
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<tr>
<td><strong>Principle 8</strong></td>
<td>People Management</td>
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<td>undertake initiatives to promote greater environmental responsibility;</td>
<td>Legislative Compliance</td>
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<tr>
<td><strong>Principle 9</strong></td>
<td>Value Chain</td>
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<tr>
<td>encourage the development and diffusion of environmentally friendly technologies.</td>
<td>Diversity and Equality</td>
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<tr>
<th>Anti-Corruption</th>
<th>Principle and Practice</th>
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<tbody>
<tr>
<td><strong>Principle 10</strong></td>
<td>Ethics &amp; Code of Conduct</td>
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<tr>
<td>Businesses should work against corruption in all its forms, including extortion and bribery.</td>
<td>Human Rights</td>
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<tr>
<td><strong>Principle</strong></td>
<td>People Management</td>
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<td><strong>Environmental Compliance</strong></td>
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<td>Energy Innovation</td>
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<td>Anti-bribery &amp; Corruption</td>
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<td><strong>Anti-bribery &amp; Corruption</strong></td>
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</table>

Vodafone Sustainable Business Report 2017 – 2018
Our Contribution to the Sustainable Development Goals

The Vodafone Sustainable Business Strategy 2025 is fully aligned with the 17 Global Goals, officially known as Transforming our world: the 2030 Agenda for Sustainable Development, which was adopted by all 193 Member States of the United Nations in September 2015. We as a global company have local role to play in contributing to achieving the SDGs. The table below describes how Vodafone CZ contributes to particular goals.

<table>
<thead>
<tr>
<th>TRANSFORMATION GOALS VODAFONE CZECH REPUBLIC</th>
<th>SDGs</th>
<th>Location in the 2017-2018 COP</th>
</tr>
</thead>
</table>
| Diversity & Equality                          | 3. GOOD HEALTH AND WELL-BEING  
4. QUALITY EDUCATION  
5. SUSTAINABLE CITY AND COMMUNITY  
8. DECENT WORK AND ECONOMIC GROWTH  
10. REDUCED INEQUALITIES | p. 20 – 22 |
| Energy Innovation                             | 7. AFFORDABLE AND MODERN ENERGY  
9. INDUSTRY, INNOVATION AND INFRASTRUCTURE  
11. SUSTAINABLE CITIES AND COMMUNITIES  
12. RESPONSIBLE CONSUMPTION AND PRODUCTION  
13. CLIMATE ACTION | p. 24 – 28 |
| Youth Skills & Jobs                           | 4. QUALITY EDUCATION  
8. DECENT WORK AND ECONOMIC GROWTH  
10. REDUCED INEQUALITIES | p. 30 – 32 |